



August 4, 2023

**MOUNTAIN AREA REGIONAL TRANSIT AUTHORITY (MT)
REQUEST FOR PROPOSALS (RFP) NO. 2024-001
ADDENDUM NO. 2
TO
DESIGN, INSTALL AND MAINTAIN AN
ONBOARD PASSENGER INFORMATION SYSTEM (OPIS)**

Completed Proposals Are Due By 2:00 pm on Tuesday August 29, 2023

Address Proposals To:

Angelina Vrolyks, Mountain Transit Data Specialist

Mailing Address for United States Post Office: PO Box 1501, Big Bear Lake, California 92315

Physical Address for UPS/FedEx/In Person Delivery: 41939 Fox Farm Road, Big Bear Lake,
California 92315

Note that all times referenced in this Request for Proposal (RFP) are based on MT's
local time, Pacific Standard Time (PST).



Addendum No. 2

Responses to Questions for Mountain Transit RFP No. 2024-001 to Design, Install and Maintain an Onboard Passenger Information System (OPIS)

This document serves as Addendum No. 2 to the Mountain Area Regional Transit Authority (branded as Mountain Transit or MT) Request for Proposal (RFP) No. 2024-001, summarizing questions and responses raised at the July 21, 2023 Pre-Proposal Conference, as well as summarizing questions that were received in writing before the deadline of July 31, 2023 at 3:00 p.m. Please pay attention to specific changes/amendments to the RFP language below, with additions to the RFP will be highlighted in *italics/underline* and deletions to the RFP language will be in ~~strikeout~~.

At the end of this document, find a summary of those who participated at the July 21, 2023 pre-proposal online meeting/conference.

The deadline to submit proposals is unchanged. Proposals must be received by no later than **3:00 p.m, on Tuesday August 29, 2023**, MT local time.

Thank you for your interest in Mountain Transit's RFP #2024-001.

Questions from Proposers and Corresponding Responses:

1. Whether companies from Outside USA can apply for this? (like from India or Canada).

Response: Yes.

2. Whether we need to come over there for meetings?

Response: MT will conduct all required meetings for this RFP process, via online meetings/webX's. In reference to MT's successful Contractor being required to attend in person meetings at MT? It is up to each proposer to review the RFP and SOW requirements and determine if your firm would need to be on site at MT at any point during the contract term. Should a proposer believe they need to be present at MT to complete the contract requirements, those travel costs should be incorporated into the proposal and cost form, Attachment B to the RFP.

3. Can we perform the tasks (related to RFP) outside USA, like, from India or Canada?

Response: It is up to each individual proposer to review the RFP and SOW requirements and determine if your firm could complete the contract requirements at your firm's location, whether within the USA or outside of the USA.

4. Will you request or require the LED destination signs (Hanover, Luminator, Twin Vision) on your buses to be linked up or interface (aka SPLO – Single Point Log on) with the OPIS system tablet and the audio-visual announcement system?

Response: MT has not made this a requirement. MT will rely on proposers to identify their solution in their proposals as to how the audio-visual stop announcements will be pushed through, by whom, access and control points, as well as the benefits and costs of linking the LED destination signs to the OPIS system tablets or not linking them. MT desires more control and have a quicker timeframe when uploading and initiating these announcements (refer to Question 5 as to that process).



5. What is driving/sending Information to the 2017 IPLED's Model#: 16x96RGB-C-B?

Response: MT staff creates the message for each bus/route, and then based on which equipment is installed on which bus, emails a request to the Vendor along with the new message(s). The Vendor emails the information back to MT in their format, which allows MT's IT department permission to download the data onto a USB flash drive. MT uploads the data from the USB flash drive to the specific bus's corresponding interior LED sign.

6. Will MT consider replacing the 2017 IPLED's with an internal sign that is incorporated into an Automated on-board audio-visual announcement system?

Response: As stated in the RFP, MT prefers to utilize existing equipment. With that said, should a proposer see a benefit (either a cost savings or an efficiency benefit) to replacing any of MT's current equipment, proposer should incorporate that into their costs (under optional items in Attachment B) and an explanation and reasoning for this approach in the body of your proposal.

7. If applicable to this RFP, can you provide what LED destination signs are in the fleet or in the fixed route buses?

Response: Refer to Attachment F – Summary of MT-owned revenue vehicles and the onboard equipment and technology.

8. Can MT provide a link to a recording of the pre-proposal meeting, conducted on July 21, 2023?

Response: Yes. On 8/4/2023, an audio-only recording was posted to the MT website at: <https://www.mountaintransit.org/rfps-rfbs-procurement/>.

9. Section III.E.2.e states MT would like a new camera system, but Section D states MT would like the vendor to reuse as much equipment as possible. Which way would MT prefer to go? Would you like us to produce pricing for a new system? In the discovery phase, if plenty of useful life remains in the camera equipment, then this can be omitted. Should this approach be taken for all ITS equipment requested in this RFP?

Responses:

- a. Refer to Section III.D (that precedes Section III.E.2.e) which states that MT's preference is to utilize existing hardware and equipment that is already installed onboard revenue buses, with the current equipment detailed in Attachment F.
- b. In reference to adding options to the contract to replace MT's current ITS equipment, MT amends the RFP Section III.E.7, to add "c" and shall state *c. The cost to replace cameras, tablets, or any other equipment MT owns that may be utilized for this Project, but Proposer recommends replacement and/or upgrades to the current MT equipment, Proposer to incorporate the proposed replacement equipment into its optional pricing in Attachment B. Proposer to provide the make/model and unit prices for proposed equipment, as well as the cost to install/integrate (if any). Proposer to also provide in their proposal the reasoning behind this approach and the benefits to MT over using existing equipment.*

10. Can Mountain Transit please elaborate on the use case for driving having the table outside of the vehicles, requirement E.2.b "driver is holding the tablet, either inside or outside the vehicle."



Response: Driver may utilize the tablets for documenting vehicle and service conditions, either before, after or during the route.

11. To mitigate manual entry by the driver, does MT have existing fareboxes that the contractor can integrate with? If so, and MT would desire the integration, what kind of fareboxes does MT have installed today?

Response: MT's recently purchased fareboxes are Diamond XV fareboxes and are only installed on buses that service routes where riders pay a fare (OTM and DAR). Because most of MT's routes do not require a paid fare, MT does not require them to be integrated with this new system. This is not an option.

12. Does Mountain Transit vehicles lose GPS on any routes? If so, shall the contractors propose a dead reckoning device that will track the vehicle without GPS and transmit the location if cellular data is available?

Response: As discussed in the RFP on page 6, yes, due to the mountainous terrain, Verizon Wireless cellular service is not consistently provided when driving through all routes. The two routes where this occurs most often, are the two intercity/ OTM routes as the cellular service goes in and out as the buses travel up/down the mountains. This is especially problematic on the OTM from Big Bear to San Bernardino on State Route 330, where all voice connectivity is lost but there is some data/texting capability. All other routes have momentary lapses in coverage. With that said, the current protocol/system continues to track the buses even when cellular service is unavailable, and the data is uploaded and infilled once the vehicle is back in cellular coverage; however, with that said, MT is open to other tracking alternatives.

13. Shall all submitters include pricing for 10% spare equipment?

Response: MT is not requiring a minimum spare equipment inventory threshold; instead, we ask each Proposer to propose what you believe is needed based on your specific platform/solution.

14. In effort to provide a thorough and complete proposal that satisfies MT's RFP requirements, could MT please increase the page limit from 30 to 50 pages?

Responses:

- a. MT amends the RFP Section V.A. so the 2nd sentence in the 1st paragraph states: "The proposal shall be consecutively numbered and shall not exceed ~~50~~30 pages (excluding the cover page, cover letter, table of contents and other MT-required forms).
- b. MT encourages Proposers to be as concise as possible and reminds proposers the page limit excludes the cover page, cover letter, table of contents and other MT-required forms.

15. Will you consider electronic submission of the proposal? If so, which email address should we submit our response to?

Response: No. Electronic submissions of proposals are appropriate when a public agency has a system that can track and monitor all submissions, for fairness and equitable treatment of proposers. As a very small agency, MT does not have such a system, and as such, MT will keep the proposal requirements as outlined in Section V – Format of the Proposals.



16. In addition to using the supplied pricing sheet, may vendors also submit pricing in their own format (to mitigate confusion)?
Response: Proposers must submit their Price Proposal in the Microsoft Excel format as provided in Attachment B in the RFP; however, should a Proposer desire to provide additional pricing information for clarification purposes, that is acceptable.
17. How many vehicles are available for installation at any given time, during normal business hours and outside of normal business hours?
Response: Installation will occur at both bases, and three buses could be out of service and in the queue for installation at any one time. Installation at either base may occur between 8:00 a.m. to 5:00 p.m., seven days a week.
18. Where will vehicle installation occur (outside parking lot, covered lot, garage, etc.)?
Response: MT would request that any work on buses during this project to occur in the parking area, uncovered, outside of MT's bus bays. In Big Bear Lake work would occur at 41939 Fox Farm Road, 92315; and at the Crestline base work would occur at 621 Forest Shade Road, 92325. Be aware due to the location of both bases, with winter/wetter climate conditions, installations will be dependent on weather conditions.
19. Do "hosted locations" include bus stops and bus stations?
Response: No.
20. Apart from inside the vehicles, where else are the OPIS expected to be provided?
Response: Section III.E.2.b states: "The tablets, using Verizon Wireless service, are able to connect while driver is holding the tablet, either inside or outside the vehicle.
21. What are the average internet speeds available in the operational area.
Response: At MT's Big Bear Lake facility, MT has in general 205 download/20 upload speeds; at the Crestline facility, they are 104 download/48 upload.
22. Till when is the subscription to DoubleMap expected to be active?
Response: The DoubleMap product will remain up and running until such time Mountain Transit develops a replacement product fully tested and operations, as a result of this RFP effort.
23. Is the Interactive map on the website provided by DoubleMap or has it been custom developed for your website?
Response: This map is provided by DoubleMap and will be removed when this service is discontinued. However as stated in the RFP in Section III.B, as a result of this RFP effort, MT desires to have an interactive map on the MT website.
24. Is there any expectation to change / replace the website with a new one?
<https://www.mountaintransit.org/>
Response: No.
25. Are the alerts on the website triggered by DoubleMap?
Response: Yes.



26. Is there any expectation to replace the Token Transit option like DoubleMap replacement??

Response: No.

27. How is the real time bus arrival on the phone SMS based on Stop# setup? Is it provided by DoubleMap?

Response: Yes.

28. How is the text messaging (SMS) service implemented now? Who is the provider (SendGrid / Twilio)?

Response: There is no SMS/texting service implemented through DoubleMap.

29. Apart from uploading the data to TransTrack, is there any data warehouse to be maintained for MT's software implementation?

Response: No.

30. Are the tickets for the Mini Van Service during winter purchasable through Token Transit or its replacement?

Response: Paper tickets are only sold/available for MT's two OTM routes (in addition with the option to purchase through TokenTransit) and those paper tickets are available for purchase at either the Big Bear Lake or the Crestline bases/offices. The purchase of paper tickets is becoming less and less as time goes on. Those that require to pay a DAR fare (if they are using DAR and are not eligible for the ADA free service) may purchase tickets through TokenTransit. As mentioned in the RFP, all of MT's fixed routes, ADA DAR service, service to and from the Resorts (Big Bear Lake only, winter service) and the airport winter service, are free to the passengers and passengers are not required to utilize Token Transit to board a bus. For the other services, yes, riders may purchase paper tickets.

31. Are the riders availing free rides also issued free tickets or they are free to onboard and disembark without any tickets?

Response: They are free to board and disembark, without having a ticket or using Token Transit.

32. Are the Mini Van Services provided during winter to be tracked and is within scope?

Response: Section III.E.2 in the RFP, 2nd sentence, will be amended to: "Depending on technology utilized, will deploy on all fixed route and OTM buses; with the BBMR, winter airport service and DAR buses option is to only have a manual system counting passengers via the tablets.

33. Please provide examples of communications that happens which uses paperwork.

Response: The DoubleMap system eliminated much of prior paperwork in operations. Remaining items where drivers fill in paper forms and provide to Admin at the end of their shift, includes:

A Mileage Sheet:

- a. Information filled in on this form: the driver inputs their name, date, the route, the MT bus # and fuel level. Driver inputs the time and mileage when the bus leaves the garage and leaves 1st bus stop; as well as the time and mileage when the bus is at its last bus stop, and arrives back to the base. Documents total fares collected, as well as



if a customer(s) declined a wheelchair restraint and if so, their name(s) and the time(s). Information if the vehicle is taken out of service or if a replacement bus is needed to complete the shift (mileage, bus numbers, and time it occurred). There is a section for driver or Admin to provide comments.

- b. Upon return to the base the form is provided to dispatch who manually enters the information into TransTrack.

A Daily Vehicle Report (DVR – one form with two copies, the original/white and yellow carbon copy):

- a. Information filled in on this form: the date, bus number, time the bus left the base and arrived back, mileage leaving the base and mileage returning to the base. The driver indicates from their visual inspection of the bus interior and exterior, both before and after the trip, if each item is “OK” or requires maintenance attention/repair (such as mirrors, body damage, fluids, etc.). There are bus graphics on the form where the driver can notate the location of the issue and a comment section for a description of the defect(s).
- b. Upon returning to the base the driver provides the yellow form to the Operations Supervisor and the white form to Maintenance staff. Should there be a vehicle issue, the Maintenance Department will create a work order to follow through on the repair. Both departments keep the forms in a file for a minimum of three years.

34. Is it acceptable for the solution to be a Cloud solution instead of an on-premises server hosted solution?

Response: Refer to Section III.E.1, where MT requires this be a cloud-based system.

35. Does MT expect the system to be custom built newly designed software (for both web application and mobile application) or does MT expect the system to be off-the-shelf product with minimal customization?

Response: Due to the advancement of these types of platforms in the past decade, MT desires proposals to provide a solution that is cost-effective, could be implemented quickly and with minimal customization. If this can occur with a custom build platform, MT is open to that solution.

36. Are the Getac ZX70 tablet devices using the optional RF antenna for passthrough GPS or is the SIM card slot being used for getting location?

Response: The tablets have a SIM card slot used for locational purposes.

37. What operating data is gathered?

Response: The current and future system will gather all traditional on route transit operational, including, but not limited to vehicle location, vehicle speed, time and location of all stops, passenger count, fare classifications, types of passengers (wheelchair or bike), and so on.

38. Is the Barcode reader active in Getac ZX70 devices?

Response: No.



39. Is the Barcode reader used for scanning tickets in the current system? Can that be activated, since it is an optional feature of the device?

Response: No.

40. The Getac ZX70 device comes with a fingerprint scanner. Is the fingerprint scanner used for the driver to access the tablet device?

Response: No.

41. Is MT OK for the tickets to be QR coded, if not already implemented?

Response: All paid fares will continue to be sold primarily through TokenTransit. The only “paper tickets” are for the OTM service (discussed in Question 30). MT is open to other mechanisms to integrate the remaining ticket sales with a proposed system, although given that paid fares is a small part of the MT fare payment system, MT would not put much time or effort into such a transition through this RFP effort.

42. Can this be based on the ticket scanning, or would you want this to be an option for the driver to manually enter the rider count? Or would you prefer a visual (video camera) based automated counting?

Response: We look for the Proposers to come up with a solution that is compatible for a system of this size, given that most rides are free without tickets, and based on the variety of bus types and services provided. As stated in the RFP, a manual system or an automated system would be acceptable.

43. If automated counting via visual recognition is required, does the MT rides allow any passengers to stand on the aisleway, during the ride?

Response: Standing while the buses are in service/in operations is permitted on all buses except the minivans and the OTM buses (which provide long distance, intercity service on curvy, mountain roads).

44. Should the system also broadcast schedule variance alerts automatically to riders and public?

Response: For audio announcement, audio will only provide upcoming stop announcements. For LED/visual announcements, in addition to upcoming stop, date and time announcements, MT is interested in providing other information to broadcast as well (such as service changes, public service announcements or route variations).

45. What system operations data is expected to be transmitted? Should this be triggered by the driver manually or should it automatically be initiated based on detecting MT's wireless network?

Response: All data transmitted from devices back to MT, should be automated and should not require the driver to initiate uploading the data, or do anything.

46. Is it possible for MT to organize a tour of its implementation and share details of the current setup both physical setup, process / procedures followed and the web applications at the backend?

Response: Given the timeline and the desire to procure an “out of the box” solution (see III.D, Concept of Operations) a tour and explanation is not possible.



47. Do you see a need for geofencing to be implemented? For example: If the vehicle enters a certain area/location coordinate range, to be notified to dispatch?

Response: Yes.

48. Can we get the data structure (template) followed to upload data to TransTrack

Response: Contact [TransTrack](#) directly to understand their requirements for data upload.

49. If we go with the end of driver's shift to be the approach to upload data to TransTrack, does it need to be automatically pushed at the time of driver logoff for the day or does it need to be initiated by the driver manually?

Response: All data transmitted to MT should be automatic and not require the driver to initiate the data upload. Review response to Question #45. All data should be time stamped as it is received; not as critical, all data may be time stamped as pushed into the clouds.

50. It is assumed that the reports such as Board reports, reports to funding agencies and NTD reporting is taken care by TransTrack or is that supposed to be handled by the software developed through this RFP?

Response: MT intends to continue to have all compiled reports be generated through TransTrack, and not through the platform being procured in this RFP.

51. Do the current Fixed Route Busses and OTM busses come with OBD port enabled?

Response: The tablets are plugged into a separate port on the buses, and not into the OBD.

52. It is assumed that MT will assign an appropriate person who is knowledgeable on the current installations, routes, reporting's etc who can help coordinate meetings with MT, site visits, and can clarify questions related to the current implementation as required?

Response: MT will designate a contact to serve as MT's project manager during the contract.

53. Can MT please make available the list of factory acceptance test documentation that are currently received from the existing vendor? If this is a new expectation, please share the list of test documentation expected.

Response: There are no factory acceptance documentation from the prior system. MT included this requirement, as should the proposer provide hardware and/or equipment to comply with the service requirements, MT would hope that factory acceptance documentation is available for all equipment/hardware proposed. If it is not, please include that in your proposal.

54. Are there any other certifications about the product that is expected?

Response: Should the proposer utilize a platform to automatically count passenger as they board/alight fixed route buses, the Federal Transit Administration (FTA) has requirements for those systems to be certified and tested. If this is a solution you are interested in proposing, then we recommend you research FTA's requirements. Other than that, MT does not have any other certifications that are required for the implementation of the services requested in this RFP.

55. What is the current implementation of the data archiving?

Response: MT stores and archives all data in TransTrack, and the data is never archived.



Summary of Participants

At the July 21, 2023 Pre-Proposal Online Meeting/Conference

Below are the individuals who participated on the Pre-Proposal conference conducted on July 21, 2023 at 10:00 a.m. Should there be any errors on the prospective proposers' table below or should you have participated on this online webX/conference and are not identified below, contact MT immediate by emailing Angelina Vrolyks at avrolyks@mountaintransit.org.

MT Staff/Consultants

Name	Agency	Role
Sandy Benson	MT	General Manager
Michelle Kirkhoff	Michelle Kirkhoff Consulting, LLC	Consultant to MT
Angelina Vrolyks	MT	Data Specialist
Karen Wentworth	MT	Office Manager/Clerk of the Board

Sign In Sheet – July 21, 2023 Mountain Transit Pre-Proposal Conference RFP No. 2023-001

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