

**CENTRAL OREGON INTERGOVERNMENTAL
COUNCIL**

REQUEST FOR INFORMATION (RFI)

FOR

**Computer Aided Dispatch (CAD) /
Intelligent Transportation System (ITS) /
Transportation Management Solution**

RFI Number: COIC R2020-01

IMPORTANT DATES

Date Issued: February 28th 2020

Deadline for Questions / Clarification: March 13th 2020

Answers to Questions / Clarifications Posted: March 20th 2020

RFI Response Deadline: March 27th 2020

ADDRESS

Central Oregon Intergovernmental Council
334 NE Hawthorne Ave
Bend, Oregon 97701

SUMMARY:

The Central Oregon Intergovernmental Council ("COIC") is gathering information to facilitate a formal procurement process for a Computer Aided Dispatch (CAD) / Intelligent Transportation System (ITS) / Transportation Management Solution. COIC invites your firm to provide input associated with this Request for Information (RFI).

Requests for Clarification and/or questions should be directed to the project coordinators via email at rfi@coic.org. Please include the RFI Number in the subject.

Agency Description and Background

COIC's transportation division, Cascades East Transit (CET), is the leading public transportation service provider in Central Oregon. CET's services operate in Crook, Deschutes and Jefferson Counties; as well as the Confederated Tribes of Warm Springs Reservation.

CET's current transit service models include (1) City of Bend Fixed Route operations, (2) City of Bend complementary paratransit services, (3) regional Community Connector services, (4) rural on-demand transit, and (5) seasonal recreational shuttle services.

CET is also looking to increase its service models to include micro transit, as well as same day or on-demand reservation pickups and drop-offs.

Existing Technology Description

CET currently uses a wide array of CAD/AVL-independent systems including: Fare Collection, Automatic Passenger Counters, Power Supplies / Timers, NVR/DVR Systems, Automatic Vehicle Annunciation Systems, and In-Vehicle Gateway / Routers. Not all vehicles are equipped with all technology.

Fleet Description

CET's fleet size is under 100 vehicles, however CET's fleet ranges from small paratransit vans to large, heavy-duty transit buses. CET is looking for a transportation technology solution applicable to all aspects of its fleet and services.

I. DISCLAIMER AND NON-LIABILITY STATEMENT

- a. This is a Request for Information (RFI) only and does not constitute a commitment, implied or otherwise, that COIC will take procurement action in this matter. Further, neither COIC nor its partners will be responsible for any cost incurred by a responder in furnishing this information.
- b. Article and section headings used herein are for reference only.
- c. Response to this RFI is optional.

II. GENERAL REQUIREMENTS

- a. Interested Parties should submit a response to *Section V – Information Requested And Description*.
- b. Upon release of this RFI, all communications should be via E-Mail to the RFI Project Coordinators at rfi@coic.org, or delivered in person or by mail to:

COIC

334 NE Hawthorne Ave
Bend, OR 97702

The preferred method of delivery is by E-Mail. A 25MB Size Limit may prevent large files from being delivered unless delivered using drop box, air drop, or another cloud file hosting service.

- c. The subject of the email should read “RFI COIC R2020-01” to ensure that the response is properly identified and evaluated by COIC.

III. SUBMITTAL

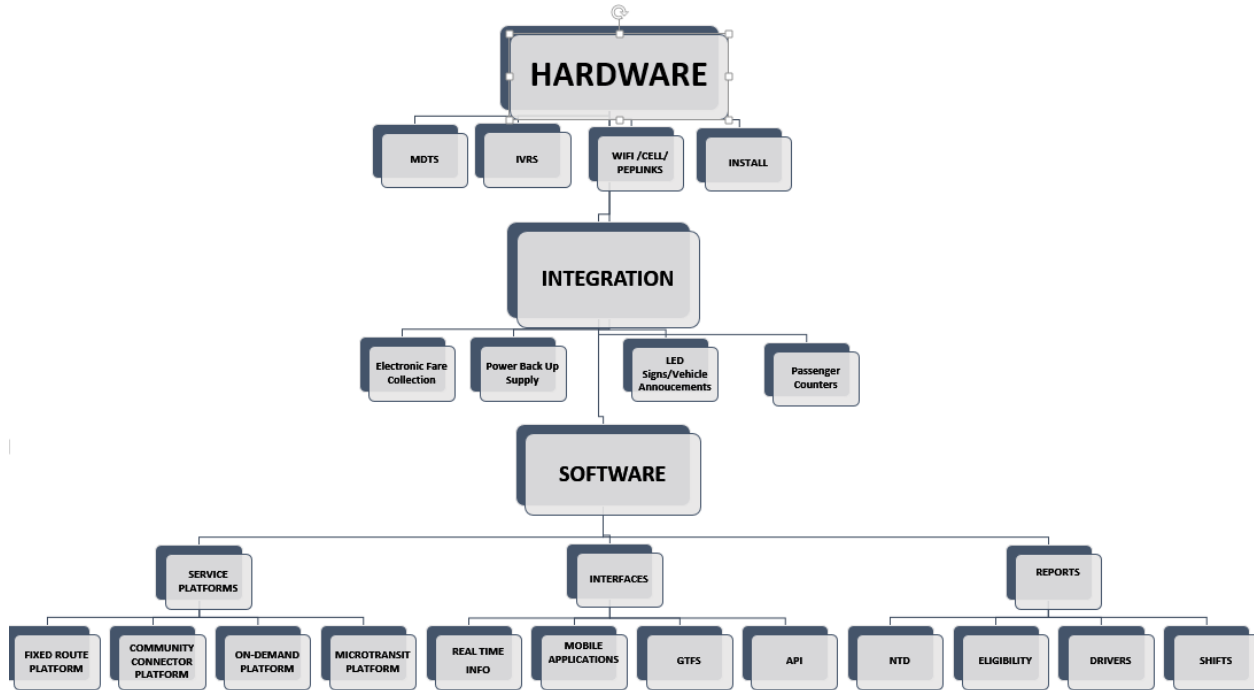
- a. COIC does not wish to restrict responders in such a way as to significantly limit the vendor’s ability to provide accurate and informative details on the relevant products offered, however, responders should refrain from providing overly detailed responses that are not necessary to convey the product’s purpose, benefits, weaknesses, methods, comparisons, and alternatives. As a goal, between 10 and 20 pages should be adequate.
- b. Responders should include a cover letter signed by an officer authorized to submit the response on behalf of the firm, and contact information which include both the proposing firm and contact person’s (if different) name(s), address(es), telephone number(s), and email address(es).
- c. The response should be complete, including the fore-stated information and the response to Section V.

IV. ADDENDUM TO THIS REQUEST FOR INFORMATION

- a. If at any point during the RFI period it becomes necessary to revise this RFI, any addendums will be posted on the COIC website or sent to those who have expressed an interest in submitting a response.
- b. Until the Questions / Request for Clarification Deadline, COIC will accept Questions and Requests for Clarification from parties who have expressed an interest in this RFI and will make a reasonable attempt to respond with an addendum. COIC will post responses to the COIC website, and notify all responders who have expressed an interest an addendum has been posted.

V. INFORMATION REQUESTED AND DESCRIPTION

Below is a hierarchical diagram demonstrating, at a high level, the overall services requested in this RFI; visually describing the information being requested.



Vendors are not required to manage or operate all aspects listed in the diagram, however, vendors are encouraged to offer information they feel comfortable performing, as well as additional feedback on whether they support other companies and/or platforms outside their business model.

Themes asked to be touched upon in the RFI include: (a) the type of hardware used in the transportation technology solution, (b) strategies for integration of current or existing systems with their technology, (c) an overall synopsis of the software platforms available to the client, and (d) methods these platforms use to work together (if applicable) for multi-model services.

A list of best practices and lessons learned from previous projects is highly encouraged.

Vendors are not discouraged from informing of creative solutions that meet the scope and intent of this RFI even though these solutions do not specifically align with the methods and technology being requested.

QUESTIONS TO VENDORS

1. Please specify an area within your transportation technology solution that your company executes extremely well, as well as an area within your approach which you may look to other industry leaders for assistance and/or guidance?
2. Once a contract is executed, what type of relationship between the client and the vendor is required in order for the transportation technology solution to run in working order?
3. If COIC contacted five random customers who utilize your technology, what would they say?
4. Have you ever had a transit agency who utilized your technology later opt to change to another technology vendor solution?
5. Please list two or three on-going characteristics of your system which are important to continually update or monitor, in order to ensure minor issues do not become larger, expensive problems in the long-run?
6. Describe how scale-able your solution is. For example: if CET wished to integrate signal prioritization into this system in the future, how would this be achieved? What other technologies and capabilities is your system equipped for?
7. Describe how your technology, if applicable, can integrate fixed route / flex route / paratransit / and micro transit services together, and a client who currently utilizes this system.

Glossary

RFI	Request for Information
MDTs	Mobile Data Terminals / Driver Interface
IVR	In-Vehicle Router / Gateway
Wi-Fi / Cell / (Peplink)	Network / Internet Infrastructure, May be Same as IVR (Existing In-Vehicle Router/Gateway Tech is Pepwave's Peplink BR1 Mini)
Electronic Fare Collection	Passenger-Facing System for Providing Fare Payments Electronically
Power Backup Supply	Power Governing System used to delay Switched Power Off and prevent battery depletion
LED Signs / Vehicle Announcements	Voice Annunciation System for Next Stop / Route Announcement
Passenger Counters	Camera / Motion / Infra-Red Sensor used to detect boarding and off-boarding passengers by route, stop, vehicle (Automatic Passenger Counter)
GTFS	General Transit Feed Specification
API	Application Programming Interface (used primarily for 3 rd party integrations)