



City of Greenville
Request for Proposal
Passenger Information and Electronic Fare Collection System
RFP #23-24-40

Addendum #1

Date of Addendum: March 12, 2024

Addendum issued by: Elizabeth Stalls, Transit Manager

Reason for Addendum: Response to Questions

- 1 Question:** Greenville Area Transit (GREAT) is accepting proposals for passenger information technology systems, including Automatic Vehicle Location (AVL), Automatic Passenger Counter (APC), Automated Voice Annunciation (AVA) and electronic fare collection (E-fare) systems. Can you please tell me if GREAT is willing to accept proposals for only a part of the requirements- is it mandatory for one supplier to provide all the requirements?

Answer: At this time, a proposal submission should contain all systems in the Scope of Work.
- 2 Question:** What was the 2023 estimated ridership for GREAT?

Answer: 281,044
- 3 Question:** Could you please provide the exact list of vehicles to be equipped with the new systems?

Answer: 13 Gillig 35-foot buses, one Toyota Sienna Hybrid Commercial Van, and one Transit-350 Passenger High Roof Va.
- 4 Question:** Does GREAT have a cellular router installed in the vehicles?

Answer: We are in the process of installing cellular routers in all Transit vehicles, which should be complete by the end of April 2024.
- 5 Question:** Can you confirm the need for single log-in integration with the new farebox?

Answer: The vendor may provide its best recommendation.
- 6 Question:** Can you confirm the need for single log in integration with the destination signs?

Answer: The vendor may provide its best recommendation.
- 7 Question:** What are the make and model of the current destination signs?

Answer: Exterior signs (front, rear, and curbside) are Luminator TwinVision.
- 8 Question:** How does GREAT manage its GTFS data today?

Answer: GREAT does not have an up-to-date GTFS feed. The last update was approximately five years ago.



- 9 **Question:** Does GREAT have or need a scheduling/runcutting software?
Answer: GREAT does not currently have scheduling/runcutting software. Vendors may submit recommendations for the city to evaluate for fit and need.
- 10 **Question:** For APC, can you confirm all vehicles have 2-doors?
Answer: All buses have two doors.
- 11 **Question:** For APC, do you require real-time occupancy information?
Answer: Yes.
- 12 **Question:** For AVA, can you confirm all vehicles have existing interior and exterior speakers?
Answer: Yes, interior and exterior; however, exterior speakers have not been used.
- 13 **Question:** For AVA, do you need announcement only in English, or English and Spanish?
Answer: Both English and Spanish.
- 14 **Question:** For AVA, can you please provide the make and model of the existing visual displays?
Answer: Nine buses have Sunrise Transit signs. Four buses have Illuminator signs.
- 15 **Question:** How many spare equipment should be quoted?
Answer: No spares.
- 16 **Question:** Does GREAT wants a bus in the box for maintenance, troubleshooting and training?
Answer: No.
- 17 **Question:** How many vehicles per day could be tentatively installed?
Answer: 2-4
- 18 **Question:** Would GREAT want pre and post trip inspection capabilities on the driver MDT?
Answer: Vendors may submit recommendations for the city to evaluate for fit and need.
- 19 **Question:** Would you agree to increase the page limit from 40 pages to 80 pages?
Answer: We will maintain the 40-page limit.
- 20 **Question:** Can you clarify whether RFP #23-24-40 will be used to select a microtransit software or turnkey services vendor, or if it's strictly for fixed-route technology?
Answer: A separate RFP will be released for microtransit software or turnkey services.
- 21 **Question:** What, if any, demand response (paratransit) scheduling/dispatching software does GREAT currently use?
Answer: None. GREAT does not operate its own paratransit service.



- 22 Question:** Can you please confirm the number of 35' Low Floor Gillig vehicles currently included in your "revenue vehicles" quantity?
Answer: 13
- 23 Question:** Does GREAT currently have automatic passenger counters onboard their vehicles? If yes, how many vehicles are equipped with APCs and what are the make and model of the devices?
Answer: No.
- 24 Question:** Does GREAT currently have interior LED signs onboard their vehicles? If yes, how many vehicles are equipped with LED signs and what are the make and model of the devices?
Answer: Yes. Nine buses have Sunrise Transit signs. Four buses have Illuminator signs.
- 25 Question:** Does GREAT currently have exterior destination signs on their vehicles? If yes, how many vehicles are equipped with headsigns and what are the make and model of the devices?
Answer: Yes. 13. Exterior signs (front, rear, and curbside) are Luminator TwinVision.
- 26 Question:** What is the make and model of the PA system currently onboard GREAT's vehicles? Is each bus equipped with a functional PA system?
Answer: Nine buses have Digital Recorders for announcements and Sunrise Transit signs. Four buses have Digital Recorders for announcements and Illuminator signs. There are no handheld PA systems on the buses.
- 27 Question:** When GREAT launches their "hybrid transit system" pilot, what is the targeted number of demand response vehicles to be incorporated? Do you plan to adjust your fixed route service?
Answer: Initially, two vehicles will be used for demand response. Additional vehicles may be added if needed during or after the pilot.
- 28 Question:** We would like to request an extension of the proposal due date by 7 calendar days to allow for thoughtful incorporation of Greenville Area Transit's responses to questions from all proposers.
Answer: A second Addendum extending the proposal date will be posted.
- 29 Question:** Is this procurement also looking for Microtransit Services?
Answer: No.
- 30 Question:** If RFP# 23-24-40 is not looking for Microtransit Services, is there already a vendor who has been selected to provide these services in the future?
Answer: No.



- 31 Question:** If RFP# 23-24-40 is not looking for Microtransit Services will the City of Greenville be releasing an RFP for Microtransit Services at a future date?
Answer: Yes.
- 32 Question:** For the AVA system: Please advise what visual displays are currently installed on your vehicles.
Answer: Nine buses have Digital Recorders for announcements and Sunrise Transit signs. Four buses have Digital Recorders for announcements and Illuminator signs.
- 33 Question:** How many vehicles may be made available for installations per day?
Answer: 2-4
- 34 Question:** Are they available during the day or are the only available on weeknights and weekends only?
Answer: Weekday installation is preferred.
- 35 Question:** Exactly how many vehicles do you wish to have installed with the new ITS system?
Answer: 15
- 36 Question:** On page 6 of the RFP, it says: "When a route serves a stop while traveling in both directions, the message shall differentiate the times." Please clarify what this means".
Answer: Two bus routes serve the same stop at different times.
- 37 Question:** Would you like us to provide a telco data plan? Do you have a preference for a cellular data communications provider (e.g. AT&T, Verizon, Comcast or T-Mobile)?
Answer: No.
- 38 Question:** Do you want the Dispatch to support a covert duress alarm? Are these already installed? If not, do you want them included in our proposal as a requirement or as an optional item?
Answer: The vendor may provide its best recommendation or options for the city to evaluate for fit and need.
- 39 Question:** Can you provide location name, and address of your garage/maintenance facilities?
Answer: Greenville Public Works Department, 1500 Beatty Street, Greenville, NC 27834
- 40 Question:** The Evaluation Criteria section of the RFP indicates that training and warranty will comprise 10% of the overall score for proposals. However, the desired term of the warranty is not defined in the RFP. Please identify your desired warranty term (e.g., 3 years) and confirm that bidders should include in their proposals a description of the warranty terms and conditions.
Answer: The vendor may provide its best available warranty term.



- 41 Question:** Requirement 3.1.1 states that real-time information on bus location must be provided. However, there are no requirements in the RFP for bidders to include a cellular modem to facilitate real-time information exchanges with the central system. If the agency vehicles already have cellular modems installed, please identify the make, model, and cellular data plan (e.g., AT&T unlimited) for those modems. If cellular modems are required, please confirm that bidders should include pricing for delivery, installation, and configuration of such modems and clarify if that pricing should include the cost of an appropriate data plan.
- Answer:** We are in the process of installing cellular routers in all Transit vehicles, which should be complete by the end of April 2024. CradlePoint R1900 Series 5G Ruggedized Router equipment a Verizon Wireless Unlimited Mobile Broadband Plan with static IP.
- 42 Question:** It does not appear that the RFP materials included a pricing form. Please confirm that bidders are free to provide pricing in their preferred format.
- Answer:** The vendor may provide pricing in its preferred format.
- 43 Question:** Section 2, page 5 of the RFP indicates there are between 13 and 17 revenue vehicles. Please confirm the number of vehicles that will require equipment so that bidders can identify the quantities of equipment, e.g., fareboxes, that must be delivered and installed.
- Answer:** 15 Vehicles. Also see Question 3.
- 44 Question:** When Greenville refers to replacing their fareboxes under section 3.4.1, is this meaning electronic fare validators?
- Answer:** Replacement of cash and coin collection fareboxes with electronic fareboxes.
- 45 Question:** When GREAT says you will be launching an electronic automated fare payment and collection system, does this mean you have a software vendor or you are looking for this software to be provided on this procurement?
- Answer:** GREAT is seeking a software vendor through this procurement.
- 46 Question:** Section 3.4 Fare Collection: does GREAT intend to continue accepting cash onboard the fixed route system?
- Answer:** No.
- 47 Question:** Section 3.4 introductory text: this paragraph lists the methods of payment as app-based mobile payments and credit cards, leaving off close loop transit cards. Do you intend to offer closed loop transit cards (GREAT cards that can only be used on vehicles)? Do you intend to offer open-loop payments (credit and debit cards directly on the vehicles) initially?
- Answer:** Ideally, mobile/credit card payment and transit cards will be usable; however, GREAT is open to receiving recommendation from vendors on electronic payment capabilities.



48 Question: Section 3.4.3 regarding the OCU requirements: in many advanced systems today, agencies operate fare collection systems without OCUs to simplify operator responsibilities, lower costs, and accelerate services. Is GREAT requiring OCU in systems that do not depend on an OCU for functionality?

Answer: The vendor may provide its best recommendation or options for the city to evaluate for fit and need.

49 Question: Can GREAT provide a pricing sheet?

Answer: GREAT is currently operating fare-free and has not established a price sheet for fee rates at this time. It is anticipated that fare rates will be set and implemented at the same time a new fare collection system is introduced.

50 Question: Please provide the following statistical information for GREAT's systems usage: total sales of each pass broken down by sales channel (i.e., ticket windows, online, TVMs, etc.)

Answer: Fares have traditionally been 85-90% collected on the bus and 10-15% collected at the ticket window.

51 Question: Please provide the following statistical information for GREAT's systems usage: total passenger boardings by payment method used (cash, pass, transfer slip, change card, etc.)

Answer: The last year that fares were charged was FY 2019:

Ridership	Cash	Pass Sold	Pass Used	ECU	Kids/Veterans (Free)	Transfer
441,463	91,633	52,058	187,003	673	31,871	78,225
	21%	12%	42%	0%	7%	18%
	Cash		Passes		Free	

52 Question: Please provide the following statistical information for GREAT's systems usage: total ridership and fare revenue from 2021, 2022 & 2023

Answer:

FY 21	155,498	No Fares Collected
FY 22	196,867	No Fares Collected
FY 23	281,044	No Fares Collected

53 Question: Please confirm if all GREAT vehicles are currently equipped with a cellular modem and antenna. If confirmed, please provide the following information about these devices:

- Manufacture(s) and type(s) of modems and antennas installed
- Confirmation that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem



- Number of open ethernet ports on the modem, and confirmation that open ports can be used by a third party device to access the open internet
- Please confirm if antennas are connected to the modems for GPS availability
- Confirmation that the existing antennas are attached to the roof of vehicles or installed internally"

Answer: CradlePoint R1900 Series 5G Ruggedized Router with Panorama 8-in-1 antenna.
Yes
Yes
Yes
Installed on the roof of vehicles.

54 Question: Please confirm if GREAT offers a GTFS real-time (GTFS-RT) data feed that identifies the current route assignment and location of its vehicles.

Answer: GREAT does not have an up-to-date GTFS feed. The last update was approximately five years ago.

55 Question: Has GREAT conducted any surveys of your riders and/or operators? If so, please provide details.

Answer: No.

56 Question: One year from go-live, what does GREAT see as success?

Answer: Having a cohesive operating system for all vehicle passenger information technology.

57 Question: What, if any, metrics have been used to evaluate the value the proposed fare collection system over time?

Answer: N/A

58 Question: Can you update us on the status of the pilot and whether you have chosen an on-demand solution going forward?

Answer: The pilot is in the final planning stage. No on-demand vendor has been contracted at the date of this Addendum.

59 Question: Whether the pilot is complete or not, can you provide us with any process documentation that may have been approved for future use?

Answer: N/A