



18-18 REQUEST FOR INFORMATION FOR TVM AND FAREBOX SYSTEMS

THE TRANSIT AUTHORITY OF THE CITY OF OMAHA

Date Issued:	August 27, 2018
Deadline for Questions/Request for Clarifications:	September 10, 2018 4:00 pm Central Time
Answers to Questions Posted:	September 13, 2018
Response to RFI Due:	September 20, 2018 4:00 pm Central Time

**LEGAL NOTICE**

18-18 REQUEST FOR INFORMATION

TVM AND FAREBOX SYSTEMS

Responses are hereby requested by the Transit Authority of the City of Omaha, d/b/a Metro, 2222 Cuming Street, Omaha, Nebraska to be received until 4:00 pm Central time, on September 20, 2018 for TVM and Fare Box Systems.

Requests for clarification and/or questions concerning the issued document shall be directed to Jeff Rumery in the Grants/Procurement Department at 402-341-7560, Ext 2601 or email [jrumery@ometro.com](mailto:jrumery@ometro.com). All submittal questions concerning this RFI are due on September 10, 2018 by 4:00 pm central time.

This will be the only notice rendered for this request. Documents can be obtained at the above address, during the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday or on Metro's website <http://www.ometro.com/>.

**SECTION 1:  
RFI SUBMITTAL REQUIREMENTS**

**1.1. GENERAL REQUIREMENTS**

This is a Request for Information (RFI) only and does not constitute a commitment, implied or otherwise, that Metro will take procurement action in this matter. Further, Metro will not be responsible for any costs incurred in furnishing the requested information; all costs associated with responding to this RFI will be solely at the interested party's expense. No award will be made based on the results of this process. Any procurement by Metro will be the subject of a separate process.

This RFI does not constitute a solicitation for bids or proposals, and Metro will not accept any RFI that includes solicitations for bids or proposals. Providers are requested to submit a response to the enclosed Scope of Work. It is required that responses be submitted by the date and time listed in the RFI.

Upon release of this RFI, all communications should be directed in writing via E-mail to:

Mr. Jeffrey Rumery  
Grant Administrator  
Metro Transit  
[jrumery@ometro.com](mailto:jrumery@ometro.com)

The subject line of the email should read '18-18 RFI TVM and Farebox Systems', to ensure that the response is properly identified and evaluated by Metro. Responses to this RFI should be submitted via email with all applicable response documents attached in Portable Document Format (PDF). Please note that Metro's file size limitation is 10MB. If your file is larger than 10MB, please contact Metro.

**1.2. SUBMITTAL**

Responders to this RFI should try to limit responses to 250 pages including a cover letter that is signed by an officer authorized to submit the response on behalf of the firm. Metro will only accept email RFI information. The email must contain the following information:

- Identification of proposing firm(s), including name, address, telephone number(s), and email addresses of each subcontractor.
- Name, title, address, telephone number, and email address of the contact person for the project.

**1.3. ADDENDUM TO RFI**

If it becomes necessary to revise this RFI, any addendums will be posted on the Metro website and/or sent to those having expressed an interest in submitting a response.

**1.4 QUESTIONS/REQUESTS FOR CLARIFICATIONS**

Please use the attached form (see Section 3) to submit questions and requests for clarifications. Metro will respond to Questions and Requests for clarifications via an addendum to those parties who have expressed interest in this RFI and will post any responses as an Addendum to the Metro website.

## **SECTION 2: SCOPE OF WORK**

### **2.1. INTRODUCTION AND BACKGROUND**

Metro is responsible for the administration and operation of transit service in the City of Omaha and surrounding communities. Metro offers fixed, express, paratransit, and circulator routes within the City of Omaha, and contracts for the operation of services within the cities of Bellevue, Papillion, La Vista, Ralston, and Council Bluffs. In the fall of 2019, Metro will begin operating its first bus rapid transit line that will use off-board fare collection technology at 25 stations. Metro currently operates twenty-six (26) fixed bus routes with one hundred and eight (108) buses, twenty-four (24) paratransit vans, and four (4) paratransit sedans servicing one hundred square miles or approximately 85% of the City of Omaha. Metro will operate ten (10) 60-foot articulated vehicles on its bus rapid transit line.

As a portion of an ongoing transit enhancement process, Metro has begun the process of updating its fare structure and fare collection technology. Metro intends to replace its fare collection system, as well as deploy mobile ticketing options and ticket vending machines.

Metro utilizes the following software to provide its services:

As of November 2013, Metro has been using Genfare's Odyssey Electronic Validating and Ticket Reading and Issuing equipment on all buses and paratransit vans. Odyssey reads and writes on fare media and issues transfers, paratransit tickets and change cards. Cash is limited to U.S. currency and bills.

External probing equipment was updated at the same time the current ticket reading equipment was installed. Existing database structure, reporting and fare collection abilities, audit controls, operational procedures, vault storage infrastructure and revenue handling systems were NOT updated at that time.

Fare media currently used by Metro includes MAG stripe cards, cash and coin, and collegiate and corporate employee issued ID cards. The MAG stripe cards are limited to stored-ride and period passes.

### **2.2. PLANNED PROJECT GOALS AND OBJECTIVES**

Metro is looking for a complete fare payment system, including TVMs, fareboxes, fare validators, fare media, and all required software and hardware. If there are alternative ways to provide the intent of the requirements, Metro is open to innovative and flexible solutions that have been previously deployed in production environments. Metro is interested in all systems which have reasonable cost of entry, are easily maintained, and provide a user-friendly experience.

The overall goals of this project are to:

- Enable adoption of emerging fare payment technologies.
- Improve fare collection equipment reliability and data security.
- Create ease of use for operators and including a simplified, user-friendly fare structure.
- Encourage the use of new types of digital and reloadable card fare media over cash.
- Mitigate any Title VI impact.
- Automate fare collection for:
  - reducing human interaction, error and fare disputes;
  - reducing dwell times during passenger boarding;
  - improving data collection/reporting capabilities; and
  - reducing overall cost of operations.

- Provide a solution to determine eligibility and/or provide fare payment for unlimited access, reduced fare programs and paratransit service.

### **2.3. REQUEST FOR INFORMATION**

Please submit a brief description that provides information on your company's capabilities and experiences pertaining to the following:

How does your system work with the following functionality?

1. Mobile ticketing options that include:
  - a. Optical scanning of QR or other codes
  - b. Bluetooth beacon technology
  - c. Mobile phone ticketing app capability
    - i. Vendor's system
    - ii. Third-party system
  - d. Other emerging fare technologies
2. When you have multiple different fare amounts based on various combinations of:
  - a. Rider type
  - b. Route
  - c. Stop
  - d. Direction of travel
  - e. Date
  - f. Time of day
  - g. Other factors as needed
3. The ability to issue electronic transfers.
4. Capacity to record and validate cash fares.
5. Allow for the customization of the driver interface to include tally buttons for:
  - a. Wheelchairs
  - b. Bikes
  - c. Special events
  - d. Other as needed
7. Ability to relate ridership data to route, trip, location/stop, and date/time.
8. Allow for quick and easy access to data to allow for ridership analysis, billing, and troubleshooting.
9. Ability to integrate with existing TripSpark Streets AVL system
  - a. In real-time if possible
  - b. In historical data otherwise
10. Designed in a modular fashion that allows hardware to be swapped quickly in road call situations.
11. Allow for wireless data download, and include wireless data requirements.
12. Provide easily accessible components rather than custom hardware when utilizing standard implementation methods.
13. Should not require expensive customization to meet desired functionality.
14. Ability to utilize existing onboard Cradlepoint IBR900 cellular modems for external data connectivity.

**SECTION 3:**

**QUESTIONS/REQUEST FOR CLARIFICATION FORM**

**Project: RFI for TVM and Fare Collection** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Specification No. 18-18**

COMPANY NAME: \_\_\_\_\_

REQUEST: \_\_\_\_\_

**METRO RESPONSE:**

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

Metro Comments:

\_\_\_\_\_  
Metro Authorized Signature

Date of Response: \_\_\_\_\_

Grant Administrator  
Metro Transit, 2222 Cuming Street, Omaha, NE 68102 [jrumery@ometro.com](mailto:jrumery@ometro.com)