

26-18 REQUEST FOR INFORMATION (RFI) FOR DIGITAL SIGNAGE AND SERVICES

ISSUE DATE: 8-7-2018

DUE DATE AND TIME: 8-21-2018

Purpose of Solicitation

The Transit Authority of the City of Omaha d/b/a Metro is issuing a Request for Information (RFI) to manufacturers and technical specialists in digital signage solutions and related services. This is an 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. This RFI does not constitute, and Metro will not accept any RFI that include a solicitation for bids or proposals.

Scope

The purpose of this RFI is to obtain information on currently commercially available, non-customized or prototyped, available off-the-shelf technology that enable real-time digital display of bus arrival times, including technical integration of digital signs with control software and hardware, advertising integration with signs, full system design integration using a single interface control software for all digital signage, and future options for growth and enhancements. Additionally, Metro is requesting information on sign integration that would be compliant with Federal ADA visual/audio regulations, laws or ordinances. The information gathered may be used to prepare a forthcoming Request for Proposals (RFP) which may be issued at a later date.

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, LaVista, Ralston, and Council Bluffs. Metro currently operates twenty-six fixed bus routes with one hundred and eight buses servicing one hundred square miles or approximately 85% of the City of Omaha.

Metro's current digital LED system at each of our four Transit Centers are out-of-date and are at "end of life". Information gathered from this RFI will assist Metro in implementing a completely new digital sign infrastructure system.

Metro currently utilizes a Microsoft Active Directory domain, with Dell Blade servers using the latest Windows Server software. Presently, Metro connects to its remote sites via dedicated IP over internet services. Metro anticipates its future system to connect via IP and cellular router network.

Metro is in the process of the installation of TripSpark Streets AVL system for all revenue fleet vehicles. This will include ten sixty-foot buses for our new Bus Rapid Transit (BRT) system. Amenities anticipated for the BRT system may include connecting the infotainment system to the digital signage infrastructure. Digital signage software must support data collection for real-time bus arrival using GTFS feeds from the TripSpark Streets AVL system.

The digital signage infrastructure will need to encompass real time bus arrival times, bus system information, emergency messaging, advertisements, local weather information, and select signs with interactive bus system information (wayfinding). All signs will need to include canned messaging for alerts and emergency messaging, as well as the ability to provide custom messages when needed. Sign integration must include text-to-speech capabilities that will interface with the existing TripSpark Streets AVL system.

RFI Communication/Inquiries

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

The subject line of the email should read '26-18 RFI Display Signs', 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 submit using multiple emails.

Content of Your Response

Responses are voluntary and shall not bind either the respondent or Metro in any way.

Please submit a brief description that provides information on your firm's interest, capabilities, and experiences including but not limited to the following:

- Description of how your firm's solutions would meet required goals
- Recommendations and experiences concerning digital signage initiatives and real-time arrival data
- Explanation of displays and peripheral equipment needed to satisfy operational requirements
- Description of training and ongoing support you provide for your customers of similar systems
- Recommendations for value-add services that may be available for these projects such as data analytics, marketing and advertising, targeted customer communications, etc.

Metro welcomes any additional information that would help in drafting a formal RFP in the future; Metro also reserves the right to submit additional questions and request additional information based on responses as part of this RFI.

Submittal Requirements

Responders to this RFI should try to limit responses to 100 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.