KANSAS CITY AREA TRANSPORTATION AUTHORITY

Request for Information

For

RideKC Integrated Transit Fare Payment and Collection Systems
&
Regional Real Time Transit Information System

The Kansas City Area Transportation Authority (KCATA) plans to conduct a future bid solicitation for an Integrated Transit Fare Payment and Collection System as well as a Regional Real Time Transit Information System.

This Request For Information (RFI) is only a request for expressions of interest and submission of qualifications and capabilities to KCATA and is not intended to be formal procurement of services or equipment, nor is response to this RFI a prerequisite to submitting a formal proposal in the future. KCATA anticipates that information gathered as a result of this RFI will be used to develop a formal Request for Proposals (RFP) later in 2016 for the systems described herein that meets KCATA's needs.

A. Overview of KCATA and RideKC Partners

KCATA is the regional transit authority for the Kansas City metropolitan area with an authorized service area in seven counties in two states. KCATA currently provides fixed route, on demand paratransit and Bridj (microtransit) services. KCATA also provides transit administrative and management services to Johnson County, KS and the City of Independence.   KCATA as the regional transit authority leads the regional efforts to coordinate and consolidate services under a larger regional umbrella of transit service, known as RideKC, which includes transit services in Johnson County and Wyandotte County, KS, the City of Independence, and KC Streetcar.

The current fare payment and collection system utilized by KCATA, Johnson County and Independence is built around the Genfare Odyssey farebox system and Ticket Reading and Issuing Machine (TRiM) units that issue and read a variety of magnetic barcode fares and transfers.   The current system is 15 years old and will need to be replaced in the near future. KCATA on behalf of regional transit partners is exploring opportunities to not only replace the existing system but to expand options for making payments by means other than cash.

KCATA utilizes an array of software programs in order to provide its services. Currently, KCATA utilizes the following software programs:

- Trapeze TransitMaster– Provides CAD/AVL and dispatch, Real Time Arrival and wayside signs.
- Giro Hastus – Provides bus scheduling, routing and driver schedules.
- Infor Lawson – Provides enterprise resource planning, and finance and procurement assistance.
- Infor Spear – Provides a management information system for maintenance.
- Reveal Management Services – Provides regional paratransit trip scheduling.

- Trapeze PASS – Provides scheduling and dispatch for MetroFlex fleet.

Additionally, each regional transit partner provides some level of real-time arrival information as follows:

- KCATA – Trapeze TransitMaster (web application, wayside signage, GTFS-Real Time)
- Johnson County Transit – RouteMatch (web application, wayside signage)
- City of Independence – TransLoc (web application, mobile application)
- KC Streetcar – Trapeze TransitMaster (web application, wayside signage, GFTS-Real Time)
- Wyandotte County Transit – No current system.

KCATA on behalf of regional transit partners is exploring opportunities to utilize the information and data provided by these systems in order to create a regional Real Time system including a web interface, mobile applications for Andriod and IOS, wayside signage, and a combined data feed (API) capable of feeding data to other regional applications associated with the RideKC umbrella.

B.   Request for Information

1. RideKC Integrated Transit Fare Payment and Collection Systems

    KCATA intends to structure a plan to replace existing revenue collection equipment and at the same time deploy new payment options that may include mobile ticketing, ticket vending machines, smart cards, etc. To assist in developing this plan and future procurements, KCATA intends to implement pilot programs for ticket vending and mobile ticketing options. The pilot projects will inform KCATA of how to further implement mobile ticketing solutions as well as integrate mobile ticketing solutions into the existing and future fare collection system which will include ticketing vending and a regionally coordinated system. KCATA may deploy one or more pilot projects on a variety of fixed routes at several locations throughout the region potentially leading to a fully-developed regional ticket vending and mobile ticketing systems.

    Prior to implementing pilot programs, KCATA is interested in exploring existing firms and their technological solutions that may be readily available and configurable to KCATA's stated purpose. KCATA is requesting information from interested firms about their abilities, experiences and recommendations on structuring a mobile ticketing pilot or pilots, procuring and evaluating ticket vending machines, developing mobile application pilots, and/or implementing other possible pilots that might help inform the region about the ultimate program for enhancing fare collection systems.

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

    a. Experience with mobile ticketing programs for transit;
    b. Experience with deployment of a regional smart card system;
    c. Development of specifications for fare collection programs;
    d. Ability to integrate existing fare collection programs to include new means of payment;
    e. Experience in coordinating mobile ticketing, TVM's and other transit sales devices with other government payment systems;

f. Experience in application development and integration of mobile ticketing and smart card development among multiple transit properties;

g. Recommendations concerning development of specifications for a new fare collection system including issues and concerns that may need to be addressed before acquisition of such a comprehensive system;

h. Describe the ticket verification process associated with your system, such as visual or electronic verification;

i. Describe the necessary hardware (e.g. QR code scanners, hand validators) and software (e.g. data tracking) associated with such systems. Please state a range of prices and licensing fees as applicable;

j. Describe the system licensing parameters and structure (e.g., how is the payment structure established based on licensing requirements). Any cost or price information submitted to KCATA will be viewed as used expressly for the purpose of establishing budget parameters. The cost and price information will not be considered a formal response to subsequent Request for Proposals that may be solicited by KCATA.

k. Describe how well the mobile ticketing application functions on a variety of operating systems, such as Android, IOS and Windows Mobile;

l. Describe how transit employees, such as drivers, may have to interact with the mobile ticketing application;

m. Describe any issues associated with smart cards, mobile ticketing application and other non-cash payment options in terms of being accessible to all portions of the community and fully meeting ADA accessibility requirements and Environmental Justice requirements;

n. Describe the range of fee(s) that might be expected to be associated with each transaction, if any, on the mobile ticketing application.

o. Describe the range of initial capital cost(s) associated with the implementation the mobile ticketing application system. As part of a pilot program, please state if there is an opportunity to share costs during the trial period, as well as delineate cost to fully deploy a mobile ticketing system.

p. Describe how long it is recommended that a pilot project should take to become fully functioning – from beginning of work to launch date; please elaborate on a timeline for implementing the mobile ticketing application system on the entire regional transit system.

q. Describe the systems capabilities for recording revenues for mobile ticketing and the ability to push that data into other systems so revenues can be allocated to the other regional agencies.

2. Regional Real Time Transit Information System

KCATA also intends to structure a plan to combine existing real-time arrival information into a regional system capable of providing such information in a single application that covers the entire region. This plan will address collecting data from existing systems, generation of GPS/AVL data for systems that do not currently provide that data, aggregating the information into a single database, providing a customer friendly mobile application and web interface, and providing an API or other form of data output that can be use utilized by regional partners and stakeholders.

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

a. Experience with mobile real-time arrival applications, particularly when working with multiple agencies and data sources;
b. Recommendations and experience concerning potential combination of real-time arrival data and mobile ticketing into a single, comprehensive application;
c. Recommendations concerning pilot programs;
d. Describe any experience working with multiple agencies to provide a single source of data from different sources. Include best practices for data collection, system interfaces, and support of this data;
e. Identify key features of existing real-time arrival applications along with your roadmap for future enhancements;
f. Provide recommendations for value-add services that may be available for these projects such as data analytics, marketing and advertising, targeted customer communications, etc.

The goal of this RFI is to glean information from consultants, developers or other interested parties who are experts in the field of providing the systems described herein. Information gathered may be used to prepare a forthcoming Request for Proposals (RFP) which may be issued later in 2016.

C. Requirements of the Request for Information (RFI)

1. **Deadline for Response to RFI**. Responses to the RFI are due no later than 4:00 p.m., Central Standard Time, on July 18, 2016. KCATA reserves the right to extend the deadline for responses at its sole discretion.

2. **Communication During the RFI Period**. The Procurement Department of KCATA and specifically, Julie Lombard, Sr. Buyer shall serve as the primary contact for correspondence including inquiries and submissions prior to the established deadline. JLombard@kcata.org is the email address for correspondence or 816.346.0366, telephone.

3. **Format of Responses**. Responses to this RFI should be submitted via electronic mail (email), with all applicable response documents attached in Portable Document Format (.pdf). If respondent chooses to send a hard copy of their response in addition to the emailed response, it should be addressed to KCATA Procurement Department, 1350 East 17th Street, Kansas City, Missouri 64108. The label should clearly identify the content as **RFI #16-8000-07**.

    NOTE: There are email file size limitations. If your RFP response is larger than 10 MB then the vendor should submit their response in hard copy format to the mailing address specified herein.

    The KCATA shall not provide any reimbursement for the cost of developing, presenting, submitting, or reviewing any information in response to this RFI.

    The KCATA reserves the right to incorporate in a solicitation, if issued, any recommendations presented in the response to the request for information.

4. **Method of Delivery of Responses**. The email submission containing the response to this RFI shall be submitted to JLombard@kcata.org   and copied to KristenE@kcata.org.   It is the responsibility of the Respondent to deliver the response to the email addresses provided. KCATA will not assume responsibility for misdirected emails. The subject line of the email shall read "RFI 16-8000-07 - Integrated Transit Fare Payment and Collection Systems for KCATA" to ensure that the response is properly identified and evaluated by KCATA.

5. **Format and Content of the Response**. Responses to this RFI should not exceed 50 pages, single-sided 8.5" x 11" pages of text with a cover letter that shall be signed by an officer authorized to submit the response on behalf of the firm. The letter must contain the following:

   a. Identification of proposing firm(s), including name, address, telephone number(s) and email addresses of each subcontractor.

   b. Name, title, address, telephone number and email address of the contact person for the project.