

# **Duluth Transit Authority**

**REQUEST for PROPOSALS**

**FOR**

**Mobile Application**

**Addendum #1**

May 21, 2019

**A. Meeting Notes from the Pre-Proposal Meeting, May 14, 2019 and questions to date:**

1. Attendees in person: Chris Smith, Kipsu, Mark Goodin, Trapeze Group, Andy Staupe, Heath Hickok, Chris Belden, Nancy Brown, DTA. Phone participants were Jeff Nullmeyer, Jessica Brown, Dellerok, Nelson Julien, SC Soft, Danial Acas, Load Systems, Ed LaFrance, Technicate, Barbara Smith, Ecolane, Rudi Mohamed, Victor, Kaj Huddart, Transit App, Romit Atta, Open Web Solutions, Muhammed Ali, Trapeze Group, Brandon Young, Young Management, Bernie Clarke, Maroon Software, Victor Mansukhani, Mobile Programming, Chris Zoeller, TK Labs, Rahul Jemal, Hubspire.
2. DTA gave an overview of the RFP requirements and noted that one unbound hard copy is required along with an electronic copy on a jump drive or disc, no fax or email submissions will be accepted.
3. The DTA also has an RFP for Automated Farebox Collection System with an option for an Electronic Fare Ticketing System. Vendors may respond to just the electronic fare ticketing system separately from the fareboxes. The DTA's objective is to give respondents as much flexibility as possible in providing a solution for all services sought by the DTA, a fare collection system, a mobile app that supplements and compliments the new DTA website, and the option for an electronic ticketing system that may be a stand alone system or embedded within the Mobile App.
4. Proposers who are interested in responding to **both** the Mobile App Development RFP and the Electronic Fare Ticketing System option of the Automated Fare Collection RFP should submit the required forms and certificates at the designated time for the respective RFP, but do not need to submit the actual Proposal twice. See the instructions below for submittal requirements.

Summary or required submittals and deadlines:

A. Proposing Mobile Application Development Services only: Submit the Proposal Sheets for the Mobile Application Development (pages 30-41 of the Mobile Application Development Services RFP) and the required items in Section 8, %Content of Proposal+ (see page 50) on or before 3:00 p.m. Central Daylight Time on Thursday, June 20, 2019.

B. If the Respondent is proposing a Mobile Application with Electronic Ticketing:

1. On or before **2:00** p.m. Central Daylight Time on Thursday, June 20, 2019,
  - i. Submit the Proposal Sheets on pages 38-50 of the Automated Fare Collection System 2019,
  - ii. include a statement that the Required Submittals in Paragraph N (page 107) are included with the Respondent's Mobile Application Development Services submittal.

**AND**

2. On or before **3:00 p.m.** Central Daylight Time on Thursday, June 20, 2019,
  - i. Submit the Proposal Sheets of the Mobile Application Submittal (pages 30-41 of the Mobile Application Development Services RFP)
  - ii. The required items noted in Section 8, %Content Of Proposal+(see page 50 of the Mobile Application Development Services RFP)

iii. The items noted in Paragraph N, ~~Required Submittals~~, (see page 107 of the Automated Fare Collection System with Electronic Ticketing RFP)

**Please clearly mark the envelope with the information on which RFP is being submitted.**

**Questions to date from Preproposal meeting and submitted separately:**

1. Companies from outside the USA can submit a proposal. However, the proposed provider must be able to clearly demonstrate how they will be able to provide support services during DTA business hours, and they must comply with the in-person meeting requirements under Section 6, paragraph Q, ~~Project Meetings~~ (page 49.) Cost for travel for the in-person meetings must be included in the Cost Proposal details.
2. Tasks can be performed remotely, provided the service level requirements are met. Proposers must be able to demonstrate at the time of proposal submittal how they will meet the requirements. References of a U.S. based transit agency existing customer, including contact information, are preferred.
3. The DTA is not seeking a responsive web-based application, only a native application for iOS and Android devices because our future website is already designed mainly for mobile devices. The primary services requested on the Mobile App are:
  - Trip Planning using real time with service alerts included via GTFS-RT feed
  - Static Schedule Information
  - The ability to point people to various pages on our website or other sources for data and services.The DTA is open to other App amenities that may be valuable to transit users that are part of the Proposer's response.
4. The trip planning feature is intended for users to identify optional routes and times for travel to their destination either daily or more likely, for non-routine travel or travel to other destinations within the system that the user is not familiar with.
5. There is no preference for which map is used for displaying route information.
6. Respondents may propose a Mobile App that does not include electronic ticket sales, or has an electronic ticket sales component that is in compliance with the Electronic Ticket System RFP, or includes a link to a third party site to purchase tickets.
7. The Mobile App can be an ~~off~~ the shelf product or a native product, as long as it meets the intent of the specifications. Mobile Applications that embed a real time bus location app (Transit App, Moovit, Apple, OneBusAway, etc.) are also acceptable as long as they meet the rest of the requirements of the Mobile Application Development RFP.
8. The DTA is launching a new website on June 14, 2019, and would like for the website and the Mobile App to have a similar look and feel, although not identical. The Mobile App will provide different features from the website, including reminders, stop alerts, and messaging capabilities, but will not have other services that are on the website such as procurements, meetings and agendas, etc.

9. The DTA Style Guide for the website and the Mobile App is available as an attachment to this Addendum.
10. The Mobile App does not have to match the website for all services, minor customization of existing platforms are permitted. A portal to connect to the DTA website is required.
11. The DTA does not have a preference for coding on the back end software. Currently the DTA uses C# for coding the website, but anticipates that the Mobile App will be supported by the selected vendor and will not require DTA staff to modify the App beyond communicating schedule changes.
12. The website uses WordPress for CMS functions, but a CMS is not required for the Mobile App. Please DELETE all references to the CMS in the Mobile App Development Services RFP. Proposers should describe in their response what editing capabilities the DTA will have (if any) on the App to permit DTA staff to make minor edits to text and links.
13. The DTA is required to offer language translation services for the App. Developers are permitted to link the App to the DTA website for translation capabilities. The DTA website uses Google Translate.
14. The proposed timeline for release of the App is first quarter of 2020, the preferred date for Beta testing is on or prior to January 31, 2020, and a target completion date for the App is March 31, 2020 for all changes and testing and public release. These dates are subject to change, depending on the Proposal selected.
15. The DTA does not have a preference on whether the proposed solution is a hosted solution or a Cloud solution.
16. References are required at the time of Proposal submittal; references from transit agencies or transit-related firms are preferred.
17. The requirement that the selected vendor respond within four hours for mission critical issues applies to the response and action necessary by the selected Vendor, and is not applicable to third party actions that are outside of the control of the Vendor.
18. Data and an API for the GTFS feed is available on the Developer's Page of the DTA website, [www.duluthtransit.com](http://www.duluthtransit.com). We currently provide a GTFS-RT feed for most schedule information, however if any API software is needed to be run locally, it cannot interfere with our TransitMaster ITS or any of our other infrastructure. It is the responsibility of the App provider to provide the infrastructure for that API solution.
19. Route start and end points as well as other data is included in our GTFS-RT feeds. More information is available at <http://dev.duluthtransit.com/gtfs>.

19. Regarding the alerts feature on the Mobile App, the alert notification will be user defined such as a silent notification, a buzz or vibration, or an audible sound. The App will not control the form of notification.
20. The Trip Planning feature is expected to enable the user to select a location or rely on location detection (at the user's discretion), and using a destination selected by the user (which can be populated by the App), will display the scheduled times, or the next few trips. The display options are controlled by the user, and can be by address, landmarks, route, stops, etc., and/or by time.
21. The DTA prefers, but does not require the App to have the ability so trip planning will not break if the user happens to lose cell service during their trip. We would also like the ability that the user can view static data such as route and schedules without a cell connection. Bus schedules must be available in a printable format or able to be saved on the user's device while the device is offline or a link to the DTA website.
22. The grant for this project is \$265,000, which includes development costs, marketing, first year hosting costs, infrastructure upgrades (as may be required), and other costs allocated to launching the Mobile App, as well as possibly adding an electronic ticketing system in conjunction with new fareboxes.
23. Location sharing on social media can be an option on the App, but it is not a requirement.
24. The Customer Relations page on the App will contain general customer information and contain links to the DTA website.
25. Prime contractors may elect to include a subcontractor as part of their proposals, but are not required to if the prime contractor can provide the scope of work defined in the RFP.
26. The App must support all latest versions of Android and iOS devices, and backwards compatibility for the most common devices currently in use, as well as upgrades for three years after the App is launched.
27. The GPS location feature is at the User's option. The DTA does not expect that the Mobile App will require the GPS location to be on in order to use the App. For example, the user must be able to plan a trip from a location they are not yet at. A notification to the User that the GPS feature can be turned on in order to assist with trip planning is preferred.
28. The DTA does not anticipate that the User needs a login identifier to use the App. Please DELETE any references in the RFP to a User Account, or a User login. There are no security requirements for password management controls or audit controls. Please delete Subparagraph C, line 15 of the Technical Specifications (page 44) of the RFP. It is not applicable for users of the Mobile App for trip planning and customer services. These requirements are applicable to the electronic ticketing system however. If the Respondent intends to propose a Mobile App with an Electronic Ticketing System, the User Login and security protocols must be incorporated as required.

29. No QR scanners or other hardware devices need to be integrated with the Mobile App. They may be integrated with the Electronic Ticketing System, which is a separate RFP.
30. The Proposer does not need to submit a signed contract with the Proposal, it is included in the RFP as an example. If there are any proposed changes to the contract, they must be submitted prior to the Proposal submittal.
31. The DTA intends to have an ongoing maintenance contract with the selected Vendor to maintain the website after the initial term of the contract. The initial term is five (5) years.
32. An editable copy of the Appendix A, Vendor Compliance Matrix is available on the DTA website, [www.duluthtransit.com/doingbusinesswithus/currentprocurements](http://www.duluthtransit.com/doingbusinesswithus/currentprocurements). If a vendor is developing a native Mobile App, Vendor should indicate that the App will be Fully Compliant unless there are exceptions in the specifications that need to be addressed at the time of Proposal. Vendor will not except requirements noted as Fully Compliant after acceptance of the Proposal.