ADDENDUM #1
RFI 19-02-312
MOBILITY SOLUTIONS

March 6th, 2019

To: All Interested Parties of Record

 RE: Addendum #1

All interested parties are to accept the information contained herein as the official response of IPTC.

TO ALL INTERESTED PARTIES OF RECORD AND TO WHOM IT MAY CONCERN:

This Addendum is being issued prior to the due date for receiving information.

This Addendum forms a part of the documents and modifies the original Request for Information as noted below and shall be incorporated into the documents. All other provisions of the RFI released February 21st, 2019 with the exception of changes below, shall remain unchanged.

This Addendum is issued in accordance with the provisions of Procurement Instructions of the Request for Information document. All submittals shall be based upon work as modified by this Addendum.

Acknowledged receipt of this Addendum on the Acknowledgement of Addendum Form (attached) is required to be returned with submittal.

This addendum addresses written questions received before the due date and time concerning RFI 19-02-312 MOBILITY SOLUTIONS.

1. Should the Department decide to proceed past the RFI process, has a time frame been established in which an RFP may be issued?
IPTC Response: IPTC recently adopted a strategic plan that places mobility squarely within the mission of the organization. IPTC has a number of partnerships, programs, and efforts underway for which it intends to draw upon these responses. Specific applications may begin occurring later this year.

2. What is the estimated cost of the Mobility Solutions project?
IPTC Response: IPTC has several potential applications for these services, planning around budgets and scope are undetermined. To some degree, responses from the RFI will shape IndyGo's planning approaches to these efforts.

3. Has the Department allocated funding for the Mobility Solutions yet? If so, through which source (budget, CIP, state/federal grant etc)?
IPTC Response: IPTC has several potential applications for these services, planning around budgets and scope are undetermined. To some degree, responses from the RFI will shape IndyGo's planning approaches to these efforts.

4. Who is the technical contact and/or project manager for the Mobility Solutions project?
IPTC Response:
The Director of Partnerships and Public Relations and the Director of Strategic Planning will champion the effort. However, the procurement will be managed by the Procurement Department. Questions and communication should be directly sent to procurement during this process and future solicitations that may arise from this process.

5. Would it be possible to name the three greatest challenges the Department is having with the current solution?
IPTC Response: As part of advancing its newly adopted strategic plan, IPTC is working to understand its role within the broader mobility landscape. There is not a current provider for much of what is being requested; rather, IPTC is seeking information on new services and/or services that complement existing IPTC services, IPTC is not actively considering the replacement of existing services as a result of this RFI.

6. Which other systems will have to integrate or interface with the Mobility Solutions, and will the State provide incumbent vendors for each system?
IPTC Response: IPTC has several potential applications for these services, planning around budgets and scope are undetermined. To some degree, responses from the RFI will shape IPTC's planning approaches to these efforts.

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IPTC is currently implementing an account-based fare system; any approach to integrated payment solutions would need to operate via API with the Flowbird account-based fare collection system. IPTC is currently implementing a new CAD/AVL solution with Avail. IndyGo is in the process of considering as solicitation for a Customer Relationship Manager (CRM) platform; if applicable, solutions may need to interface with a CRM in the future. These use cases should be seen as illustrative not requirements.

7. Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the RFI?
   IPTC Response: IndyGo is currently participating in the Mobility on Demand On-Ramp program through the FTA and the Shared Use Mobility Center. It is anticipated, at a minimum, this effort will lead to piloting a mobility solution within a particular geography. IndyGo desires to learn lessons, adapt, and expand solutions if deemed viable and useful.

   Finally, IPTC is interested in solutions that may promote service effectiveness and efficiencies in the delivery of high quality on-demand paratransit service. Such solutions may be those that enable paratransit provision to directly operate more efficiently and/or those that reduce demand upon paratransit services through providing alternative means of providing service.

   As part of planning efforts related to the implementation of its new strategic plan, IPTC is interested in learning about various applications of emerging mobility solutions. IndyGo is engaged in a number of civic partnerships with mobility at the core of these efforts; these initiatives are likely to draw upon IPTC's knowledge of potential mobility solutions to plan and pursue pilot program efforts.

   The examples above are identified as initial use cases, but should be viewed as illustrative for the purposes of responding to this RFI.

8. What is the number of users anticipated for the Mobility Solutions?
   IPTC Response: IPTC currently provides ~9M trips on fixed route and paratransit combined. IPTC has several potential applications for these services, expectations around anticipated usage is undetermined. To some degree, responses from the RFI will shape IndyGo's planning approaches and usage expectations of these efforts.

9. Have you had any external assistance preparing this RFI?
   IPTC Response: No

10. IndyGo indicates that the requested mobility solution should integrate with an existing CRM. What CRM is IndyGo using today? Is IndyGo planning to replace its existing CRM in a future procurement? Is the intent of this RFI to seek information on replacement CRM solutions?

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IPTC Response: IPTC is not currently using a CRM. We are currently finalizing the scope to procure a CRM tool to manage primarily rider data with the capability for pushing information to customers - current and potential.

11. IndyGo indicates they are currently partnering with Flowbird to develop and deploy a mobile ticketing application as part of its fare modernization program. Does this RFI seek to explore other mobile applications to integrate with the mobile ticketing application being developed as well as their existing CRM?
IPTC Response: Ultimately, the agency goal is to provide tools for current and future riders to trip plan, integrate payment, and select mobility solutions fit for their needs. IPTC is interested in exploring additional tools for riders with focus on integration.

12. Please provide examples of existing mobility services and partnership opportunities that could be seen as helping to advance mobility solutions.
IPTC Response: IPTC is currently participating in the Mobility on Demand On-Ramp program through the FTA and the Shared Use Mobility Center. It is anticipated, at a minimum, this effort will lead to piloting a mobility solution within a particular geography. IPTC desires to learn lessons, adapt, and expand solutions if deemed viable and useful.

As part of planning efforts related to the implementation of its new strategic plan, IPTC is interested in learning about various applications of emerging mobility solutions. IPTC is engaged in a number of civic partnerships with mobility at the core of these efforts; these initiatives are likely to draw upon IPTC's knowledge of potential mobility solutions to plan and pursue pilot program efforts.

Finally, IPTC is interested in solutions that may promote service effectiveness and efficiencies in the delivery of high quality on-demand paratransit service. Such solutions may be those that enable paratransit provision to directly operate more efficiently and/or those that reduce demand upon paratransit services through providing alternative means of providing service.

The examples above are identified as initial use cases, but should be viewed as illustrative for the purposes of responding to this RFI.

13. Will IndyGo be seeking a fleet/GPS solution related to this RFI? If so, what functions would you be looking for in that solution?
IPTC Response: No

14. Can you provide a listing of devices that you currently have deployed and the number of each? For example, mobile phones, cameras, tablets, etc.
IPTC Response: The Operations team utilizes tablets and mobile phones for communication with headquarters, addressing maintenance, and for incident management.

15. What types of vehicles will you need solutions for besides the city bus fleet?
IPTC Response: IPTC has several potential applications for mobility services, expectations around additional capital purchases remain undetermined. To some degree, responses from the RFI will shape IPTC's planning approaches and expectations of these efforts.

16. The page limitation described in the RFI document on Page 5 – does that refer to our content alone, or to the entire size of the response? For clarity, we plan to include your questions and add our responses directly after each, however those questions, without our inserted responses, encompass five pages on their own. Does this mean that we only have five pages to add to accommodate our responses to your requirements? Or, can the response file include a total of fifteen pages to accommodate ten pages of our added content? Please provide clarification.
IPTC Response: The page limitation should be construed as to apply to the typed written responses; respondents are invited to provide collateral material that illustrates information included in their response. The page limitation on typed written responses is hereby amended to a maximum of 15 pages.

17. Are you seeking an application that can provide trip mapping solutions? If so, what is the current database solution that IndyGo's website currently utilizes, and are you looking to replace that solution, or simply integrate with it?
IPTC Response: IPTC currently provides trip planning through GTFS data. Responses for both integration and replacement are encouraged.

18. What kind of payment do you accept currently? Is Apple Pay or Google Pay applications that you are using or plan to implement to assist with payment for bus rides?
IPTC Response: IPTC does not currently accept Apple Pay or Google Pay. IPTC is implementing a new fare collection system and that functionality may be possible in the future should IPTC determine it being useful to accept these forms of payment.

19. In question #3 of this section, you ask if our solution has integrated successfully with TNCs or other mobility providers, can you please define TNC and what feature functionality you would be looking for within the integration?
IPTC Response: TNCs refer to transportation network companies (e.g., Uber/Lyft). IndyGo seeks to cast a wide net in understanding the landscape of emerging mobility solutions that may complement and/or integrate with existing mobility providers and solutions (including but not limited to IPTC). For TNCs specifically, IPTC would be interested in any previous partnerships, relationships, and/or coordination with TNCs.

20. In question #1, you ask if our solution mobile interface integrates with existing agencies and/or provider applications - can you clarify what feature functionality you would be looking for within the integration with those, including with your current CRM?
IPTC Response: IPTC seeks to cast a wide net in understanding the landscape of emerging mobility solutions that may complement and/or integrate with existing

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transit service. For this question, specifically, IndyGo would be interested in any previous partnerships, relationships, and/or coordination with public transit agencies.

21. In question #2, you list Integration with CRM under your Desired Mobile Application Capabilities – can you provide which CRM you are currently using with which we would need to integrate?
IPTC Response: Currently, we are finalizing the scope to procure a CRM tool. Specification are focused on primarily managing rider data with capability for pushing information to customers - current and potential.

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
ACKNOWLEDGMENT OF ADDENDA
(Must be returned with Submittal)
RFI 19-02-312

The undersigned acknowledges receipt of the following amendment(s) to the Bid and supporting documentation.

ADDENDUM NUMBER _____   DATED: _____

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ADDENDUM NUMBER _____   DATED: _____

ADDENDUM NUMBER _____   DATED: _____

ADDENDUM NUMBER _____   DATED: _____

Note: Failure to acknowledge receipt of all addenda that may have been issued may cause the Proposal offer to be considered non-responsive to the solicitation. No further consideration will be given to non-responsive offers. Acknowledged receipt of each addendum must be clearly established and included with the bid response.

_____
(Proposing Company Name)

_____
(Street Address)

_____
(City, State, and Zip Code)

_____
Signature of Authorized Company Official

_____
       Date