Request for Information

RFI # 19-02-312 Mobility Solutions

Indianapolis Public Transportation Corporation (IndyGo)

Information Due Date: March 18th, 2019 by 10:00am EST

This Request for Information (RFI) is issued solely for information and planning purposes only and does not constitute a solicitation. Responses to the RFI will not be returned. Responses to this RFI are not an offer and cannot be accepted by IndyGo to form a binding contract. IndyGo is not liable for any cost incurred by the vendor in response to this RFI.

PURPOSE AND GOALS OF THE REQUEST FOR INFORMATION

Overview
IndyGo is conducting a Request for Information (RFI) regarding mobility services and partnership opportunities to advance mobility solutions, within and across districts, throughout Marion County (Indianapolis), Indiana. This RFI does not constitute a solicitation process but is instead to obtain information that will help the agency determine assumptions, possibilities, and interest moving forward. Responding to the RFI does not prevent participation in other current or future RFI/RFP/RFQ opportunities issued by IndyGo.

Background
Indianapolis Public Transportation Corporation (IndyGo) is the largest transit provider in Indiana and operates 31 fixed routes and a paratransit service. In 2016, voters in Indianapolis/Marion County passed a ballot initiative to dedicate a 0.25 percent local income tax to the expansion of transit infrastructure and its operation within the county. IndyGo, the public transit operator for Indianapolis, is leveraging the new income tax revenue to advance a $544.5 million capital program over the next five years. By 2023, Indianapolis will have three new all-electric bus rapid transit lines and 70 percent more revenue hours of transit service, resulting in a faster, more frequent, and reliable transit network.

In June 2018, IndyGo was selected as one of six transit agencies to participate in the Mobility on Demand On-Ramp program through the Shared Use Mobility Center (SUMC). This program provides technical assistance to public transit agencies and their partners for developing innovative mobility projects and works to develop communities

1

of practice among peer agencies, across the nation, to share lessons learned and promising strategies. The IndyGo SUMC project team sees the opportunity for developing mobility districts as essential for improving rider experience and access, as well as learning best practices for integration of mobility services in the best interest of the customer. The SUMC work will lead to a strategic business plan for implementing Mobility Districts, outline potential for public-private partnerships, funding opportunities, and support the execution of a pilot project(s) associated with this effort. This RFI serves as a means for vendors to provide information on their mobility services and solutions as IndyGo looks to develop and implement the plan. This database will allow for IndyGo to consider solution-implementation and partnership-application with a broad and deeper understanding of services, solutions, and products available and more fully understand any constraints.

IndyGo Objectives

IndyGo's vision is one that is committed to advancing an integrated, connected, and multi-modal mobility network that provides affordable, equitable and accessible mobility options for all users. Within its vision, the agency strives to provide mobility solutions to the unbanked, limited technology, and non-English speaking populations, and that decrease barriers to employment, healthcare, and education opportunities. The Shared Use Mobility Center initiative is meant to advance that vision through the deploying, piloting, testing, and evaluating of these solutions.

IndyGo is the backbone of a shared use mobility network. As such, it will seek to integrate solutions for current and future users with the aim of providing for a unified and seamless experience. IndyGo seeks to serve at the core of a comprehensive suite of mobility solutions with unified booking, payment, trip planning, and transfer options.

For the following please explain how your service advances the overarching goal and respond to the specific bullets.
If an outcome is not applicable, list N/A.

A. Description of the service, platform, product, or emerging technology your company provides.

B. EXPERIENCE: IndyGo is interested in encouraging behavior change from single-occupancy vehicles to shared options.

   For each of the following, respondents should state how their service, platform, product, or emerging technology affirmatively advances these goals and/or provide the framework for a partnership between your company and IndyGo to substantively advance these goals.

   1. How does your service help the transit agency provide a better or comparable rider experience?

2. Is your service ADA accessible including but not limited to wheelchair accessible vehicles, visually-impaired and hearing-impaired technology and information?
3. How does your service integrate and provide mobility solutions for those without access to a smart phone or a credit/debit card?
4. How does your service promote equity among transportation disadvantaged communities?

C. OPERATIONS: Solutions should encourage trip linking to reduce travel and wait times, expand access for paratransit users, provide equitable access to low-income and transportation disadvantaged communities, and prioritize connections to and utilization of fixed route transit service.

For each of the following, respondents should state how their service, platform, product, or emerging technology affirmatively advances these goals and/or provide the framework for a partnership between your company and IndyGo to substantively advance these goals.

1. Provide examples of how your mobility solution has and/or can integrate services with other solutions including payment and trip planning for fixed route, paratransit, transportation network companies, bike share, care share, etc.
2. Explain your solutions' procedures for customer service training.
3. Expand on how your solution does and/or will prioritize and support user utilization of existing fixed route transit service.
4. How does your solution manage tools for communicating, screening and deploying the most effective trip type?
5. Does your solution assess, with the agency, measurements for defining 'effective' trip types?

D. PARTNERSHIPS: IndyGo seeks to improve management of mobility solutions and serve as the integrator of a suite of options for end users.

1. Explain and/or provide example of how your solution has worked with other agencies and/or vendors and the lessons learned.
2. How does your solution work with agency partners to execute and measure pilots or demonstrations?
3. Has your solution integrated successfully with TNCs or other mobility providers? If so, provide relevant details and/or examples.

E. END USER EXPERIENCE: Service structure should promote equity, incentivize participation, and be seamless across solutions for end users.

1. Explain how your solution currently collects fares and/or provides payment integration with existing agency assets and/or processes.
2. Is your pricing model flexible? And if so, please describe varying approaches and the variables that influence costs/prices.

3. Does your solution allow for a cost-sharing with the agency?
4. How does your solution provide the capability to subsidize end-user cost?

F. DATA: IndyGo will prioritize solutions with a willingness to share data in the interest of continuous improvement, customer satisfaction, and agency responsiveness.

1. How is your data captured and stored?
2. How is the data housed and what access is provided to the agency?
3. Explain your capability and SOP for providing regular data reports including but not limited to: number of trips, location of trip origination and destination, trip length/VMT, cost of trip, vehicle occupancy.
4. What data do you require from the agency on an ongoing basis to deliver your solution?
5. What data is generated through the operation of your platform/product or through the provision of your service? Who retains ownership of the data?
6. If data ownership varies by data type, please provide a breakdown of data ownership by data type.
7. What rights and/or licenses are granted to either party, the agency or the company, with respect to data generated?
8. List all third-parties who may have access to data generated through an agreement – providing a description of the data to be shared, with whom, for what purposes, and in what manner.

G. MOBILE APPLICATION: IndyGo is currently partnering with Flowbird to develop and deploy a mobile ticketing application as part of its fare modernization program. It has a goal of providing a single central mobile solution for all mobility needs.

1. Does your solution mobile interface integrate with existing agencies and/or provider applications? If so, in what ways?
2. Please respond to the list of desired application capabilities indicating elements that are currently developed and/or provided by your solution and including, where possible, examples of your mobile interface.

   Desired mobile application capabilities:
   - Push notifications
   - Integration with CRM
   - Potential for trip-linking and/or provider preference
   - Trip-planning and service alerts
   - Customer service
   - Automated payment and integration with existing fare technology provider

Responses to this RFI will provide a comprehensive database of services, solutions, and products available. As the SUMC business plan continues to develop and pilot opportunities present themselves, responses will be reviewed by IndyGo, and assist in

planning for deployment efforts, inform future procurements, and facilitate subsequent follow up with respondents.

RFI RESPONSES

Please note: A response does not bind or obligate the provider to any agreement of provision or procurement of services referenced.

Respondents are requested to provide information that they believe may help IndyGo perform an assessment of mechanisms to establish mobility solutions. Respondents are also requested to outline their experience and qualifications related to the subject matter described below. IndyGo anticipates releasing a full Request for Proposal in the future as mobility solution opportunities are refined.

Responses are requested to be limited to no more than ten pages.

KEY RFI DATES

Below is a chart that contains all deadlines associated with RFI 19-02-312:

ACTIVITY:	DATE:
Issue of RFI	February 21, 2019
Deadline to Submit Written Questions	March 1, 2019 by 10:00am EST
Response to Written Questions	March 6, 2019
Vendor Submission of Information Electronically	March 18, 2019 by 10:00am EST

PROPOSAL DOCUMENT SUBMISSION

All questions regarding RFI 19-02-312 must be submitted in writing via email to Procurement at smetz@indygo.net no later than 10am EST on March 1, 2019. The email subject line should contain the following phrase "RFI 19-02-312, Mobility Solutions".

Inquiries are not to be directed to any staff member of IndyGo, outside of procurement. Such action may disqualify Respondent from further consideration for a contract resulting from the ensuing RFP.

Following the question/inquiry due date, IndyGo will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IndyGo website as soon as possible. Only answers posted on the IndyGo website will be considered official and valid. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any IndyGo employee.

If it becomes necessary to revise any part of this RFI, or if additional information is necessary for a clearer interpretation of provisions of this RFI prior to the due date for submissions, an addendum will be posted on the IndyGo website.

Responses to this RFI must be submitted electronically to smetz@indygo.net no later than 10:00am EST on March 18, 2019. The email subject line should contain the following phrase "RFI 19-02-312, Mobility Solutions".

Responses to this RFI are voluntary. Do not include any proprietary, classified, confidential, trade secret, or sensitive information in your response. The responses will be reviewed by IndyGo staff, and individual feedback will not be provided to any responder. IndyGo will use the information submitted in response to this RFI at its discretion. IndyGo reserves the right to use any submitted information in reports, in any possible resultant solicitation(s), grant(s), or cooperative agreement(s), or in the development of future funding opportunity announcements.

DISCLAIMERS

A response to this RFI does not guarantee qualification of the respondent for any resulting offering by the IPTC. Similarly, participation in this RFI is not a pre-condition to the future participation in any resulting offering.

      a. Respondents shall be entirely responsible for any and all expenses incurred in preparing and/or submitting any response to this RFI.

      b. The IPTC assumes no liability for disclosure or use of any submitted information or data.

      c. Responses to this RFI are non-binding in all respects.

POST RFI FOLLOW-UP

After receiving responses to this RFI, the IPTC may call the Respondent to clarify information provided in its response. The purpose of this RFI is to obtain information, and IPTC will not necessarily respond to every party that submits a response.