

# THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

## REQUEST FOR PROPOSALS (RFP) ADDENDUM

### **FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH THE INSTRUCTIONS BELOW MAY SUBJECT YOUR PROPOSAL TO REJECTION**

RFP Number: RFP050124AMW

Addendum Number: 02

Addendum Date: May 21, 2024

RFP Opening Date / Time: May 29, 2024 at 2:00 PM Eastern Time (ET)

**Instructions:** Return one properly executed copy of this addendum prior to the RFP Opening Date / Time specified above. This addendum may be included with your proposal, or it may be emailed separately to Alicia Waymack at [awaymack@unc.edu](mailto:awaymack@unc.edu).

**A.** Section 2.7 AGENCY BACKGROUND of the RFP is hereby deleted and restated to the RFP as follows:

Point-to-Point (P2P) is a University-operated, Department of Transportation and Parking (T&P) service providing mission critical, on-demand and fixed-route transportation services to assist students and employees in getting around campus both after dark and during normal working hours. The P2P division's primary function is to dispatch and track University shuttles providing approximately 200 – 350 thousand transit rides annually. The division works closely with the surrounding regional transit partners and their transportation teams to coordinate bus transit routes ensuring full coverage and trip planning for anyone wanting to use the system to travel to/from work, home, or school.

P2P is fare-free at boarding and funded through student fees, department fees, and a nominal state contribution. P2P services are available only to University students and employees.

P2P provides a number of on-demand services, including:

- Americans with Disabilities Act (ADA) accessibility transportation to authorized passengers with accessibility needs, including door-to-door and driver/operator assistance for seniors and persons with disabilities.
- Transportation for students to and from Campus Health Services.
- After-dark rides for students and employees. Pick-up and drop-off points are limited to on-campus locations or specific off-campus locations owned or operated by the University, including on-campus parking lots.
- Emergency ride back services are also offered to Commuter Alternative Program (CAP) members.

Additionally, P2P provides late night fixed-route services that offer transit between University residence halls, libraries, research areas, and Franklin Street, serving designated bus stops.

P2P has sixteen (16) total service vehicles which it operates directly:

- On-demand services: eight (8) ADA compliant vans and three (3) non-ADA compliant vans.
- Fixed-route services: five (5) ADA compliant buses.

For more information, please visit T&P's P2P website located at <https://move.unc.edu/p2p/>.

**B.** Please see the following University responses to all questions received by the deadline to submit written questions of May 10, 2024 at 2:00 PM ET:

1. Question: Can UNC extend the offer deadline to June 7, 2024? (Reference Section 1.0 ANTICIPATED PROCUREMENT SCHEDULE of the RFP)

Answer: No.

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2. Question: Can UNC expand on what is meant here by "brokered trips"? (Reference Section 3.4.3.2(a) (On-Demand Solution) Software – “The system must be able to optimize brokered trips and trips completed by dedicated fleets.”)

Answer: “Brokered trips” means the ability to book trips, assign riders to specific vehicles or drivers, and reassign riders to a different vehicle or driver.

3. Question: What format is required for the On-Demand service tracking feed to be incorporated into other transit agencies transit feeds? (Reference Section 3.4.3.2(b) (On-Demand Solution) Software – “The system must allow for the tracking feed to be integrated into other transit agencies’ transit feeds.”)

Answer: GTFS feed.

4. Question: Can UNC define which transit agencies' feeds they want to be integrated and in what format those feeds are available? (Reference 3.4.4(c) Ride Aggregator Application – “The ride aggregator application must allow for other transit agencies’ transit feeds to be integrated within the platform.”)

Answer: Chapel Hill Transit and GoTriangle. Those agencies use GTFS feeds.

5. Question: Does UNC have an existing APC system that they would like the vendor to integrate with? If so, can you provide any available details about that system (i.e. vendor, make, model, 1 or 2 doors)? (Reference Attachment J, Row 2 – “Describe the current state of your APC (automatic passenger counter) capabilities and what technology is used.”)

Answer: Yes – UTA APC Model 30, single door.

6. Question: Does UNC want the vendor to provide pricing for an APC system? (Reference Attachment J, Row 2 – “Describe the current state of your APC (automatic passenger counter) capabilities and what technology is used.”)

Answer: Yes.

7. Question: Is the question asking how/if the software platform can help predict or forecast the number of riders on a fixed route during a certain period of time? (Reference Attachment J, Row 8 – “Describe how you will be able to provide demand forecasting based on recurring trips and certain periods of time.”)

Answer: Yes. For example, can the software platform forecast if there are certain days and times when fixed-route buses are close to capacity.

8. Question: Does UNC have an existing announcement system? If so can you provide any available details about that system (i.e. vendor, make, model, 12v or 24v)? (Reference Attachment J, Row 9 – “Describe your announcement capabilities. Do you utilize intercom, location based announcements, timed announcements, or visual announcements?”)

Answer: No.

9. Question: Does UNC want the vendor to provide pricing for an AVA system? (Reference Attachment J, Row 9 – “Describe your announcement capabilities. Do you utilize intercom, location based announcements, timed announcements, or visual announcements?”)

Answer: Yes, as an option.

10. Question: Can UNC expand on what custom rider data fields you would like to capture for fixed route riders? (Reference Attachment J, Row 16 – “Custom fields should be available for rider data capture.”)

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Answer: Stop location, how many riders get on or off at a specific stop, and if the bus is loaded and will need to bypass a stop.

11. Question: Does UNC have an existing camera system installed on the bus? If yes, is there an onboard router with data plan? (Reference Attachment J, Row 19 – “How will a network implemented in the solution be able to handle security cameras? Will security cameras use too much network bandwidth?”)

Answer: Yes, we have an existing camera system, but there is no onboard router.

12. Question: Does UNC want the vendor to quote an onboard camera system? (Reference Attachment J, Row 19 – “How will a network implemented in the solution be able to handle security cameras? Will security cameras use too much network bandwidth?”)

Answer: Yes.

13. Question: Is this question in regard to in-vehicle network? Can UNC provide a detailed list of equipment installed in the vehicle that are currently connected to a network? (Reference Attachment J, Row 23 – “Describe how you will assess the existing network support to determine if performance will be sufficient, and if not, assist in identifying network improvement strategies.”)

Answer: Yes. Currently running iPad mini 6 on the Verizon 5G network.

14. Question: Is this question in regard to fixed route service? What format and information is stored in the client database? What information is required? (Reference Attachment J, Row 24 – “Describe how the client database can be migrated by the contractor into the new system prior to launch.”)

Answer: No – this specification is in regard to on-demand services. Information stored in our Gravity Forms program includes rider name, login, status, and eligibility. Client information should be able to be migrated to the new system via Microsoft Excel prior to launch.

15. Question: What is the proposed launch date? (Reference Attachment J, Row 26 – “Describe the testing timeline to ensure it is completed prior to launch date.”)

Answer: August 1, 2024.

16. Question: Can UNC confirm that all services are fare-free and there are no billing requirements for the software? (Reference Attachment J, Row 27 – “Describe the testing of overall components such as billing, reporting, scheduling, the base map, vehicle location/Tablets/wireless fleet communication functions.”)

Answer: All services are fare-free; there are no billing requirements for the software.

17. Question: Does UNC have a preference as to going live with the software for all services at one time vs. an iterative rollout? Can UNC clarify when all software products must be live? (Reference Attachment J, Row 32 – “Describe the project management plan and implementation process that will be provided for UNC. Include detailed steps.”)

Answer: Go live with all services by August 1, 2024.

18. Question: Can UNC confirm that fare data is not part of this project? (Reference Attachment J, Row 49 – “Describe the user-friendly tools for use that enable generation of reports using stored data, including data filtering by time period, fare types, services, vehicles, date.”)

Answer: Fare data is not part of this project; all services are fare-free.

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19. Question: Can UNC confirm that funding sources are not a requirement as these are fare free services? (Reference Attachment K, Row 5 – “Describe the product's efficiencies and effectiveness and how it will apply to all P2P service types regardless of funding source or trip purpose.”)

Answer: Funding sources are not a requirement; all services are fare-free.

20. Question: Can UNC expand on what is meant here by "brokered trips"? (Reference Attachment K, Row 10 – “Will dispatchers have the ability to override any automatically brokered trips?”)

Answer: “Brokered trips” means the ability to book trips, assign riders to specific vehicles or drivers, and reassign riders to a different vehicle or driver.

21. Question: Can UNC expand on this requirement? What third-party fleet is being referenced? Who is making this choice, what are they choosing between and how are they making that decision? (Reference Attachment K, Row 17 – “Describe how certain user groups should be granted the option to choose whether to utilize the third-party fleet, based on administrative discretion.”)

Answer: UNC does not currently have or plan to have a third-party fleet. However, if UNC does get a third-party fleet in the future, we would like to show it as an option for on-demand users.

22. Question: What non-dedicated fleets would be utilized? Would this expand the vehicles beyond the 16 that were described in the RFP? (Reference Attachment K, Row 19 – “Address any automation in the trip brokering based on an intelligent algorithm. This will allow for staff to dispatch multiple dedicated fleets, and also to non-dedicated fleets in cases of overage in demand. Fleet priorities may be set by the university.”)

Answer: None. There are no vehicles beyond the sixteen (16) that are described in the RFP.

23. Question: Does UNC currently broker trips to ride hailing services? If so, which one(s)? Can you describe how this currently is handled? Who is eligible for these public service offerings? (Reference Attachment K, Row 22 – “Describe how the solution can automatically broker ridesharing or comingling functionality. Administrators will have the capability to change the criteria around how efficient the system is, or how important short trips and passenger experience is, and define the service to fit their specific requirements around public service offerings.”)

Answer: No.

24. Question: Can UNC expand on the difference between the operator and the driver? (Reference Attachment K, Row 24 – “Address if the solution can provide map displays with pop-up windows that show...”)

Answer: Operators assigned to fixed-route vehicles; drivers are assigned to on-demand vehicles.

25. Question: Does UNC currently broker trips to ride hailing services? If so, which one(s)? Can you describe how this currently is handled? (Reference Attachment K, Row 30 – “Describe the solutions trip brokering needs. Can the system seamlessly allocate trips to a ride hailing service with varying priorities so trips are allocated in special conditions to non-dedicated vehicles?”)

Answer: No.

26. Question: What data is required to be captured? (Reference Attachment K, Row 31 – “Address the availability of custom fields that are available for rider data capture.”)

Answer: Driver assigned to the ride, response time, type of ride, and the rider's information (e.g., how many rides they booked, who their driver was, time of the ride, wait time, cancellations, and no shows).

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27. Question: Can UNC expand on what is meant by "assign trips to specific duties"? What is a reason someone would want to provide manual intervention? (Reference Attachment K, Row 32 – "Can the solution provide manual intervention to assign trips to specific duties while tracking reason for such a change?")

Answer: By "specific duties" we mean available shuttle or van types. We would like to be able to assign trips *and* drivers to "specific duties". In the event of mistakes or emergencies we want dispatchers to have the capability to manually override automatically brokered trips.

28. Question: Can UNC provide examples of service types? (Reference Attachment K, Row 34 – "Address the availability of custom templates available for reporting purposes within the platform. Can reports also be filtered by things like service type?")

Answer: "Service types" include Accessibility ADA, Campus Health, Commuter Alternative Program (CAP) Emergency Ride Backs, After Dark Safe Rides, etc.

29. Question: What is a ride pass? How does an ADA passenger obtain a ride pass? How do they currently know when their ride pass is out of date? Are they no longer able to use the service when their ride pass is out of date? (Reference Attachment K, Row 67 – "Will ADA passengers be able to know when their ride pass is out of date?")

Answer: Ride passes are for our ADA passengers who can access our on-demand service at all times during normal operations. ADA passengers can obtain a ride pass thru Accessibility Resources & Service (ARS), Campus Health, Student Athletics, Public Safety, Commuter Alternative Program (CAP), and UNC Health.

We currently use a two (2)-system verification process using an Excel spreadsheet and our Gravity Forms program. If an ADA passenger requests a ride with an expired pass, our dispatchers inform the rider of their expired status and allow one (1) courtesy ride to allow the rider time to get their pass reinstated. If the rider is unable to get their pass reinstated, then they are no longer allowed to use the Accessibility ADA portion of the service.

30. Question: Is the transportation management system referenced here separate from the Fixed Route and On Demand systems that are being proposed in this RFP? (Reference Attachment L, Row 3 – "Describe how the app can integrate seamlessly with UNC's transportation management system, allowing for real-time data exchange and synchronization of transit information.")

Answer: Yes.

31. Question: What SSO platform/protocol does UNC utilize? (Reference Attachment L, Row 10 – "Address the need for account creation that is based on SSO and compatible with UNC SSO.")

Answer: Shibboleth.

32. Question: What information is desired with 'Trip information'? (Reference ATTACHMENT J, Row 11 – "Can the following information be viewed in the dispatcher map display when clicking on a bus?")

Answer: Location, last stop, next stop, run time.

33. Question: Is this regarding the wireless or cellular network or does the university have an interest in something different with this request? (Reference ATTACHMENT J, Row 22 – "Describe how you would provide a wireless communications system design for client approval. Also describe how this will be installed.")

Answer: The network should be able to connect driver devices, cameras, passenger counter, and possibly provide Wi-Fi hotspot for riders.

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34. Question: Can the university define operation speed or provide additional context behind this request? (Reference ATTACHMENT K, Row 3 – “Describe how operation speed of the platform will be optimized.”)

Answer: Should the platform have delayed response or load times between actions made by dispatchers or other staff, how can the platform be optimized based on the computers or other hardware used.

35. Question: Is the university looking to track funding source or trip purpose? (Reference ATTACHMENT K, Row 5 – “Describe the product's efficiencies and effectiveness and how it will apply to all P2P service types regardless of funding source or trip purpose.”)

Answer: No.

36. Question: What are the fare types that the university would like to track? (Reference ATTACHMENT K, Row 71 – “Describe the user-friendly tools for use that enable generation of reports using stored data, including data filtering by time period, fare types, services, vehicles, date.”)

Answer: Currently all services are fare-free but should any aspect of P2P operations go to a fare, we will need the ability to report on fare type.

37. Question: What is the use of the four (4) non-ADA compliant vans and does the University want to track the location of these vehicles as well? What are the vehicle make and models? (Reference Section 2.7 AGENCY BACKGROUND of the RFP)

Answer: There are three (3) non-ADA compliant vans in our fleet – reference Section A of this Addendum Number 02.

These vans are used in the same way as the ADA compliant vans – the only difference is that ADA passengers *cannot* be assigned trips with non-ADA compliant vans. The non-ADA compliant vans are mainly used when our fixed-route buses go out of service, either for the evening (i.e., after-dark services) or during academic breaks. Yes, we want to track the location of these vehicles.

We currently have:

- Two (2) 2023 Ford Transits (15-passenger capacity)
- One (1) 2015 Dodge Caravan (7-passenger capacity)

38. Question: How many doors do your current fixed-route vehicles have? How many doors will your new fixed-route vehicles have? (Reference Section 2.7 AGENCY BACKGROUND of the RFP)

Answer: Both the current and new buses have one (1) door.

39. Question: Can you please provide vehicle specifications for your current 5 leased fixed-route vehicles? (Reference Section 2.7 AGENCY BACKGROUND of the RFP)

Answer: The current fixed-route buses are older Bluebird All-American models.

40. Question: Can you please provide vehicle specifications for your 5 new fixed-route vehicles? (Reference Section 2.7 AGENCY BACKGROUND of the RFP)

Answer: The new fixed-route buses are 2024 Bluebird Visions.

41. Question: Will the University accept e-signatures? (Reference Section 6.2.7 BASIS FOR REJECTION of the RFP)

Answer: Yes.

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42. Question: Does the University currently have APCs installed on their fixed route vehicles? If yes, please provide the make and model. (Reference Attachment J, Row 2)

Answer: Yes – UTA APC Model 30, single door.

43. Question: Does the University currently have an annunciator system on their fixed route vehicles? (Reference Attachment J, Row 9)

Answer: No.

44. Question: Does the University have security cameras installed on their current fixed route vehicles? If yes, please provide the make, model, and number of cameras per bus, and describe your current process to access footage.

Will the University have security cameras installed on their new fixed route vehicles? If yes, please provide the make, model, and number of cameras per bus. (Reference Attachment J, Row 19)

Answer: Yes. The new vehicles will have REI / SafeVision security cameras installed – six (6) cameras per bus.

45. Question: Does the University currently have a database of all of its fixed route operation riders? How are these accounts created? What database is used to store fixed-route rider accounts? What data is associated with fixed route rider accounts? What does the University plan to do with “migrated” account data? (Reference Attachment J, Row 24)

Answer: Fixed-route buses are fare-free so there is no way to track unique riders. Currently their UNC One Card is presented at boarding which is tied to a rider’s “Onyen” account (SSO UNC universal login). UNC’s SSO platform uses Shibboleth and we want to make sure that if the vendor needs user account data that it will be compatible with UNC’s existing SSO platform.

Reference also the response to Question 14 above.

46. Question: When are the newer model fixed-route buses scheduled to be delivered? Will these new vehicles also be leased, or will they be purchased? If the new vehicles are scheduled to be delivered after August 1, 2024, does the University want information and pricing on transferring hardware from old vehicles to the new vehicles? (Reference Section 2.8 PROBLEM STATEMENT of the RFP)

Answer: These will be leased vehicles and are scheduled for delivery by mid-June 2024. No, we will not need pricing on transferring hardware from old vehicles to new vehicles.

47. Question: Do the existing 5 fixed route buses have interior LED signs? If yes, does the University want the vendor to integrate with these signs? If yes, please provide the make and model.

If interior LED signs are not already installed on the vehicles, does the University want the option to install new signs? (Reference Section 2.8 PROBLEM STATEMENT of the RFP)

Answer: N/A – the focus is on the new buses only.

48. Question: Do the new 5 fixed route buses have interior LED signs? If yes, does the University want the vendor to integrate with these signs? If yes, please provide the make and model.

If interior LED signs are not already installed on the vehicles, does the University want the option to install new signs? (Reference Section 2.8 PROBLEM STATEMENT of the RFP)

Answer: No. We do not have signs currently but Vendor may provide or suggest options.

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49. Question: Do the existing 5 fixed route buses have destination signs? If yes, does the University want the vendor to integrate with these signs? If yes, please provide the make and model. (Reference Section 2.8 PROBLEM STATEMENT of the RFP)

Answer: N/A – the focus is on the new buses only.

50. Question: Do the new 5 fixed route buses have destination signs? If yes, does the University want the vendor to integrate with these signs? If yes, please provide the make and model. (Reference Section 2.8 PROBLEM STATEMENT of the RFP)

Answer: Yes – Luminator-Twinvision All LED Smart Series Electronic Sign System. Yes, we would like the vendor to integrate with these signs.

51. Question: Do all vehicles require the new On-Demand solution? If no, please provide the quantity of vehicles that will require the new On-Demand Solution.

Answer: No. There are eleven (11) on-demand vehicles – reference Section A of this Addendum Number 02.

52. Question: Is APC required for this RFP? How many vehicles require APC? How many doors are on each of your vehicles?

Answer: APC is not required, but we would like this included as part of the fixed-route solution. There are five (5) fixed-route buses, each with one (1) door.

53. Question: Is AVA required on all vehicles?

Answer: No.

54. Question: Can we provide our own pricing breakdown in addition to Attachment D: Cost form?

Answer: Yes.

55. Question: Does the university currently have a camera system onboard your buses? Would you like camera system options included in this submission?

Answer: Yes, but we would like additional options included in the offers.

56. Question: What systems are core vs optional?

Answer: Core systems include APC's, destination signs, and cameras. Optional systems include vehicle announcements.

57. Question: Please define brokered trip. (Reference Section 3.4.3.2 (a) of the RFP)

Answer: "Brokered trips" means the ability to book trips, assign riders to specific vehicles or drivers, and reassign riders to a different vehicle or driver.

58. Question: Who is submitting the brokered trips? (Reference Section 3.4.3.2 (a) of the RFP)

Answer: Dispatch.

59. Question: What agencies provide the dedicated fleets? (Reference Section 3.4.3.2 (a) of the RFP)

Answer: The University; there are no third-party agencies involved.

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60. Question: How many dedicated fleets must be supported? (Reference Section 3.4.3.2 (a) of the RFP)

Answer: One (1) – the University's dedicated fleet.

61. Question: Does the 'tracking feed' listed in this specification simply refer to the GPS location feed of the UNC fleet? (Reference Sections 3.4.3.2 (b) and (c) of the RFP)

Answer: Yes.

62. Question: Does 'transit tracking' mean you want to see real-time live vehicle locations on a map from other agencies / sources? (Reference Section 3.4.4 (b) of the RFP)

Answer: Yes.

63. Question: Please elaborate on what is desired here. (Reference Section 3.5.1.4 of the RFP)

Answer: We want to make sure that the service will have a steady connection and operate the same during peak and less busy periods.

64. Question: UNC currently supports routes of varying stop densities now, correct? (Reference Section 3.5.1.4 of the RFP)

Answer: Yes.

65. Question: Does UNC require interior sign integration? (Reference Section 3.5.1.8 of the RFP)

Answer: No.

66. Question: Does UNC require interior infotainment integration? (Reference Section 3.5.1.8 of the RFP)

Answer: No.

67. Question: Does UNC require exterior headsign integration? (Reference Section 3.5.1.8 of the RFP)

Answer: No.

68. Question: Would the University prefer to lease the onboard equipment required for this project? (Reference Section 3.5.1.14 of the RFP)

Answer: We currently have to preference with regard to lease vs. buy.

69. Question: What custom fields are required for rider data capture? (Reference Section 3.5.1.15 of the RFP)

Answer: Stop location, how many riders get on or off at a specific stop, and if the bus is loaded and will need to bypass a stop.

70. Question: Does UNC wish to use student/staff card swipe (or RFID) for passenger identification? (Reference Section 3.5.1.15 of the RFP)

Answer: No.

71. Question: What software system is the current client database supported by? (Reference Section 3.5.1.23 of the RFP)

Answer: TransLoc, Gravity Forms, and Microsoft.

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72. Question: What format can this data be exported to? (Reference Section 3.5.1.23 of the RFP)

Answer: CSV or Excel.

73. Question: Will the University require parallel client databases within the existing system and new ITS? (Reference Section 3.5.1.23 of the RFP)

Answer: Only if necessary.

74. Question: What are UNC's existing SSO logins? (Reference Sections 3.5.1.43 and 3.5.3.9 of the RFP)

Answer: Shibboleth.

75. Question: How does UNC currently manage ADA/Title VI disputes? (Reference Section 3.5.1.53 of the RFP)

Answer: There is a committee that handles these types of disputes.

76. Question: Do the brokered trips in this specification refer to the same trips in 3.4.3.2 (a)? (Reference Section 3.5.2.9 of the RFP)

Answer: Yes.

77. Question: Can the University describe some of the limitations it has faced using its current software? What areas for improvement does the University see? (Reference Sections 2.1 INTRODUCTION and 2.8 PROBLEM STATEMENT of the RFP)

Answer: Current limitations with the platform include lack of trip override control by the dispatcher, automatic trip brokering is not possible, ride passes do not send notifications when they are expired, fixed routes are difficult to update or change, and the current platform is slow and not user-friendly. We are seeking modern hardware and software that provides a more seamless experience for staff and riders by allowing for more automation and flexibility in scheduling trips.

78. Question: Does the University provide its P2P service during the stated hours year-round, or only during academic semesters? (Reference Section 2.7 AGENCY BACKGROUND of the RFP)

Answer: On-demand service is available year-round; only fixed-route service stops during academic breaks including summer and holidays.

Reference also Section A of this Addendum Number 02.

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## Execute Addendum:

Vendor Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Email Address: \_\_\_\_\_