

## Fort Wayne Citilink CITS RFP Questions

Title	Question	Answer
Price/cost proposal	Q: Does CITS have a preferred format for the price/cost proposal?	Please submit the cost proposal in a separate document from the technical proposal using the attached price form. Please price the optional items separately.
3.1.1.3 Lines, Routes, and Runs	<p>CITS shall be capable of supporting the operation of and collection, processing, and reporting of CITS related data for a bus fleet that operates “tripper” assignments.</p> <p>Q: Please confirm if your “tripper” assignments relate to your school routes, and explain in greater how they work (specifically, if/how they differ from normal fixed route assignments and if they use known bus stops)</p>	Citilink is a public transit operation. Trippers are drivers who fill in on existing fixed routes, not special routes.
3.1.1.3 Lines, Routes, and Runs	Q: Please confirm where your installations will occur and if the installation locations are undercover.	Vehicle installation will occur inside our heated shop located at 801 Leesburg Road, Fort Wayne, IN 46808. Wayside signs will be installed at our central station located at 121 W. Baker Street, Fort Wayne, IN 46802 which is open air under an awning.
3.1.8 CITS Interfaces	<p>“Import of work assignments”</p> <p>Q: Please confirm if the above requirement is related to importing vehicle/driver trip work assignments, and if not, confirm what they are.</p>	We have Remix scheduling software that we are not currently using but would like the capability of importing work assignments if we choose to do so at a later date.
3.1.8 CITS Interfaces	<p>“The Contractor shall develop interfaces for CITS with all existing equipment configurations of the Citilink fleet and shall develop, document, implement, and control all interfaces”</p> <p>Q: Please confirm the full list of equipment the contractor will be required to interface with.</p>	CITS shall interface to multiple existing subsystems that are onboard each Citilink bus, including, but not limited to: internal LED sign (Adaptive Micro Sys TDR80x7-.3A), public address equipment, headsign (Luminator and Aesys), and engine control computer (option), transmission control computer (option), odometer and power supplies.

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<p>3.2.2 Operations Status</p>	<p>“As a minimum, CITS shall generate notifications for the following bus conditions: Cancel Missed relief” Q: Please confirm: What is meant by a “Cancel” condition e.g. cancelled trip? What is meant by a “missed relief” condition?</p>	<p>Cancel: Trip cancelled Missed Relief: Relief operator failed to show</p>
<p>3.2.2 Operations Status</p>	<p>“CITS shall validate driver logon data, alert the assigned workstation of out-of-bounds or inconsistent data, and allow for manual correction of data.” Q: Please confirm what constitutes out-of-bounds or inconsistent data and the type of “correction” you would want to make</p>	<p>Out of bounds or inconsistent data mean the driver logon was invalid and was not accepted by CITS. No correction is required, just a notification of an invalid logon.</p>
<p>3.2.2 Operations Status</p>	<p>“CITS shall enable remote bus logon and the correction of invalid bus data at the dispatch workstation where that bus is assigned.” Q: Please confirm what constitutes invalid bus data and what sort of corrections you would want a dispatcher to make e.g. route assignment?</p>	<p>When there is an invalid logon by the driver due to errors such as entry of a wrong ID or driver assignment, a dispatcher will be able remotely perform the logon with the correct information.</p>
<p>3.2.2 Operations Status</p>	<p>“CITS shall store supervisor status messages received from supervisors. This information shall not be displayed in the call queues but shall be retained by CITS for use when a dispatcher attempts to contact the supervisor (option) “ Q: Please provide an example of the type supervisor status message.</p>	<p>Examples include: Out of vehicle, off duty, and on break.</p>
<p>3.2.2 Operations Status</p>	<p>“CITS shall facilitate the addition of buses to perform additional trips when there is an overload on a route. CITS shall calculate arrival predictions for the lead vehicle that is running in Add Bus Service and update the arrival predictions when there are missed trips. View call queues”</p>	<p>Change “call queues” to “ status queues”</p>


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	<p>Q: Please confirm what “call queues” are e.g. dispatch &lt;-&gt; driver messages?</p>	
3.2.2 Operations Status	<p>“CITS shall accept a silent alarm system (SAS) from a bus and immediately display this status with audio alarms, the vehicle ID, and current location on the dispatch workstation and update the vehicle location every five seconds while the SAS is active.”</p> <p>Q: Please confirm what an “audio alarms” is e.g. do you want to make a sound on a workstation when an alarm is activated?</p>	<p>Alerts in the form of an audible alarm and notification to dispatch when silent alarm located on a vehicle is pressed.</p>
3.2.3 Geographic Display	<p>“CITS map displays shall display upon request: facilities locations, route instructions for route, operating procedures, and miscellaneous reference material. “</p> <p>Q: Please explain what sort of operating procedures and what other miscellaneous reference material you might want to display, and what format you would want to display it in on the GUI?</p>	<p>View detours, messages from dispatch, banned passenger updates, and other pertinent information which may need to be referenced by a driver or supervisor. Format options would be dependent on the type of data.</p>
3.2.4 Tabular Display and Data Collection	<p>“CITS shall record the following service changes, update the display of bus service status, and adjust AVA announcements.</p> <ul style="list-style-type: none"> <li>• Bumps</li> <li>• Relays</li> <li>• Doubles”</li> </ul> <p>Q: Please explain, by way of example, what the above service change items are.</p>	<p>A Bump occurs when a bus has a breakdown at a layover. The operator of the broken down bus uses a follower bus (bus for the next trip on the run) to depart from the layover at the proper time for the broken down bus. The process of bumps continues for subsequent buses until a replacement bus arrives to replace the broken down bus.</p> <p>A Relay occurs when a new bus is inserted because the original bus is running significantly late. The new bus is inserted so it maintains the schedule of the original bus. When the new bus passes the original bus going in the opposite direction, the buses stop, and the bus operator from the original</p>

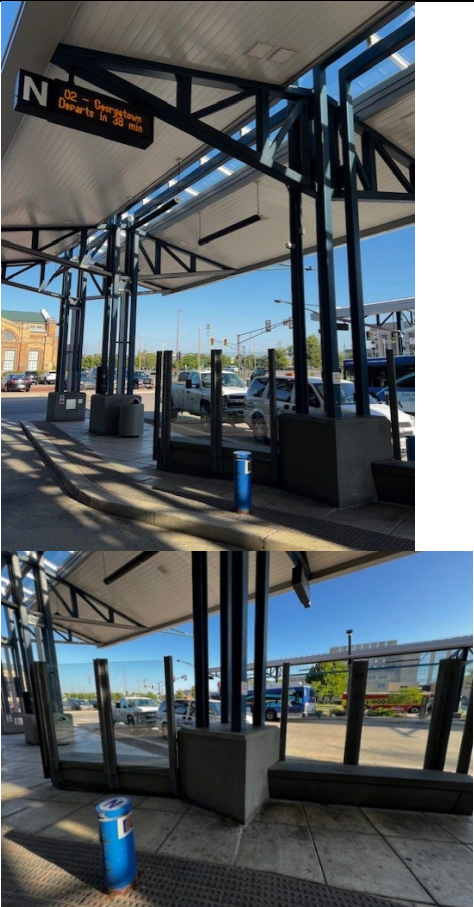
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		<p>bus takes over the new bus. The operator from the new bus completes the run for the original run and returns the original bus to the yard.</p> <p>A Double is a bus that is added to immediately follow a bus that is full. This allows the full bus to only offload passengers and regain schedule adherence.</p>
3.2.7 CITS Reporting	<p>“• Road calls. “</p> <p>Q: Please confirm what “road calls” are</p>	<p>A road call is when maintenance is called to assist a vehicle during operation.</p>
3.2.7 CITS Reporting	<p>“• Unusual operating conditions and detours. “</p> <p>Q: Please confirm what types of “usual operating conditions you would like to report on</p>	<p>Anything outside of the normal schedule or route.</p>
3.2.8 Security	<p>“CITS shall enable the System Administrator to define password groups and individual passwords for each user.”</p> <p>Q: Will you accept a system that generates one time access codes that are sent to a user’s email address every time they logon instead of a set password?</p>	<p>Citilink prefers the use of individual set passwords.</p>
3.4 HOSTED COMPUTER SUBSYSTEM	<p>“The Contractor shall clearly define the approach for software hosting and access in their proposal. CITS shall be designed to be browser agnostic accessible and shall be accessible on standard web browsers Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari. CITS shall support access via the latest and recent versions of the browsers. The Contractor shall provide hardware, browser, and plug in requirements for CITS workstations. “</p> <p>Q: Please confirm if you are looking for the contractor to provide all workstation hardware used by your team, and if so, if we also need to install the hardware ready for the end user?</p>	<p>Citilink is looking for the mentioned requirements to ensure that the system will work with our current workstations.</p>
3.4.2 CITS Software	<p>” The Contractor shall provide interfaces to CITS through industry-standard APIs. “</p>	<p>The Contractor shall provide interfaces to CITS through a RESTful API that can be accessed by authorized third parties such as</p>

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	<p>Q: Please provide a list of industry-standard APIs that must be supported by the contractor</p>	<p>passenger information providers Transitapp and Google Transit.</p>
<p>3.8.5 Electronic Signs at Central Station</p>	<p>“CITS shall enable the display of time of arrival information on 18 two-sided electronic signs that shall replace the Daktronics signs currently installed at the Central Station. The information displayed on each sign shall pertain to the buses arriving at the sign’s bus bay, and the same information shall be displayed on each side of the sign. “</p> <p>Q: Do buses driving a route always use the same bus bays?</p> <p>Q: Would you be interested in dynamic bay allocation, i.e. the system allocating a specific bay on arrival, notifying a driver of the bay they should use, and aligning the arrival announcement with the specified bay?</p> <p>Q: Would you be interested in bay-specific announcements to be made, e.g., route X to &lt;destination&gt; is now in bay X?</p> <p>Please provide wider focus situation images of where you would like electronic signs and wayside electronic signs installed and the distance from the bottom of the signs to the ground.</p> <p>Please confirm there is existing power and data source at the locations where electronic signs and wayside electronic signs are required.</p>	<p>A: No, vehicles do not, but routes do. Buses alternate bays every other hour on all except 2 routes</p> <p>A: No.</p> <p>A: This is not necessary because they are using the same bays for each route.</p>  <p>A: The distance from the bottom of the signs to the ground is approximately 15’ 2” and 13’ from the center of the column.</p> <p>A: There is 120V AC power going into our existing signs and there is also data communication via ethernet cable.</p>

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<p>3.8.5 Electronic Signs at Central Station</p>	<p>“Option: The electronic signs shall be capable of providing audible announcements of all data displayed on the signs. Audible announcements shall be manually triggered by patron action at a stop. The electronic signs shall make ambient noise measurements to provide automatic volume control. Volume ranges shall be a system settable parameter and shall be configurable based upon the time of day.”</p> <p>Please provide situation images of where you would like announcement buttons placed, and include an indication of the proximity to each related sign</p>	
<p>5.8.2 Warranty</p>	<p>Q: Can the City please confirm its warranty requirements? What is the difference between the requested one-year warranty and the requested five-year wiring warranty?</p>	<p>Citilink is requesting a manufacturing warranty of a minimum of one year and installation warranty of a minimum of five years.</p>
<p>5.8 SYSTEM SUPPORT</p>	<p>Q: Can the City of Fort Wayne please confirm how many years of Support and Maintenance they are requiring for the initial contract and how many years of optional Support and Maintenance are required?</p>	<p>Citilink is requesting a minimum of a five-year contract with five additional one year options.</p>

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2.2 Bus Fleet Information	Q: Please confirm the make and model of the UTA APCs.	<p>Gillig Vehicles            Black Box: Cal/Amp P/N: LMU5541LW, CC: H000-G1000            Front Door Sensor: Hella APS-B Part#: 01393600, Model: JH401            Rear Door Sensor: Hella APS-B Part#: 01393600, Model: JH401</p> <p>Cutaway Vehicles            Black Box: Cal/Amp P/N: LMU5541LW, CC: H000-G1000            Front Door Sensor: Hella APS-B Part#: 01393600, Model: JH401            Rear Door Sensor: Unknown (these use a switch to identify if the wheelchair lift door is open or closed)</p>
2.2 Bus Fleet Information	Q: Please confirm the make and model of your Backlit Stop Request signs.	Gillig P/N: 51-57800-000
	Q: Will Citilink be utilizing the UTA APC sensors?	Citilink will be utilizing the UTA APC System as stand-alone and will not integrate with the CITS system
	Q: Does Citilink anticipate an integration with the existing UTA APC's?	Citilink does not anticipate an integration with UTA APC's.
	Q: Please explain the integration between the new CAD/AVL system and the UTA APC's	N/A
	Q: Is the Bi-direction transfer of data between CITS and Citilink applications a a. One time, Ad hoc, or Realtime data transfer for synchronization	Real-time data transfer using vehicle location and GTFS data.
	Q: Does the employee data include drivers, dispatchers, or would Citilink prefer an SSO integration?	Citilink prefers individual logins for each of its users.
	Q: Is Citilink interested in all new headway signs?	Yes, new headway signs will be required.

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	<p>Q: Is Citilink interested in all new onboard signs? (Interior LED Signs)</p>	<p>Citilink prefers to integrate with existing interior LED signs, but would be open to receiving an optional quote for new signs.</p>
	<p>Q: “Option: The Contractor shall conduct at least one workshop with a Citilink focus group on the development of GUI details. The Contractor shall provide color drawings or mock-ups of proposed user interfaces for feedback from Citilink.”</p> <p>a. Can Citilink provide further information regarding this workshop?</p>	<p>The goal of the workshop would be to present the proposed GUIs for CITS to Citilink stakeholders, to gather feedback from the stakeholders, and to obtain mutual agreement on the GUIs.</p>
	<p>Q: “CITS shall enable real-time text messaging between CITS workstations.”</p> <p>a. Does Citilink have an existing chat functionality?</p>	<p>Citilink does not currently have the capability.</p>
	<p>Q: “CITS shall include an interface to bus mechanical alarms and device alarms from bus subsystems such as onboard CITS equipment.”</p> <p>a. Please describe the mechanical alarms meant to be interfaced with</p> <p>i. Do these mechanical alarms have existing relays?</p>	<p>The mechanical alarm requirement applies if the proposed CITS will include interfaces to mechanical systems such as doors, wheelchair ramps, and bike racks.</p>
	<p>Q: “CITS shall provide a list of the schedule impacts that result from the bus route, pattern, and schedule changes.”</p> <p>a. Can Citilink provide examples of the schedule impacts needing to be listed?</p>	<p>A vehicle is running late, off route, detouring, route changes, etc.</p>
	<p>Q: While reviewing the RFP-CITS Technical Specifications document, I was unable to locate specific instructions regarding the proposal format. Could you please confirm if vendors are permitted to submit proposals in our own preferred format?</p>	<p>Please submit the cost proposal in a separate document from the technical proposal. In addition, optional items should be priced separately from required items.</p>
	<p>Q: Additionally, the RFP did not specify a submission method for proposals. Could you please confirm if electronic submission via email is acceptable?</p>	<p>Proposals can be submitted via email at <a href="mailto:pks@fwcitilink.com">pks@fwcitilink.com</a>.</p>



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	Q: Do any of your vehicles have an existing silent alarm to be integrated with, or shall vendors provide one for all 45 vehicles?	Gillig vehicles have a button installed that changes the exterior destination sign. These buttons do not currently transmit but can be integrated to do so. Vendor to provide a silent alarm button for all other vehicles.
	Q: Can you confirm that automatic volume adjustment of the AVA is required?	Automatic volume adjustment is preferred.
	Q: Can you confirm that exterior speakers exist in all buses?	Exterior speakers are currently installed on all Gillig vehicles. All other vehicles will need installed.
	Q: For the Electronic Signs at Central Station: a. What is the model of the Daktronics sign? b. What is the desired pixel pitch? c. Are there any power or communications requirements? d. What's the expected brightness of the screen? e. What's the power supply voltage? f. Are the signs to be connected to the network via ethernet?	a. Our current Daktronics signs are Galaxy AF-6300-32x144-8-A-DF b. Vendor to recommend c. No power or communications requirements however, we would like to use the existing 120V AC power and ethernet cable if possible. d. display sign must be visible and legible in full daylight e. There is 120V AC power going into our existing signs. f. Yes. Our current signs have an existing ethernet connection from the signs to the server room.
	Q: Can you confirm single log-in integration with Genfare farebox is required?	Not required.
	Q: Is Citilink interested in an option for onboard Infotainment?	No.
	Q: How many drivers currently works for Citilink?	87 drivers.
	Q: Can you confirm the proposal can be submitted via email to pks@fwcitilink.com?	Yes.

ITEM	DESCRIPTION	PRICE	NOTES
1	PROJECT MANAGEMENT		
1.1	PROJECT MANAGER		
1.2	SENIOR PROJECT ENGINEER		
1,3	PROJECT STAFF		
2	DESIGN SUBMITTALS		
2.1	PRELIMINARY DESIGN		
2,2	FINAL DESIGN		
3	TESTS		
3.1	ONBOARD DEMO		
3.2	ONBOARD FIRST ARTICLE		
3.3	SYSTEM ACCEPTANCE		
4	TRAINING AND MANUALS		
4.1	MANUALS		
4.2	TRAINING		
5	PROJECT CLOSE-OUT		
5.1	INITIAL SURVEY		
5.2	FINAL SURVEY		
6	WARRANTY		
6.1	ONE YEAR WARRANTY		
7	DELIVERABLES		
7.1	HOSTED COMPUTER SYSTEM		
7.2	CAD SYSTEM		
7.3	45 ONBOARD SYSTEMS		
7.4	4 ONBOARD SYSTEM SPARES		
7.5	AUTOMATIC VOICE ANNOUNCEMENTS		
7.6	18 CENTRAL STATION ELECTRONIC SIGNS		
7.7	WEBSITE		
7.8	API		
7.9	MOBILE DISPATCHING APP		
***	Additional Cost (please describe in notes)		
***	Additional Cost (please describe in notes)		
***	Additional Cost (please describe in notes)		
	OPTIONS	PRICE	NOTES
1	TRAVELER INFORMATION APP		
2	TRIP PLANNER ON WEBSITE		
3	SMS RESPONSE		
4	SILENT ALARM		
5	INCIDENT REPORTS		
6	ELECTRONIC PRE-TRIP		
7	DEAD RECKONING		
8	BUS LOCATIONS TRACKING IN BARN		
9	BUS PULLOUT ASSIGNMENTS		
10	18 BAY LETTER SIGNS ON ELECTR SIGNS		
11	BUS IN BOX SIMULATOR		
12	ADDITIONAL ONBOARD SYSTEM		
13	SECOND YEAR WARRANTY SUPPORT		
14	THIRD YEAR WARRANTY SUPPORT		
15	FOURTH YEAR WARRANTY SUPPORT		
16	FIFTH YEAR WARRANTY SUPPORT		
17	FACTORY ACCEPTANCE TEST		
***	Additional Cost (please describe in notes)		
***	Additional Cost (please describe in notes)		
***	Additional Cost (please describe in notes)		