



CONNECTING COMMUNITY

Responses to Questions Regarding Request for Proposals:

- RFP# 2024.08.16 CAD/AVL APC and WIFI

Version **09/05/2024**

The following questions have been received by Rider Transit regarding the subject RFPs. Responses are being posted to keep the proposal process as fair and transparent as possible.

1. In addendum two, Rider states that pictures and diagrams are provided on request. Could you please provide these pictures and diagrams to us.
 - Attached
2. Are you interested in automatic audible text-to-speech arrival announcements of when a bus comes into the transit center?
 - Yes
3. How many doors/entry/exit points do your buses have?
 - Our 11 fixed buses have 2 entry/exit doors
4. Are Rider Transit buses all equipped with Hella APC?
 - Our 11 fixed buses all have Hella APC's. None of our smaller transit vans have APC's
5. Would Rider like integration with your existing APC hardware or replacement?
 - Integration with our existing APC's
6. Please confirm what you mean by the "issue"? ie. is this the issue of the contract, the creation of a support ticket, etc
 - Issue is a problem that we find and need support.
7. Please confirm the make and model of your existing Pepwave routes.
 - Pepwave Transit Max
8. Please confirm if you want the vendor to provide a cellular data plan for this contract.
 - No. We will provide the cell data.
9. Please confirm the preferred hardware warranty term.
 - We prefer the warranty provided by the manufacturer.
10. Please confirm the make, model, and counts of the bicycle racks and wheelchair lift/ramps installed on your vehicles.
 - Gillig Bus have Lift U ramps and Sportworks Bicycle racks
 - Transit Vans have Braun lifts and they don't have bike racks.
11. Please confirm if this requirement is vehicle or transit centre/stop focused, or both.



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- Inside of buses.
12. Please confirm the make, model, and counts of the LED display/s.
- Pictures and product label attached
13. Do your drivers pull into predetermined stops for a route, or do they pull into any stop that is available?
- Yes. They pull into predetermined bays
14. If they currently pull into a predetermined stop for a route, then would you like to move to a system that automatically identifies the stop a bus is in and then updates the passenger displays to reflect the exact stop for the bus/route? We have found this approach can be useful to ensure buses don't have to wait for a stop to become available before pulling in.
- Not right now.
15. Please confirm if your fareboxes are licensed for single sign-on (or need one), and what digital payment system/platform is used.
- Our fareboxes are manual. We are using UMO for digital payment.
16. Please explain the use case related to the farebox and digital payment system integration and highlight what aspects of the use case you expect the MDT and CAD/AVL system to fulfil.
- We need to know from what route our digital payment system recorded the fare collection
17. Please provide photos and details of the existing signs (make model, interface options e.g. HDMI, J1708, etc.).
- Pictures are attached. The busway signs are very old and need replacing. We have CAT 6 cable out there. Picture is attached
18. Do all your vehicles have the same functional footprint? If not, what is the functional difference between your 35-foot buses and the smaller revenue vehicles, and are you expecting the vendor to install them?
- All 11 of our buses are the same. 8 Transit vans are the same. We plan to use the vans for paratransit and supervisor vehicles/shuttle. Yes
19. Please define what your "Digital busway Signs" are.
- Signs in our busway at every bay. They show when the next bus will arrive
20. Please provide a list of the existing hardware on your vehicles.
- See attached

***Please email for any pictures and attachments