



REQUEST FOR INFORMATION FY19-I-002

for

OUTDOOR PASSENGER INFORMATION SIGNS FOR DART

for

DES MOINES AREA REGIONAL TRANSIT AUTHORITY

| | |
|---|------------------------------|
| Date Issued: | April 25, 2019 |
| Deadline for Questions Regarding this RFI: | 5:00 PM Central, May 3, 2019 |
| Answers to Questions Posted on Website: | 5:00 PM Central, May 8, 2019 |
| Responses Due: | 2:00 PM Central, May 31 2019 |

**Des Moines
Area Regional
Transit Authority**

620 Cherry Street
Des Moines, Iowa
50309-4530

515-283-8100
Fax 515-283-8135
ridedart.com



LEGAL NOTICE

REQUEST FOR INFORMATION
FY19-I-001
OUTDOOR PASSENGER INFORMATION SIGNS

Responses are hereby requested by the DES MOINES AREA REGIONAL TRANSIT AUTHORITY, 620 Cherry Street, Des Moines, Iowa to be received until 2:00 p.m. local time, on May 31, 2019 for Outdoor Passenger Information Signs.

This is a Request for Information (RFI) for the Des Moines Area Regional Transit Authority (DART). This is NOT a request for competitive pricing or a process for the organization to purchase. Responses to this RFI are voluntary and do not bind DART or the respondent in any way. No award will be made based on the results of this process. Any procurement by DART will be the subject of a separate process

Requests for clarification and/or questions concerning the issued document shall be directed to Dan Clark in the DART Procurement Department at 515-283-8116 or e-mail dartprocurement@ridedart.com . All submittal questions concerning this RFI are due on May 3, 2019. This will be the only notice rendered for this request. Documents can be obtained at DART Maintenance and Operations Center, 1100 DART Way, Des Moines IA 50309, during the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or on DART's website <https://www.ridedart.com/business-center/procurement> .

DES MOINES AREA REGIONAL TRANSIT AUTHORITY

**Des Moines
Area Regional
Transit Authority**

620 Cherry Street
Des Moines, Iowa
50309-4530

515-283-8100
Fax 515-283-8135
ridedart.com

TABLE
OF
CONTENTS

REQUEST FOR INFORMATION:
FY19-I-002 OUTDOOR PASSENGER INFORMATION SIGNS



Section 1 – Proposal Requirements 1

Section 2 – Scope of Work 2

SECTION 1: RFI SUBMITTAL REQUIREMENTS



1.1. GENERAL REQUIREMENTS

This is a Request for Information (RFI) for the Des Moines Area Regional Transit Authority (DART). This is NOT a request for competitive pricing or a process for the organization to purchase; this request is only for information gathering purposes. Responding to this solicitation is voluntary and does not bind DART or respondent. No award will be made based on the results of this process. Any procurement by DART will be the subject of a separate process.

This solicitation is open to the general marketplace.

Providers are requested to submit a response to the enclosed Scope of Work. It is required that responses be submitted by date and time listed in the RFI.

Questions and Answers: Responders must submit questions to the Procurement Manager as submitted through the following email address: dartprocurement@ridedart.com. DART is not obligated to respond to any questions received after the listed deadline. Answers to questions submitted will be posted to the DART website by the deadline listed in the RFI.

1.2. SUBMITTAL

All responses shall be delivered in digital / electronic format. If digital media is mailed, the delivery address is as follows:

Des Moines Area Regional Transit Authority
ATTN: PROCUREMENT DEPARTMENT
1100 DART Way
Des Moines, Iowa 50309
Phone: (515) 283-5034

Emailed responses are encouraged over hard copies, but they must be received by the deadline for submission. Emailed responses shall be sent to the following email address and a confirmation email will be sent confirming receipt:
dartprocurement@ridedart.com

1.3. ADDENDUM TO RFI

If it becomes necessary to revise this RFI, any addendums will be posted on the DART website and/or to those having expressed an interest in submitting a response.

**SECTION 2
SCOPE OF WORK**



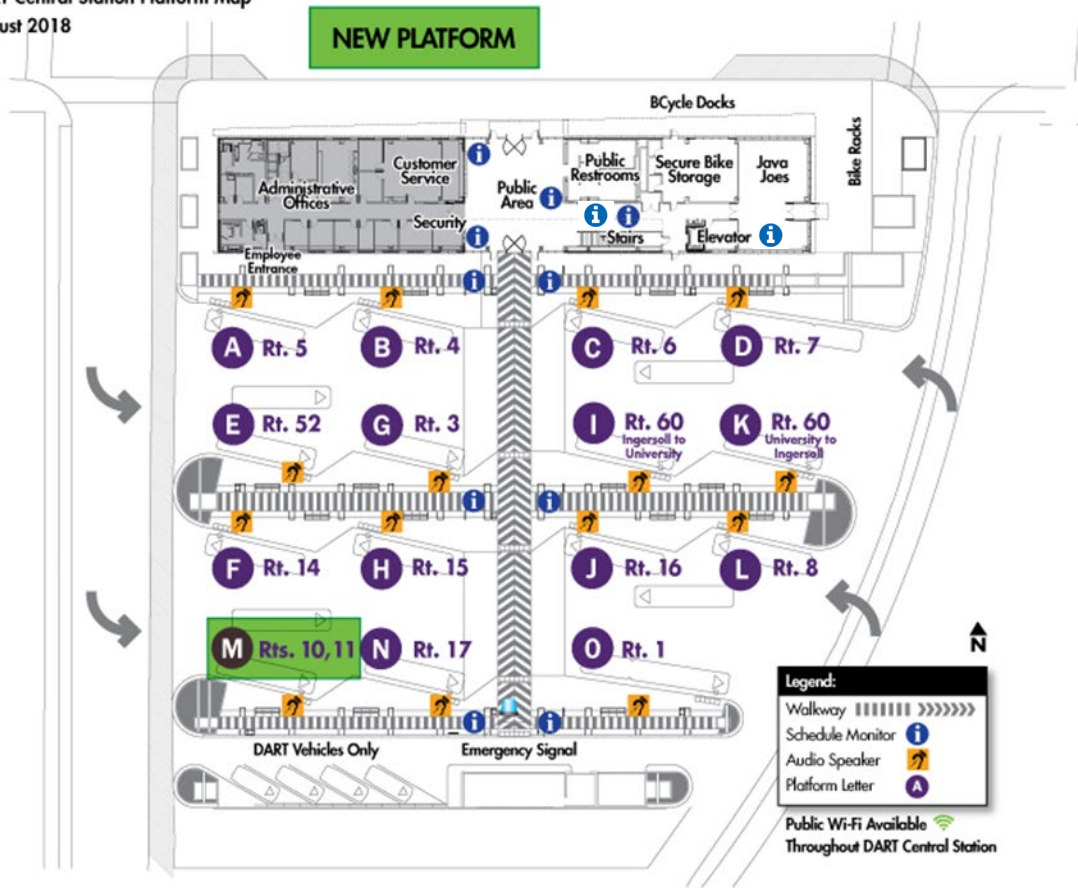
2.1 BACKGROUND

The Des Moines Area Regional Transit Authority (DART) operates a family of transportation services that make getting around the greater Des Moines area easier and more convenient. Our fleet of 150 buses travel around 15,000 miles daily throughout the region, making trips to work, shopping malls, major business districts, medical facilities, residential areas and schools.

DART's current service network is designed as a hub-and-spoke system with the majority of services operating in and out of DART Central Station (DCS) and the majority of route transfers occurring at that single location. DART maintains a set of digital video displays within its lobby and on its boarding platforms at DCS which provide passengers with information on DART services.

DART has twelve digital passenger information signs at DCS. Six of these are outdoor digital signs located on our passenger platform area. The remaining six digital signs are located in the lobby of DCS. These are depicted as "Schedule Monitor" in the diagram below:

DART Central Station Platform Map
August 2018



DART also has real-time LED information signs located above each of DART's fifteen arrival/departure platforms at DCS. Below is a picture showing part of the DCS arrival/departure platform area:



DART has approximately 37 bus shelters currently installed throughout its service area and are adding more annually. DART does not currently have passenger information signs at its bus shelters. The agency would like to explore the options to add passenger information signs to select locations. Below is a picture of one of DART's current shelters:



2.2 PURPOSE AND SCOPE

DART is seeking information from qualified firms on real-time digital and real-time LED signs, as well as content management software available on the market to help it plan for future procurements.

2.3 PROJECT INFORMATION

A. DIGITAL INFORMATION SIGN SPECIFICATION

1. Proposed Specifications
 - a. Minimum resolution of 1080 Full HD
 - b. Minimum brightness of 2500 NIT
 - c. Anti-glare technology
 - d. Minimum IP66 rating on the enclosure
 - e. Blackening free up to 110° C (230° F)
 - f. Small form media player
 - g. Power 110V, 60Hz AC
2. Climate
 - a. Cold weather down to -18° C (0° F)
 - b. Hot weather up to 35° C (95° F)

**SECTION 2
SCOPE OF WORK**



- c. Horizontal wind speeds of up to 115 miles per hour
 - d. Ground snow load of 30 pounds per square foot
 - 3. Viewing
 - a. A 1920 x 1080 resolution is preferred
 - b. Minimum viewing angle of 170°
 - c. Meet American with Disabilities Act requirements
 - 4. Network Connectivity
 - a. Ethernet
 - b. Wireless 802.11.n
 - c. GPRS 4G LTE
 - 5. Sign Content:
 - a. Current content:
 - Route Number
 - Countdown in minutes to scheduled arrival time
 - Scheduled arrival time
 - Scheduled departure time
 - Platform assignment
 - Passenger announcements
 - b. Future enhancements:
 - Real-time arrival and departure
 - Video or display advertising with or without sound
 - Current day, date, time, and/or weather
 - Amber/Silver alerts
- B. LED INFORMATION SIGN SPECIFICATIONS
- 1. LED Sign Specifications for DCS Platform
 - a. Minimum brightness 5,000 nits
 - b. Minimum IP66 rating on the enclosure
 - c. Minimum of three line display
 - d. Minimum of 3" character height
 - e. Network Connectivity Ethernet or GPRS 4G LTE
 - f. Climate – same as Passenger Information Signs

**SECTION 2
SCOPE OF WORK**



- g. Power – 230 VAC
- 2. LED Sign Specifications for Bus Shelters
 - a. Minimum brightness 5,000 nits
 - b. Minimum IP66 rating on the enclosure
 - c. Minimum of three line display
 - d. Minimum of 2" character height
 - e. Network Connectivity Ethernet or GPRS 4G LTE
 - f. Climate – same as Passenger Information Signs
 - g. Power – Solar

2.4 INFORMATION REQUESTED

Responses to this RFI are voluntary and shall not bind either the respondent nor DART in any way. DART is not responsible for any costs incurred by the respondent to develop a response to this RFI.

Interested firms should provide responses to the following questions and requests. DART welcomes any additional information which would help in the drafting of a formal Request for Proposals. However, respondents should refrain from submitting general marketing information that does not help DART achieve the objectives of this RFI.

Please submit responses to each question or request in the same order as they appear below:

A. GENERAL INFORMATION

1. Contact Information

- a. Company Name
- b. Address
- c. Point of Contact (POC) name
- d. POC telephone number
- e. POC email

2. Please provide detailed literature and specifications for each type of sign proposed in your firm's solution.

B. CONTENT

1. Digital Signs

- a. What types of content is the solution capable of displaying?
- b. What type of audio content will your solution support?
- c. What type of video content will your solution support?
- d. What type of content files does your solution currently support?
- e. Does your solution offer any external content such as advertising, news, weather, web application, website, etc.?

**SECTION 2
SCOPE OF WORK**



- f. Does your solution allow all current and future content types?
- g. Does your solution accept General Transit Feed Specification (GTFS) real-time data?

2. LED Signs

- a. What types of content can your sign display?
- b. Does your solution accept GTFS real-time data?
- c. Does your solution offer voice announcement?

C. HARDWARE

1. Digital Signs

- a. Does your solution meet all of DART's proposed specifications? If not, please state the exceptions.
- b. Do you have the capacity to manufacture and/or procure and install the hardware?
- c. What screen size and resolution is preferred for your solution?
- d. What are the minimum and maximum screen resolutions supported?
- e. What is the viewing angle of your solution?
- f. Do you or your installation vendor need to have remote network access to control and configure the displays during installation?
- g. How does your solution control for temperature and humidity?
- h. Is your solution resistant to vandalism? If yes, please describe further. If yes, does that affect the image quality, brightness, or any other facets of your solution?
- i. DART periodically performs power washing of its platform areas. Will your solution be able to withstand powerful water jets projected against the enclosure and have no harmful effects?
- j. What is the expected useful life of your solution in a cold weather climate where the signage comes into regular contact with commercial ice melt?
- k. What maintenance issues has your solution experienced cold weather climate where the signage comes into regular contact with commercial ice melt?
- l. Do you have outdoor displays currently deployed in climates similar to Des Moines, Iowa? If yes, could you please provide additional information on those locations?

2. LED Signs

- a. Does your solution meet all of DART's proposed specifications? If not, please state the exceptions.
- b. Do you have the capacity to manufacture and/or procure and install the hardware?
- c. What pixel and pitch options are available?
- d. What are LED type and color options available?

**SECTION 2
SCOPE OF WORK**



- e. What viewing options are available (e.g. single sided or double sided)?
- f. What installation options are available?
- g. What is the viewing angle of your solution?
- h. Do you or your installation vendor need to have remote network access to control and configure the displays during installation?
- i. Is your solution resistant to vandalism? If yes, please describe further. If yes, does that affect the image quality, brightness, or any other facets of your solution?
- j. DART periodically performs power washing of its platform areas. Will your solution be able to withstand powerful water jets projected against the enclosure and have no harmful effects?
- k. Do you have outdoor displays currently deployed in climates similar to Des Moines, Iowa? If yes, could you please provide additional information on those locations?

3. Connectivity

- a. Who is responsible for installing the equipment and connecting it to DART's network?
- b. Does your solution allow for video integration into your content feed?
- c. What are the cellular and/or Wi-Fi requirements for your solution?
- d. What bandwidth is necessary to support your solution?
- e. Does your digital signage meet all local, state, and federal codes?
- f. What network port availability does your solution require?

D. OPERATIONAL BRIEFING

1. Operations and Support

- a. Regarding your solution; DART must retain ownership of the content, is there any issue with regard to this?
- b. Once the solution is installed, who is DART's primary contact for support?
- c. Is there a third party contracted for support?
- d. Who should be notified if a display or player goes off-line?
- e. Is the solution capable of being hosted by the vendor?
- f. When support is available?
- g. Does your solution provide real-time status checks and log of content?
- h. Where is content stored, and how is it delivered?
- i. What is the typical time delay between the moment new content is saved or posted, and the moment that content begins appearing on the signage?
- j. Does your solution allow multiple playlists per player (e.g., different playlists for different times of day or different playlists for different signs)?

**SECTION 2
SCOPE OF WORK**



- k. Does your solution provide power down or other energy-saving modes during non-operational hours?

2. Content Management Software

- a. Is your solution offered as self-hosted or software as a service?
- b. Do you have technical specifications available for self-hosted?
- c. If hosted how, are updates to the software installed?
- d. Does your solution include preloaded templates and layouts?
- e. Does your solution allow the customize templates for the DART?
- f. Does your solution generate automated e-mail alerts to your support in case of system or screen failure?
- g. Does your solution currently support secure socket layering encryption and 24 x 7 health monitoring?
- h. Does your solution allow for multiple users with defined user roles?
- i. Will your content management software allow for management of all of DART's signs from a single user interface?

3. Training

- a. Do you provide training on how to use your solution?
- b. If yes, what does this training include?

E. BUDGET

- 1. For budgeting purposes, please provide estimated pricing for your firm's solution with all hardware and associated installation costs. DART is a tax free entity, please do not include taxes with your estimate.
- 2. RFI pricing is for DART's budget and planning purposes only. Submission of pricing is voluntary and shall not bind either the respondent nor DART in any way.