ADDENDUM NO. I

DATE: August 23, 2017

TO: All Potential Proposers

FROM: Penny Owens, Assistant Purchasing Agent, City of Knoxville

SUBJECT: Addendum No. I to the RFP for Transit Passenger Mobile Device Application

RFPS TO BE OPENED: August 23, 2017 at 11:00:00 a.m. (Eastern Time)

This addendum is being published to respond to questions asked by potential proposers regarding the above referenced RFP. This addendum becomes a part of the contract documents and modifies the original specifications as follows:

Question #1: 5.1 Technical Specifications – Is KAT able to provide a GTFS – Real Time data feed from the AVL database instead of the XML feed?

Response: No, the GTFS format is not available

Question #2: As questions are due on August 23rd, and the City of Knoxville will need to prepare and send responses, there is very little time to account for those responses in the proposal, which is due on August 30th (shipping August 28th). In order to accurately take the responses to questions into account for the solution and pricing, would the City of Knoxville consider a two-week extension?

Response: No, we have no intention to extend the RFP at this time.

Question #3: Whether companies from Outside USA can apply for this? (like,from India or Canada)

Response: Companies outside of the USA may respond to the proposal.

Question #4: Whether we need to come over there for meetings?

Response: No, but references where this approach to the project was completed without on-site meetings must be submitted as part of the proposal.

Question #5: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada).

Response: No, but references where this approach to the project was completed without on-site meetings must be submitted as part of the proposal.

Question #6: Can we submit the proposals via email?

Response: No

Question #7: Regarding SMS, the RFP states: "Text messaging – The mobile passenger app should provide for short message service (SMS) texting between the user and KAT. Many responses should be automatic, such as a response to, "When will the next bus be at my stop?" The capability should also exist for KAT to send text messages system wide or for specified routes. Also describe end user set-up options for receiving text messages."
Per KAT's other requirements, prediction information is already available in the mobile app, accessible by selecting the route and stop by name. It would therefore appear redundant to use SMS within the application to obtain the same information. Also, messaging of this type typically requires an annually recurring contract with a SMS gateway provider.
Will the City of Knoxville please clarify its vision of the SMS messaging requirement's purpose and how it is to interact within the Mobile Application?

Response: SMS can be used by bus riders who do not have a smart phone.

Question #8: Can we see technical exhibits or schematics of the AVL system currently being used by the City of Knoxville provided by Clever Devices? This includes the system architecture and dataflow of current AVL system. We need to see (1) what processes, if any, are performed manually and not captured in a computational data format (i.e. - relational database, text file, XML, Excel spreadsheet, etc.), (2) current hardware and software of the system, (3) current transmission methods between all devices.

Response: All location, route, schedule data is stored in a relational database located in a server on the city network. Further details (if needed) will be given to the winning vendor during contract negotiations.

Question #9: Is there a timeframe expectation of when work is to be completed or is this time frame decided by the winning vendor for this RFP?

Response: At this point there is no expectation. However, the City is desirous of the technology as soon as possible.

END OF ADDENDUM I