

Franklin Regional Transit Authority

Request for Proposal #20210614

Push-to-Talk over Cellular Communications

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for a regional radio communications system.

June 14, 2021

RFP Due Date June 28, 2021
4:00 P.M. Eastern Time

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**Franklin Regional Transit Authority
Request for Proposal
PTT-over-Cellular Services**

1.0 Request for Proposal

The Franklin Regional Transit Authority [FRTA] invites prospective and qualified proposers to submit a response to this RFP to furnish and install Push-to-Talk over Cellular [PTToC] services for transit communication systems, replacing the current low-band two-way radio communication system.

PTToC communications services is required between the FRTA's Operations and Maintenance Facility and its fleet of buses and vans, as well as and between fleet vehicles.

Vendors submitting proposals shall have Sales/Repair facility within 175-miles radius of Greenfield, MA.

2.0 RFP Issuing Office, Inquiries, and Point of Contact

Questions regarding this bid shall be made in writing only and be sent to the FRTA, being received no later than five working days prior to the opening. Questions should be submitted in email to Wayne Waldron at waynew@frta.org.

Questions and the resulting answers to the specifications will be in the form of a written addendum and sent to all RFP holders registered by the FRTA.

All inquiries concerning any commercial or technical aspect of the project should be directed to:

Wayne Waldron
Franklin Regional Transit Authority
382 Deerfield Street
Greenfield, MA 01301

2.1 Schedule and Submission Details

Schedule

Specification release:	June 14, 2021
Question due by:	June 21, 2021
Answers/Addendum:	June 23, 2021
Bids due by:	June 28, 2021 [4:00 PM]

Submittal

Please submit one [1] Original and one [1] flash drive to the FRTA at the address listed above. Also, please submit one copy of the proposal via email. The proposal file submitted must mirror the paper versions exactly, and as a single PDF file. Additional materials for the Minimal Submittal Requirements as outlined in Section 6.0 may be submitted on the flash drive only.

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2.2 RFP Instructions

The FRTA will accept sealed proposals identified in the schedule where they will be publicly opened. Proposals may be hand-delivered or mailed to the Purchasing Agent at the above address but must be in a sealed envelope clearly marked "*FRTA PTT over Cellular Proposal.*" Late, unsigned proposals or proposals submitted electronically shall not be accepted. Proposals shall remain open to acceptance for thirty days from their opening.

2.3 Rights of the FRTA

The FRTA reserves the right, for any reason, to accept or reject in part or in its entirety any or all proposals; to postpone or cancel this RFP; to waive technical errors or any informalities in bids, or to negotiate with qualified Vendors if it is determined to be in the best interest of the FRTA to do so. It is the discretion of the FRTA to accept the lowest and most compliant response, which may or may not necessarily be the lowest cost response.

The FRTA is not liable for any costs incurred in the preparation of proposals or for any work performed. Late proposals will not be considered for evaluation. All submitted materials become the property of the FRTA. All proposals received will be evaluated by the FRTA Project Team, who reserve the right to award or not to award a contract.

The FRTA reserves the right to substantiate any or all bidder qualifications, capability to perform, availability, including past performance record.

2.4 Insurance Requirements

The successful bidder, and any sub-contractors, shall provide commercial general liability insurance including products and completed operations. In addition, the successful proposer, and any sub-contractors, shall provide worker's compensation insurance, as required by the laws of the Commonwealth of Massachusetts.

The successful bidder, and any sub-contractors, shall furnish to the FRTA Certificates of Insurance showing coverage as set forth above prior to performing the services for this project as described in this document. All insurance coverage required herein shall be issued by carriers with a financial rating of A or better. The successful bidder, and any sub-contractors, shall add the FRTA as the project owner and shall name the FRTA as an additional insured with respects to the general liability policy as outlined above.

2.5 Exceptions and Clarifications

Proposers taking exception to or clarifying the requirements, or offering substitutions, shall state so in their response. All exceptions and clarifications shall be submitted in a separate section of the response. FRTA is the final judge that determines what is a clarification or exception.

The absence of exceptions, clarifications and/or substitutions shall indicate that the Proposer has accepted all the requirements of the RFP in the manner described and shall hold the Proposer responsible to perform in strict accordance with the requirements of the RFP. The FRTA reserves the right to accept or reject any or all of the exceptions, clarifications and/or substitutions, in whole or in part, if it is deemed to be in the best interest of FRTA.

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2.6 Evaluation Process

The FRTA Evaluation Committee will independently evaluate proposals that meet the criteria of this RFP and are deemed capable of fulfilling this RFP.

The Proposer will complete the attached specification and feature spreadsheet matrix to assist the committee in understanding Proposer's offering.

Minimum qualifications are found in Section-6.0 of this document.

The Proposer that meets all the minimum requirements for this project with the lowest total cost (without any optional features and for either purchase or lease) over five (5) years will be awarded the contract and move forward into the post-award requirements as outlined in Section 7.0 of this document.

3.0 PTTToC Scope of Work

The FRTA desires to implement PTTToC radio equipment in its all of it buses and transportation vans to support communications between vehicles and dispatchers, and to track multiple user locations and travel. The FRTA also desires handheld PTTToC devices for management and software application for selected FRTA smartphones.

The FRTA requires one dispatch position at its Operations Center located at 382 Deerfield Street, Greenfield, MA 01301.

Key functionality required includes audio reception quality and the capability of vehicles having a request-to-talk function. The Request-to-Talk function requires the bus radio to signal the dispatcher the intent to communicate; the dispatcher acknowledges the request and opens the communications line.

3.1 Trial Period

The FRTA requires a designated trial period for testing and evaluating user equipment in a bus environment, to include accessories without additional charges or fees. This evaluation will include vehicle audio quality, clarity, and volume, as well as microphone ruggedness. This trial period will be for the highest ranked proposal. If it fails, the next highest ranked proposal will participate.

The Vendor shall demonstrate to the FRTA that all requirements stated in this document have been provided and are operating in accordance with manufacturer's specifications. The system shall operate for 30 days without failure before acceptance.

3.2 Geographic Coverage

The Proposer shall provide PTTToC coverage in at least 90% within the Franklin County, MA geographic region. A coverage map shall be provided in the proposal.

Coverage shall be tested from 22 stationary locations identified in attached KMZ file.

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3.3 Dispatch Function

The Proposer shall provide web-based radio dispatch application for individual and group calling, as well as real-time GPS location tracking of proposed bus radio and handheld portable units.

The FRTA desires to track and communicate with buses on mapped travel routes or on demand services within Franklin County.

To assist the FRTA to fully understand the equipment to be provided, the Proposer shall complete the PTTToC matrix [FRTA PTTToC Matrix Specification & Comments], that identifies features and functions of Proposer PTTToC capabilities. The attached Matrix includes a list of mandatory features that must be included in the submission of this bid. In addition, there

The matrix is located under separate cover.

3.3.1 Dispatch Position

It is the FRTA's intent to utilize the existing desktop computer located at the dispatch center. The following are additional equipment to be provided for this equipment:

- Software application
- Quality external microphone with PTT switch
- External speaker with volume control
- Desired positions: Two [2]
 - Vendor to provide two [2] monitors [minimum 21" screen]
 - FRTA to provide [2] PC servers

3.4 User Devices

All equipment provided by the Proposer for purchase by the FRTA must be new and unused. Used, refurbished or remanufactured equipment will not be accepted. All equipment must be current production models.

The Proposer shall provide four [4] basic configurations of PTTToC radio equipment.

1. Mobile PTTToC radio to be installed in buses and vans
2. Mobile configured as a control station for dispatch back up in case of web browser failure
3. Handheld portable PTTToC radio
4. PTTToC application should be available for download on FRTA smartphones

3.4.1 PTTToC Mobile Radio

- Desired quantity: 27 [25 mobiles plus 2 spares]
- Ruggedized PTTToC mobile assembly
- Rated to withstand dirt, dust, and moisture
- Power: external negative ground supplying a nominal 13.8v DC with reverse polarity protection
- Mobile to operate powered on or in a switched mode, powered down with an ignition sense, as required on an individual basis by the FRTA.
- Ruggedized, plug-in type palm microphone with coiled cord
- Plug-in type external high power speaker
- External roof mount antenna assembly

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- Low loss coaxial cable
- Clear audio reception

3.4.2 PTTToC Mobile Radio Control Station Configuration for Dispatch Back Up

- Desired quantity: 1
- Ruggedized PTTToC mobile assembly
- Rated to withstand dirt, dust, and moisture
- Control station housing with 120vac power supply
- Ruggedized, plug-in type desk microphone
- Plug-in type external high-power speaker
- External antenna
- Low loss coaxial cable
- Clear audio reception

3.4.3 PTTToC Portable

- Desired units: 4
- Ruggedized handheld portable with belt clip
- Rated to withstand dirt, dust, and moisture
- High capacity battery for up to 12 hours of operation time
- AC charger
- DC charger
- One spare battery

3.4.4 Optional Smartphone Application

Downloadable PTTToC application to allow FRTA smartphones to communicate with dispatch and user PTTToC devices.

For all models, the Proposer shall notify the FRTA of the availability of new software that may require devices to be updated. The Contractor shall agree to update software with the latest available features, at no charge to the FRTA for the duration of the contract.

4.0 Installation Requirements

The Contractor shall coordinate all buses and vans installations and removals with the FRTA Project Manager.

Arrangements for scheduling this work shall be completed by the Contractor no less than 14 calendar days prior to the start of the work.

The Contractor shall perform a pre-installation visit to survey the locations for all equipment to be installed.

All installations shall be completed on weekends.

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4.1 Bus Radio Installation

All mobile installations and removals shall be performed in such a way and to a time schedule that shall minimize down time and out of service time of the operational units.

Mounting locations of the mobile radio equipment shall be solely at the discretion of the FRTA and may vary from vehicle to vehicle dependent upon operational requirements.

A sample installation shall be performed by the Contractor for each type of vehicle/mobile antenna configuration, for the FRTA's acceptance, prior to continuing and completing the respective fleet installation.

Mobile PTTtoC equipment and radio accessories are to be mounted in a manner that shall permit safe operation of the vehicle and shall not interfere with proper operation of safety equipment.

The control unit and microphone shall be accessible from the driver's position or as otherwise specified by the FRTA.

Interconnecting cabling shall be properly designed and constructed [shielding, twisting, placement so as to preclude adverse effects from electrical interference that may be present within the operating area of the vehicle.

Bus mobile installation pricing shall include disconnecting legacy equipment removal as directed by the FRTA.

5.0 Cost Proposal

The proposer shall provide cost information in two (2) formats:

1. Purchase
 - a. Lump sum cost for equipment purchase, removal of existing radio and antenna, install of new radio and external antenna, maintenance and training
 - b. Includes portable radio and accessories
 - c. Includes software application for Smart Devices
 - d. Yearly air-time cost
 - e. Minimum of one-year warranty; describe warranty program
 - f. The Vendor shall explain the manufacturer's repair procedures, cost, turn-around time and typical system items returned.
 - g. Unit cost to purchase future additional units and monthly service
2. Lease
 - a. Five (5) year term
 - b. Equipment, removal of existing radios/antennas, install of new radio and external antenna, maintenance, training and air-time costs; one invoice paid yearly
 - c. Replacement program to replace defective radios
 - d. Includes portable radio and accessories
 - e. Includes software application for Smart Devices

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6.0 Minimal Submittal Requirements

The Proposer shall provide a minimum of three [3] references from service contract customers for similar projects performing services as described in this document. References must include company name, address, contact name, telephone number, and a brief description of the work performed. In addition, the Proposer shall include the following in their response:

- Provide completed features matrix provided under separate cover
- Provide information on network security, redundancy, reliability and network availability
- Provide schedule indicating project start and completion dates
- Provide a complete equipment list of all items provided including quantities
- Provide product brochures and specification sheets showing describing equipment provided
- Provide information regarding the proposer's technical support and/or help line
- Provide all operational manuals or user aids
- Provide coverage map

7.0 Post Award Requirements

The awarded Proposer shall ensure the following the award of contract:

- All work will be performed in accordance with all applicable local, state and federal laws
- The Contractor is responsible to notify the FRTA of any issues that must be addressed prior to commencing any work
- The Contractor is responsible for the safety of their workmen while working on FRTA facilities
- The Contractor shall provide Insurance Certificates as outlined in Section-2.4
- The Contractor shall test the Quality of Service over the FRTA geographic area as described in Section-3.2