

Charlotte Area Transit System / Technology Goods & Services

CATS Mobile Ticketing Application Services

The Scope of Work describes CATS' minimal functional requirements for a mobile ticketing app. It is intended to be used as a general guide and is not a complete list nor description of all work necessary. Proposers responding to this RFP are expected to be familiar with all aspects of project management. Additional requirements pertaining to this Work are stipulated in the Sample Contract included as an attachment to the RFP. Proposers are strongly encouraged to specifically review the requirements relating to ownership of work, data privacy, and data security that are included. CATS is seeking a mobile ticketing app for its transit services. The app shall integrate with the CATS Genfare fare collection system. In addition, the app shall support Transportation Network Companies ("TNC"s) used with First Mile / Last Mile. The solution proposed shall provide CATS transit customers with a smart, intuitive, secure and reliable app for all CATS pass types including support for discounts and promotions. The app shall provide functionality for fare enforcement digital verification by either visual validation or handheld fare inspector mobile devices. The Proposer will be responsible for providing, hosting, operating and maintaining the mobile ticketing app. CATS requires a turnkey solution that shall include design, testing, delivery, site preparation, installation, and assistance with associated hardware if necessary, software, communications, all system interfaces, all other system components, operations, maintenance, licenses, support and training. The look and feel of the application shall be branded by CATS and available for download on the iOS and Android app stores. In addition, the mobile ticketing solution shall have the capacity to implement fare capping for all pass types. Customers using the mobile app would pay for passes until they cap out at the CATS day, weekly and monthly pass rates. This can provide an additional opportunity for riders to benefit from the discounts afforded to pass buyers without having to pay for a pass upfront. Mobile Fare Payment Goals and Objectives CATS expects to achieve the following goals with the implementation of a commercially available application based mobile fare payment system:

1. Stimulate growth in ridership.
2. Decrease dwell time.
3. Increase ease of use for customers and improve rider experience.
4. Reduce cash and lower cash handling costs.
5. Increase access to fare products, especially for customers lacking convenient access to the CATS Transit Center or CATS retail partner locations.
6. Increase access to pass products through fare capping, providing customers with opportunity to benefit from the discounts afforded to monthly pass buyers without having to pay for a monthly pass upfront

Details

Posting Number	2020-Q2(Apr-Jun)-CATS-2259
Anticipated Posting Date	2020-06-12
Commodity Code(s):	20854, 20954, 31885, 86030, 92003, 92005, 92014, 92040, 98579

Requirements

Last Updated: 04/28/21

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- ☒ Automobile-For automobile operations liability
- ☒ General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- ☒ Network Security-Network Security-for breaching of our network security
- ☒ Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:

- ☒ \$250,000 - 499,999

Contract Term

The term of the project is anticipated to be:

- ☒ Multi-Year

For Questions, Contact:

Amelia Beonde

Procurement Officer

abeonde@charlottenc.gov