



# REQUEST FOR INFORMATION

## 18-2766BM

### Customer Text/E-mail Updates

#### Cover Sheet

General Information			
Project Name	Customer Text/E-Mail for Route Updates		
Project Description	The RFI is to gather information on providing subscription based, route specific information to our customers regarding detours and snow routing via texts and/or emails.		
Contract Type	None to be Issued		
UTA Project Manager	Lowell Bate		
Funding Source	Local X	State	Federal
Procurement Process Information			
RFP No.			
Contract Administrator	Brian Motes 669 West 200 South Salt Lake City, Utah 84101 (801) 287-3059 bmotes@rideuta.com		
Evaluation Criteria:  Quality Technical Factors	This is an RFI gathering information. There are no evaluation criteria.		
RFI Schedule:			
A) Issue Request for Information	Tuesday, June 26, 2018		
B) Deadline to submit Questions, Request for Approved Equals or Changes to UTA, and UTA to issue Addenda and Clarifications	Wednesday, July 18, 2018 2:00 pm MDT		
C) Deadline to submit RFI	Wednesday, July 18, 2018 2:00 pm MDT		

D)	Presentations/Interviews/Problem-Solving	TBD	
	Exercises (optional)	TBD	
F)	Announce competitive range (optional) with subsequent Discussion or selection	TBD	
<b>Proposal Contents</b>			
Page Limit	Cover pages, table of contents, divider tabs, and resumes, the Price Proposal, and required forms do not count toward the page limit.	No limitations	
<b>Submittal Instruction</b> <ul style="list-style-type: none"> <li>• One Original and 4 Copies of the Quality Technical Response delivered to the UTA Office at 669 West 200 South, Salt Lake City, UT 84101, Attn: Pat Postell, labeled “Two Factor Authentication System ”</li> <li>• 2 Electronic copy of the Technical Quality delivered to the UTA Office at 669 West 200 South, Salt Lake City, UT 84101, Attn: Pat Postell, labeled “Customer Text Update ”</li> </ul>			
<b>Required Forms</b> To be considered responsive, Proposals must include those additional forms, declarations, and certifications identified below:			
	<ul style="list-style-type: none"> <li>• Quality Technical Response</li> <li>• Response Spreadsheet Matrix</li> </ul>		



**REQUEST FOR INFORMATION**  
**18-2766BM**  
**Customer Text/E-mail Updates**  
Part 1 – Project Specific Information

June 26, 2018

**Background:**

Utah Transit Authority (UTA) would like to provide a subscription based, route specific information to our customers regarding detours and snow routing via texts and/or emails.

**Utah Transit Authority Customer Text Updates Vision:**

We realize the need for our riders to know more about routes and daily activities that might affect their ridership. Riders would be able to subscribe to route specific notifications and un-subscribe from one or all notifications. Employees would update information that would be sent to customers as needed.

**Vendor Response:**

- A) Please respond to the attached question matrix
- B) If your product can provide services outside of the stated requirements, please note that on a separate page.

In addition, please provide an explanation or comment on how and why you meet the rating you assigned to the question.

**Quality Technical Response: Provide a response on the following:**

- 1. Company experience in JDE, DSI systems**
- 2. Please provide 2 or 3 references**

## Part 2 – Response Spreadsheet Matrix

NO.	Ability to meet security requirements	Comments	Vendor Self Rating	Vendor Explanation and or Comments
1.	Database to store route specific information.			
2.	Texting mechanism that will send messages on a specific interval or as route detours/special routing occur.			
3.	Interface for employee to update route specific information in the database			