

June 6, 2011

Re: Request For Information (RFI) – Statewide Traveler Information Service

Dear Potential Vendor:

The Missouri Department of Transportation plans to implement a Statewide Traveler Information Service. As an initial step in the procurement process, this RFI will assist Missouri Department of Transportation in fully understanding the dynamics of today's traveler information industry.

BACKGROUND

The Missouri Department of Transportation current operates 3 Traffic Management Centers (Kansas City, St. Louis and Springfield). Additionally MoDOT has deployed Closed Circuit Television Cameras, dynamic Message Signs, and Road Weather Information Stations (I-44 only) along rural interstate corridors. Currently MoDOT has a regional 511 Traveler Information Service for the St. Louis region. That service will come to a conclusion and it is the desire of the Missouri Department of Transportation to deploy a statewide service.

REQUEST FOR INFORMATION (RFI)

This RFI provides an opportunity for vendors to submit their information relevant to assisting Missouri Department of Transportation. The service will include but not be limited to:

System requirements:

Any website service shall be compatible with the latest version of Microsoft's Internet Explorer

Required features:

- Must be a no cost solution.
- No cost to callers (cell minutes may apply)
- Create a positive impression of MoDOT (the data expert/road condition expert).
- Implement quickly (6 months or less desired)—submit an estimate deployment time-line in your response.
- 511 System architecture that shows the system interfaces, dependencies and data exchanges. The architecture shall also illustrate the functional, logical and physical design of the telephony system. The architecture should also address telecommunications requirements.
- System capacity shall accommodate fluctuations in call volumes to ensure callers do not receive a busy signal
- System's primary interface will include speech recognition, touch tone capability and concatenated speech.
- Telephone Carrier coordination (landline and cellular) by vendor to switch 511 calls to the system. In particular, this will need to accommodate existing translations for St. Louis as well as wireless translations in the Kansas City area that may be translated to the existing Kansas 511 system.

- Third party hosting of system data and telephony platforms for the system. Redundant system, including a system backup in the event of power loss, with little or no downtime.
- 24/7/365 technical support and system maintenance/operations
- No MoDOT resources needed/required for continued operation or maintenance.
- Interfaces to existing MoDOT databases as well as integration of other reliable third party databases.
- Provides a Suite of services including but not limited to: email alerts, text alerts, mobile apps.
 - Provides real-time information to travelers in vehicle. .
- Coverage on all interstate routes
- Available 24/7/365 with wireless and landline telephone calling access
- Expandable with modules for other modes of transportation including, but not limited to, local and regional public transportation services and carpool programs.
- Simple user interface with easy-to-use menu options that minimize menu inputs. Menu shall provide caller the option to interrupt (“barge in”) at any time to allow the caller to navigate the system more quickly. Callers shall also have the option for voice or keypad commands.
- Consideration towards distracted driving.
- High data quality. Data is verified by multiple sources.
- Travel Times support to rural Dynamic Message Signs.
- Callers can request direct transfer to MoDOT Customer Service.
- Must be flexible to modifications/additions at no cost.
- Signing needs borne by the service provider.
- System Acceptance Test Plan that outlines requirements for system testing prior to public deployment
- Usage/ System Performance Reporting and Performance Measures to ensure the quality of information and usage information and system performance. Monthly Progress Reports shall document system failures including but not limited to: type of failure, time of failure and time State notified of failure; time failure fixed and what was fixed.

Desired features:

- Revenue Sharing component.
- Business model may be supported by advertising.
- Expanded coverage to include the Major 5500 mile roadway network.
- The Missouri 511 System shall provide callers with a menu option to access or reference surrounding State information including: Kansas, Iowa, Illinois and Arkansas. (Kansas and Iowa currently have operational statewide 511 systems)
- Help Menu for users
- Customizable by the individual User (personalized information).
- Support the requirements to fill any gaps in compliance with SAFETEA-LU, Subtitle b, Section 1201 – Real-Time System Management Information Program.

As an initial step in the procurement process, the attached Request for Information has been prepared to assist Missouri Department of Transportation in fully understanding the scope of services available. After

receiving the RFI responses, the State of Missouri may begin drafting a formal Request for Proposal (RFP) document and conduct a competitive procurement process.

If your organization currently markets a traveler information system, with support services, which satisfy the requirements as briefly outlined above, please submit to my attention **NO LATER THAN July 13, 2011**, at the following address in accordance with instructions contained in the attached document:

Attention: Brenda Tyree
Missouri Department of Transportation
830 MoDOT Drive
Jefferson City, MO 65109

If you should have any questions, please contact me at 573-751-7482 or Brenda.Tyree@modot.mo.gov.

Sincerely,

Brenda Tyree
Senior Procurement Agent

Attachment



RE: Statewide Traveler Information Service

AGENCY: Missouri Department of Transportation

RESPONSE DUE DATE: July 13, 2011

SEND RESPONSE TO:

**Missouri Department of Transportation
GS – Procurement Section
Attention: Brenda Tyree
830 MoDOT Drive
Jefferson City, MO 65109**

**CONTACT: Brenda Tyree
PHONE: (573) 751-7482
FAX: (573) 526-1218
EMAIL: Brenda.Tyree@modot.mo.gov**

VENDOR INFORMATION

CONTACT PERSON: _____

PHONE: _____

FAX: _____

EMAIL: _____

COMPANY NAME: _____

ADDRESS: _____

CITY/STATE/ZIP: _____