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STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
TAXICAB AUTHORITY
1785 E. Sahara Avenue, Suite 200
Las Vegas Nevada   89104
Telephone (702) 668-4000   •   Fax (702) 668-4001
http://taxi.state.nv.us

Request for Information:

For

Taxicab Authority Real-Time Data System for the Taxicab Industry

Release Date: February 20, 2014

Deadline for Submission Date and Time: April 18, 2014 @ 2:00 PM

Refer to Section 8, RFI Timeline for the complete RFI schedule

For additional information, please contact:

Annette Watson, Management Analyst II

State of Nevada, Taxicab Authority

1785 E. Sahara Ave., Suite 200

Las Vegas, NV 89104

Phone: 702-668-4022

Email address: watsona@taxi.state.nv.us

Refer to Section 9 for instructions on submitting proposals

VENDOR INFORMATION SHEET FOR RFI 3080

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	

V2	Street Address	

V3	City, State, ZIP	

V4	Telephone Number		
	Area Code:	Number:	Extension:

V5	Facsimile Number		
	Area Code:	Number:	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	*Contact Person for Questions / Contract Negotiations, including address if different than above*
	Name:
	Title:
	Address:
	Email Address:

V8	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:

V9	Facsimile Number for Contact Person		
	Area Code:	Number:	Extension:

V10	*Name of Individual Authorized to Bind the Organization*	
	Name:	Title:

V11	Signature (*Individual must be legally authorized to bind the vendor per NRS 333.337*)	
	Signature:	Date:

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A Request for Information (RFI) process is not an Invitation to Bid or a Request for Proposal. The State expects vendors to submit creative, competitive solutions to the agency's stated problem or need, as specified below. The information will be used in planning and budget construction. However, the State is not obligated to any vendor through this process, nor does it have any expectations of the responding vendors. If a project receives funding the next phase is a formal Request for Proposal.

1. PROJECT OVERVIEW

The Nevada Department of Business and Industry, Nevada Taxicab Authority (Taxicab Authority) is soliciting information for the Real-Time Data System as established by Nevada State Legislature Senate Bill 430.

The intent of the project is to implement technological improvements in safety, reliability and efficiency, including the implementation of a computerized real-time data system to assist the Taxicab Authority in carrying out its duties. The system will be used by all taxicab operators in Clark County, Nevada, and shall provide cooperative dispatch and electronic hailing services; capable of collection in real-time from an onboard diagnostic device utilizing a global positioning system, the location and telemetric and operating data for the vehicle; and keep an electronic version of the daily trip sheet.

All information and data collected by the computerized real-time data system must be under the control of the Taxicab Authority.

The Taxicab Authority is a unique regulatory and enforcement agency. The Taxicab Authority is charged with the responsibility of regulating the taxicab industry in Clark County, Nevada. There are currently 16 taxicab companies in Clark County; employing approximately 9,000 drivers and operating a taxicab fleet of approximately 3,000 vehicles.

The proposed Real-Time Data System must address these challenges and provide for uninterrupted 24-hour service while ensuring interoperability with a Records Management, Licensing, Enforcement and Dispatch system (refer to RFI TA2014-01).

2. SCOPE OF WORK

2.1 The Taxicab Authority Real-Time Data System must, at a minimum, satisfy the following criteria:

2.1.1 While a taxicab is in service the system must be capable of collecting in real-time from the onboard computer of the taxicab, by wireless access through the onboard diagnostic port or other means, the vehicle identification number and operating and telemetric data for the vehicle.

2.1.2 While a taxicab is in service, the system must be capable of collecting in real time, from an onboard diagnostic device capable of using a global positioning system that is installed in the taxicab or any other onboard computer software system

capable of using a global positioning system that is installed in the taxicab, the location of the taxicab by latitude and longitude, a record of the time at which the taxicab is at that location and operating and telemetric data for the vehicle.

2.1.3   The system must be capable of allowing the driver of a taxicab, while the taxicab is in service, to register in the system, at the beginning and end of each shift, his or her identity and the number of his or her driver's permit.

2.1.4   The system must be capable of validating the permit status of the driver of a taxicab at the beginning of each shift and refuse meter activation if the permit status is expired, suspended, or revoked, pursuant to NRS 706.881 to 706.885, inclusive.

2.1.5   The system must be capable of allowing, in a manner prescribed by the Taxicab Authority, a certificate holder to digitally associate a taxicab with a temporary or permanent medallion for the purpose of verifying the validity of a temporary or permanent medallion pursuant to NRS 706.88183. As used in this paragraph, "medallion" has the meaning ascribed to it in NRS 706.88183.

2.1.6   The system must be capable of presenting, in real-time to the Taxicab Authority, searchable histories, in both a format that displays the information and data in tables and a digital map format that displays streets and highways, of:
    i.   The information and data described previously; and
    ii.   The information described in NRS 706.8844.

2.1.7   The system must be capable of presenting to a passenger, through an application on a mobile device or on an interactive, digital display or other onboard system in the taxicab, sufficient information for the passenger to select and direct the driver to the passenger's desired destination by the passenger's desired route. The information must include, without limitation, sufficient information for the passenger to:
    i.   Select the shortest route by time or distance to the passenger's desired destination;
    ii.   Select a multi-segment trip directed by the passenger;
    iii.   Select the least expensive route to the passenger's desired destination; and
    iv.   Make a digital record of the passenger's selection that is accessible during and after the trip by the passenger, the Taxicab Authority, the driver, and the certificate holder.

2.1.8   The system must be capable of presenting to the driver, through an application on a mobile device or an interactive, digital display or other onboard system in the taxicab, sufficient information for the driver to:
    i.   Determine the shortest route by time or distance to the passenger's desired destination and the least expensive route to the passenger's desired destination;
    ii.   Follow a multi-segment, passenger-directed trip by the least expensive route to the passenger's desired destination; and
    iii.   Allow the passenger to make a digital record of a selection of a desired route to the passenger's destination that is accessible during and after the trip by the passenger, the Taxicab Authority, the driver, and the certificate holder.

2.1.9   The system must be capable of allowing passengers to register comments and complaints with the Taxicab Authority, the driver and the certificate holder, through an application on a mobile device or an interactive digital display screen or other onboard system in the taxicab.

2.1.10 The system must be capable of assisting the Taxicab Authority in the development of additional preventive measures to detect, investigate, and deter the practice of transporting a passenger to a selected destination by a route that is more expensive than necessary under the circumstances of the trip.

2.1.11 The system must be capable of providing to the Taxicab Authority reliable real-time and historic information concerning service demands, market data, vehicle usage, wait times and customer complaints and comments for use by the Taxicab Authority to make decisions concerning the allocation of medallions pursuant to 706.88237, 706.8824, and 706.88245.

2.1.12 The system must be capable of allowing certificate holders to use the system to provide cooperative dispatch and electronic hailing services to the public.

2.1.13 As used in this section, "real time" means the transmission of information at a rate no longer than once every 6 seconds, unless the Taxicab Authority authorizes a longer rate while a taxicab is experiencing a low volume of trips.

2.1.14 The system must be capable of transmitting audio and video from within the taxicab to the Taxicab Authority dispatch center when the in-taxi distress alarm is activated. These transmissions must be limited to only when the in-taxi distress alarm is activated. This distress alarm must open the ability for the Taxicab Authority dispatch center to electronically communicate with the driver via message through the driver screen with the ability for the driver to respond with one touch to confirm an emergency or false alert.

2.1.15 The system must be capable of providing an audio and visual alert to the Taxicab Authority dispatch center when the in-taxi distress alarm is activated, displaying the exact location and all pertinent trip data available at the forefront of the real-time data display in dispatch.

2.1.16 The system must seamlessly and instantaneously obtain from and submit information to the Taxicab Authority Records Management System the most current status as well as history of driver permits, medallions, and vehicles.

2.1.17 Trip data for all in-progress, previous meter activations, and idle status reporting, to include cab identification, permit, medallion number, meter readings for the time, place of origin and destination of each trip; and the number of passengers and amount of fare for each trip, generated through the system must be immediately available on any Taxicab Authority computer to authorized users in the dispatch center and other authorized users, through the Taxicab Authority Records Management System as well as through the Real-Time Data System, based upon login credentials.

2.1.18 The system must provide for the ability to remotely render an idle meter inoperable (lock the meter) for any vehicle removed from service for any reason, with the ability to remotely unlock the meter when authorized as back in service by authorized Taxicab Authority staff, based upon login credentials.

2.1.19 The system must include an open API for third-party software.

2.1.20   All systems must be integrated providing the highest level of interoperability facilitating real-time data sharing to include core applications, third-party software, and legacy systems, with the highest reliability.

2.1.21 All systems must have the ability to be audited, purged, and queried (pre-set and ad-hoc), to include an automatic date/time stamp and user identification associated with every entry, update, modification, query, access, etc.

2.1.22 System must provide for the seamless integration of information to be entered once, shared in real-time, in a centralized database, instantaneously available to every agency employee based upon login credentials, for robust searching and reporting through automatic data population in conjunction with the Taxicab Authority Records Management System.

2.1.23 The system must produce easy-to-read reports for all pre-determined and ad-hoc queries on any data field of any index or module and free text fields by wildcard search.

2.1.24 The system must provide supervisor approval and override capabilities based upon login credentials.

2.1.25 The system must provide a configurable tool for agency personnel to create reports, dashboards, modify data tables, etc., without knowledge of SQL or other like technology.

2.1.26 For all records, permit only authorized users to view, add, or modify records depending on level of identified access provided, allowing management to grant specific access.

2.1.27 The system must provide for user defined and maintenance of custom data fields, with unique business rules for each record and application type.

2.1.28 The system must provide a method to assign retention schedules, notify when retention periods have been met, and track the disposition of disposal/destruction.

2.1.29 The system must provide the ability to include all agency personnel, their status, security levels, and authorized system functions.

2.2   Special Provisions

    2.2.1   The system must comply with all Federal HIPAA requirements.

    2.2.2   The system must comply with required compliance of all applicable Federal requirements, rules and standards; Nevada Revised Statutes (NRS), State Information Security PSPs, and agency information security PSPs. Systems that store, process, transmit Federal data must comply with NIST SP 800-53.

    2.2.3   Data encryption will be used in compliance with all applicable Federal requirements, rules and standards; Nevada Revised Statutes (NRS), State Information Security PSPs, and agency information security PSPs.

3.   VENDOR QUESTIONS

3.1   Questions

    3.1.1   Will your proposed application be developed with a widely accepted development environment such as Microsoft.Net, IBM WebSphere or Sun J2EE?

    3.1.2   Describe all development languages utilized, including any proprietary toolsets.

    3.1.3   Will your proposed system architecture support a multi-tier deployment?

    3.1.4   Describe your proposed system's solution architecture.

    3.1.5   Describe Mapping capabilities including a description of GIS integration.

    3.1.6   Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial and wile-cards?

    3.1.7   Describe all 3rd party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, etc.

    3.1.8   Does the system provide multiple levels of data security control access by station terminal or department and by transaction, function, and file?

    3.1.9   Does the system support local high availability through the use of redundant servers? Please describe proposed solution architecture.

    3.1.10   Does the system support off-site disaster recovery through the use of redundant servers? Please describe proposed solution architecture.

    3.1.11   Does the system provide Microsoft Active Directory Integration or like technology? Please describe integration capabilities in detail.

3.2   Compliance

3.2.1   Will your organization's solution meet Federal and State of Nevada compliance regulations?

3.3   Customer Service Support

3.3.1   Describe the support that will be provided to assist employees with training, questions and problems.

3.3.2   What statistics can you supply concerning your customer service support?

3.4   Administrative Excellence

3.4.1   Does your organization own, lease or partner with other vendors for its system?

4.   COMPANY BACKGROUND AND REFERENCES

4.1   PRIMARY VENDOR INFORMATION

4.1.1   Vendors must provide a brief company profile. If not previously mentioned, information shall include:

4.1.1.1   Company background/history

4.1.1.2   Length of time vendor has been providing services described in this RFI to the public and/or private sector.

5.   EXAMPLES OF VENDOR SECURITY ASSESSMENT/SECURITY AUDIT REPORTS

5.1   EXECUTIVE SUMMARY

Vendors must describe in brief general terms how their solution can fit the State's requirements and any specific benefits that the State would have by choosing this approach over other alternatives.

6.   PROJECT COSTS

To assist us in budgeting for this project, please provide information regarding one-time implementation costs and on-going annual support costs for a four year period. Cost information provided in response to this RFI will not be construed as a bid.

7.   WRITTEN QUESTIONS AND ANSWERS

For clarification concerning this RFI, written questions must be submitted via email. When submitting your RFI questions, list the section number in your question.

7.1   QUESTIONS AND ANSWERS

7.1.1   Submit all questions via email to watsona@taxi.state.nv.us with "RFI TA2014-02 Questions" in the subject field.

7.1.2   The deadline for submitting questions is as specified in *Section 8, RFI Timeline*.

7.1.3   All questions and/or comments will be addressed in writing and responses emailed or faxed to prospective vendors on or about the date specified in *Section 8, RFI Timeline*.

8.   RFI TIMELINE

The following represents the proposed timeline for this project. All times stated are Pacific Time (PT).

Task	Date/Time
Deadline for submitting questions	03/21/2014 @ 2:00 PM
Answers posted to website	On or about 03/28/2014
Deadline for submission of RFI responses	No later than 2:00 PM on 04/18/2014

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

9.   GENERAL SUBMISSION REQUIREMENTS

9.1   RFI FORMAT AND CONTENT

9.1.1   Title Page – Must include the following:

A.   Technical information and Quote for: Taxicab Authority RMS
B.   RFI Number,
C.   Name and Address of the vendor,
D.   RFI Deadline: April 18, 2014

9.1.2   Vendors Proposed Solution

A.   Executive Summary (Section 5)
B.   Answers to Vendor Questions (Section 3)

9.1.3   Attachment A – Questionnaire

9.1.4   Project Cost (Section 6)

9.1.5   Other Supporting Documentation

9.1.6 Hard copy submissions shall be submitted to the State and be clearly marked as follows:

State of Nevada, Taxicab Authority **Annette Watson** **1785 E. Sahara Ave., Suite 200** **Las Vegas, NV 89104**

10. TERMS AND CONDITIONS

COSTS ARE ESTIMATES OR BUDGET BUILDING PURPOSES ONLY. THERE IS NO COMMITMENT ON THE PART OF EITHER THE VENDOR TO THE STATE OF NEVADA; NOR ANY OBLIGATION BY THE STATE TO THE VENDOR. VENDORS MUST CONSIDER THAT THIS IS DIFFERENT FROM A REQUEST FOR PROPOSAL (RFP) WHERE LOW COSTS ARE THE TARGET. IN THIS CASE, IF COSTS ARE ESTIMATED TOO LOW APPROPRIATE FUNDING MAY NOT BE BUDGETED TO ACQUIRE THE BEST SOLUTION.

For ease of evaluation, the information provided must be presented in a format that corresponds to and references sections outlined within this RFI. This will allow the agency to more easily create a budget based on a comparison and extraction of information from all respondents. Unlike an RFP where a single vendor is selected, each RFI response will be a potential contributor to part of the overall budget. All vendor responses will be held in confidentiality and not be available for public knowledge up to 180 days.

10.1 RFI SUBMISSION TERMS AND CONDITIONS

10.1.1 Any irregularities or lack of clarity in the RFI should be brought to the Purchasing Division designee's attention as soon as possible so that the corrective addenda may be furnished to prospective vendors.

11.   SUBMISSION CHECKLIST

This checklist is provided for vendor's convenience only and identifies documents that must be submitted with each package in order to be considered responsive.

RFI – Submission Requirements	Completed
Title Page	
Table of Contents [Preferred but optional]	
Company Background [As described in Section 3]	
Summary of Proposed Solution	
Attachment A: Questionnaire	
Project Costs	
Supporting Details	

ATTACHMENT A – QUESTIONNAIRE

1. Is your organization interested in reviewing an RFP when released and possibly providing these services to the State of Nevada?

2. Please assist the State in issuing the best RFP possible by suggesting information we can provide in the RFP that would assist you in putting together a cost and technical proposal.

3. What do you expect the greatest challenges of this project to be?

4. Other relevant comments: