Request for Information (RFI) No. 1012-27-107 for

GTFS Rider Alert Notification System

Research Triangle Regional Public Transportation Authority dba GoTriangle, as authorized under the N.C.G.S. §160A-610, is seeking information for market research and information-gathering purposes. This request is not a solicitation, or commitment to purchase any product or service.

The Request for Information (RFI) document is available for download in the State of North Carolina electronic Vendor Portal https://evp.nc.gov, and on the GoTriangle's website: https://gotriangle.org/procurement

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Submission Date & Time:	**11/18/2026**
Submission Location:	**Via email to:** Steven Jones, Procurement Officer Email: sjones@gotriangle.org

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BACKGROUND

The Research Triangle Regional Public Transportation Authority, dba GoTriangle, is seeking information from qualified vendors regarding commercially available solutions for **GTFS Rider Alert Systems for four (4) agencies.**

Each Agency utilizes a different GTFS structure. (Avail, TripSpark x2, Clever).

GoTriangle manages GTFS alert systems for itself and 3 other agencies. GoCary, GoDurham, and GoRaleigh.

GoTriangle is exploring options that utilize each agencies GTFS and "bundles" them all into a single data integration (Static and/or Real-Time). This allows alerts to be issued by way of emailing subscribers via a connected database by agency and route (Existing), push notifying applications such as google maps, Apple maps, Transit App, UMO, etc., and has the ability to be embed on our websites (Wordpress).

SMS functionality is a plus but isn't currently required.

SOLUTION CAPABILITES MATRIX

Please complete the matrix below to indicate support for our key functional areas, noting if features rely on third-party products, custom development, or extra modules. Feel free to expand the matrix or provide additional detail where helpful.

Capability	Supported? (Yes / No / Partial)	Description / Notes
Alert Function: Front end structure for user to deploy alerts in standard HTML format. Connected to **GTFS Route** files by agency.		
Integrations: Email database (standard csv), Transit Applications (Umo, Transit App, Google Maps, etc), Website/WordPress embed and Current/Future SMS ability.		

RESPONSE OVERVIEW

Please respond concisely to the following prompts:

1. **Solution Capabilites Matrix:** Complete the capabilities matrix.
2. **Company Profile:** Brief company overview, public-sector experience and relevant security certifications.
3. **Implementation Strategy:** Outline your typical deployment timeline, vendor vs. customer responsibilities, and licensing/cost structures (e.g., subscription, tier-based).
4. **Strategic Recommendations:** Based on GoTriangle's environment, what architecture approach, pre-implementation preparations, or emerging AI capabilities do you recommend we prioritize?

PUBLIC RECORDS & NON-BINDING NOTICE

1. **Public Records & Confidentiality:** Information received in response to this RFI is subject to the North Carolina Public Records Law (N.C.G.S. Chapter 132). Submissions will be treated as public records open to inspection unless the information meets the statutory definition of a "Trade Secret" under N.C.G.S. § 132-1.2 and is explicitly marked as "Confidential" or "Trade Secret" by the vendor at the time of initial disclosure.
2. **Cost Reimbursement & Non-Binding Notice:** GoTriangle will not reimburse vendors for any costs associated with preparing or submitting a response to this market inquiry. Submissions are not formal offers, and no contract award shall result directly from this RFI process.