

# Request for Information (RFI) Data Warehouse & Business Intelligence Solution

Issued by: SouthWest Transit  
Eden Prairie, MN  
Date Issued: January 9, 2026

## 1. Introduction & Purpose

SouthWest Transit (SWT) is seeking information from qualified vendors regarding the design and implementation of a Data Warehouse and business intelligence (BI) solution to consolidate, store, and analyze data across multiple systems.

The purpose of the RFI is to:

- Understand available technologies and services for data warehouses and BI analytics platform.
- Determine data architecture approaches (on-premises, cloud-based, or hybrid).
- Estimate implementation timelines, setup costs, and ongoing operational costs.
- Identify possible integration capabilities throughout our organization.
- Gather implementation approaches and best practices.
- Obtain preliminary cost estimates to guide budgeting.
- Get a better understanding of staffing requirements, including on-site or remote resources.
- Evaluate security, compliance, and data governance practices.
- Inform scope, budget, and requirements for the development of a future Request for Proposals (RFP).

The RFI is for planning and market research purposes only and does not constitute a solicitation or request for proposal.

## 2. Background

SouthWest Transit is an award-winning transit agency serving the SouthWest Twin Cities area through bus (express and fixed route), on-demand rideshare, and special event shuttle services.

SWT operates a variety of systems and platforms supporting day-to-day operations, including:

- Vehicle and Facility Maintenance Systems
- Financial Management Systems
- Customer Relationship Management (CRM) Systems
- Fleet Monitoring and GPS Tracking Systems
- Automatic Passenger Counter (APC) Systems
- Scheduling, Dispatch, and Fare Collection Systems

Current reporting and analytics processes rely heavily on manual data collection, spreadsheets, and siloed reports. This makes it difficult to:

- Meet Federal Transit Administration (FR) and National Transit Database (NTD) reporting requirements efficiently.

- Provide accurate and timely information to leadership.
- Calculate the true cost of our services, including cost per bus, cost per mile, cost per hour, cost per passenger, and customer acquisition cost.
- Customer Insights and behaviors

### 3. Goals

Our goal is to develop a centralized Data Warehouse that consolidates these data streams into a single environment to enable enterprise-level Business Intelligence (BI) and analytics capabilities.

The Data Warehouse should support data visualization, performance dashboards, trend analysis, and operational decision-making through integration with BI tools.

- Automate compliance reporting (FTA, NTD, audits).
- Integrate data from across operational, financial, and customer systems.
- Improve efficiency by centralizing data and reducing manual report generation.
- Support cost analysis (service hour, mile, passenger trip, customer acquisition).
- Provide dashboards for planning, operations, finance, and executive oversight.
- Ability to do ad-hoc reporting and dashboard creation in house. (Stress that we need this)
- Allow for future integrations – adding a CRM.

### 4. Systems to be Integrated

We have identified the following systems that “could” be integrated into the data warehouse. We are looking for vendor expertise to help evaluate what we need or don’t need.

- Infodev – Automatic Passenger Counters (APC)
- Samsara – Telematics / Fleet monitoring
- eMaint – Fleet maintenance management CMMS
- Caselle – Financial systems
- Paylocity – HR/Payroll
- Smartsheet – Incident reporting and Project Management
- Swiftly – Real -time service performance monitoring
- Spare – Micro transit operations
- Credit card payment processors
- Kuba – fare collection / mobility app platform
- Mobile Ticketing
- TransitMaster – CAD/AVL scheduling and dispatch
- Gasboy / My Ekos – Fuel management
- Optibus – scheduling & planning platform
- CRM system – support customer engagement
- Google Analytics
- Website / Mobile App

## 5. Scope of Interest

The desired Data Warehouse solution should be able to:

- Integrate data from multiple systems using APIs, direct database connections, or scheduled file imports.
- Support real-time or near real-time data ingestion where possible.
- Provide data transformation, cleansing, and normalization capabilities.
- Offer BI tool integration, preferably compatible with Power BI, Tableau, or similar platforms.
- Allow for role-based access control and data security consistent with public sector requirements.
- Scale as additional systems and data sources are introduced.

## 6. Information Requested

Vendors are requested to provide detailed responses to the following:

### Company Overview

- Relevant experience with public transit or public sector clients.
- Partnerships/certifications.

### Solution Approach

- Recommended data warehouse platform(s)
- ETL/ELT tools and data integration strategy.
- BI Reporting tools
- Data governance, quality, and security practices.

### Implementation

- Approach
- Typical project timeline for an agency of SWT's size.
- Staffing expectations (agency vs vendor responsibilities, post implementation upkeep/support, future integration support).

### Training

- How do you approach on-boarding our agency to be as self-sufficient as possible?

### Cost Estimate

- Design, build, implementation, ongoing support/maintenance, licensing, hosting.

### References

- Case studies or examples of similar projects.
- References from transit or public sector clients (if available)

## 7. Response Format

Responses should include:

- A cover letter summarizing the vendor's interest and relevant experience.

- Responses organized according to the Information Requested section above.
- Supplemental documentation, diagrams, or product literature (optional).

SWT may request a follow-up meeting with respondents to discuss their capabilities, solution approach, or for clarifying questions. Meetings will not influence any future RFP scoring.

## **8. Submission Instructions**

Responses must be submitted electronically in PDF format to:

Danny Buonauro  
Technical Project Manager  
SouthWest Transit  
Email: [dwrfi@swtransit.org](mailto:dwrfi@swtransit.org)

Submission Deadline: February 6, 2026

Late submissions may not be considered.

## **9. Disclaimer**

This RFI is for information-gathering purposes only and does not constitute a solicitation or offer to contract. SouthWest Transit reserves the right to use or not use any information provided in developing future solicitations.