

REQUEST FOR PROPOSALS

FOR

Demand-Response Dispatch Software

FOR

City of Sandy Transit

DUE DATE: August 20, 2020, by 4:00 p.m.

Issued By:

City of Sandy
16610 Champion Way
Sandy, OR 97055

Issued Date:

August 6, 2020

Notice for Request for Proposals

The City of Sandy Transit Department is requesting proposals for demand-response dispatch software and maintenance package.

Request for Proposals can be found on the City of Sandy Transit Department webpage. www.ci.sandy.or.us/transit

Proposals are due Thursday, August 20, 2020, by 4:00 pm.

The City of Sandy reserves the right to accept or reject any and all proposals as they deem in their own best interest.

Andi Howell
Transit Director

Section I. DEFINITIONS

- A. The term "City of Sandy Transit Department" hereafter referred to as "City".
- B. The term "Contractor" means the successful vendor who is awarded a contract for providing City of Sandy with the goods or services described herein.
- C. The term "Vendor" means the individual or firm responding to this Request for Proposals.

Section II. SPECIAL INSTRUCTIONS TO VENDORS

- A. The City will receive all correspondence and copies of the final proposals.
- B. The Vendor shall be solely responsible for any and all costs incurred in the preparation or submittal of the proposal. The City shall incur no portion of these costs.
- C. Proposals are due to the City on Thursday, August 20, 2020 by 4:00 pm. Proposals received after the date and time specified will not be considered.
- D. The City reserves the right to accept or reject any and all proposals as it deems in its own best interest.
- E. In all cases, materials must be furnished as specified.
- F. Any unapproved deviations, exceptions, substitutions, alternates or conditional qualifications contained in a proposal will be cause for its rejection.
- G. The City shall not be responsible in any manner for verbal answers or instructions regarding this RFP.
- H. This RFP may result in the purchase of 1 software package.
- I. If there are any substantial changes in the scope of work of this RFP all vendors will be notified.
- J. Correspondence regarding the RFP for Providing and Maintaining the software package shall be **e-mailed** to:

Andi Howell
City of Sandy
e-mail: ahowell@ci.sandy.or.us

K. One (1) copy of the final proposal will be **e-mailed** to:

e-mail: ahowell@ci.sandy.or.us

Section III. Specifications for Demand-Response Scheduling and Dispatch Software

A. SCOPE

The City operates several demand-response programs with multiple vehicles and will require expansion capabilities. The City is inviting

proposals for the purchase of demand-response scheduling software and maintenance package. The successful vendor shall supply a Windows 10 Professional, web based preferred demand-response scheduling and dispatch software that incorporates semi-automated or automated reservation, scheduling, and billing system.

B. AWARD OF CONTRACT

The City shall award a contract to the vendor that achieves the highest score based on the selection criteria presented in Section IV. General Conditions, A. Award.

C. REQUIREMENTS

1. Software System Features:

- a) Operate and report a multiple transportation provider system
- b) Limit access to each major function to the users permitted
- c) Ability to record and track ride requests
- d) Expandable to meet increased program demands
- e) Upgrades must automatically work with the latest versions without system downtime
- f) Client information will include and be searchable throughout all functions by each of the following fields: name, ID number, street address, telephone number, city, state, zip code, birth date, registration date, expiration date, ADA/Non-ADA, mobility, personal care attendants
- g) Will have a section to include client comments, i.e. a space provided to list special conditions/information
- h) Will be able to handle conditional eligibilities
- i) The reservation process will determine the client number, client name, pickup address, destination address, date and time ride is requested, date and time of trip, trip purpose, and the number of ambulatory and wheelchair positions required to take companions and or Personal Care Attendants.
- j) The system must be able to handle subscription trips (standing orders), advanced reservations, and same day reservations.
- k) The system will allow reservations to be made at least 1 month in advance.
- l) Reservations agents will be able to search for the client in any screen using the criteria listed above.

- m) Shortcuts will be available in all reservations to common addresses. Such as: "Home" will bring up the passenger's home address, the hospital name will bring up the hospital's address.
- n) For repeat trips the reservation agent will be able to choose a previously registered trip from a list that pops-up when a passenger is requesting a trip. The system will automatically paste the chosen trip into the trip request screen.
- o) If a new trip is requested which has not been made before, the system will automatically add that trip to the client's list of registered trips.
- p) If a trip is unable to be scheduled, the system will record it as a denied trip and the reservation agent will be able to select a categorical reason.
- q) The reservation agent will be able to over-ride a denied trip.
- r) If there is a conflict of two trips being requested, the system will automatically notify the reservation agent so they can determine whether it is a duplicate reservation or not. When a trip request is made, the system will bring up all other trip requests for the passenger on that day to determine whether a request was already made.
- s) The system will schedule all trips by pick-up or appointment times.
- t) The system will allow for easy updating and canceling of trips.
- u) The system will be able to use passenger start, end, suspend, and restart dates.
- v) The system will automatically update standing orders.
- w) There will be a separate screen to update/change standing orders.
- x) The system will automatically change all trips from a specified change date.
- y) The system will inform the reservation agent if a trip reservation is not valid. For example: A passenger is trying to book a trip while suspended from the service. This will be able to be overridden.
- z) The system will allow same day reservations to be made.

- aa)The system will report a no show/late cancel, wrong address log. It will include client name, date of violation, ID number, and any trip notes that may have been made in response to the violation.
- bb)The system will track and report denied trip requests. This will report the client name, ID number, reason for denial, and date of denial.

- cc) The system will display and print a ride request manifest by such categories as city, time, date, destination or any combination of these.
- dd) The system will be able to generate reports related to any number of variables for both scheduled and ad hoc reporting.
- ee) The system will be able to provide all billing information, monthly reports and invoices.
- ff) The system will report client information to include client lists, mailing lists, destinations, ADA rides, etc.
- gg) Reports will include ride request manifests, pick-up/appointment times, trip totals, etc.
- hh) The system must be able to track multiple funding streams.
- ii) The system must be non-proprietary to the extent that the software code is not lost to the City in the event of the vendor going out of business.
- jj) The system must be "open data base compliant".
- kk) The vendor will provide all documentations and training materials needed to support the system.
- ll) The successful vendor will define their training program and materials with the submittal of their proposal.
- mm) The system will be installed to our computer system.
- nn) This system is configured as follows:
- oo) The vendor will include costs for on-site installation and implementation support, including a sufficient amount of time allocated for support during the initial production use.
- pp) The City, at its discretion, may opt to install software using a local contractor.
- qq) The system will include at least a 1-year software warranty and associated estimates for continued support services.
- rr) The City may select components of the Proposal to suit its needs and budget.
- ss) The vendor will provide all upgrades at no charge during the initial support period and during any additional contracted support periods.
- tt) Upgrades must be easily installed.
- uu) The vendor cannot interrupt the City's operations in order to upgrade file maintenance.
- vv) The vendor will offer telephone support. The costs associated with this service will be included in the successful proposal.
- ww) The system must be in place and operating successfully in other locations to ensure that the City is not a "beta site" for the software.
- xx) The vendor will provide references from three agencies with similar application.

yy) The vendor must be able to perform requirements to enable the system to be operable within 15 days of the contract award.

D. DISADVANTAGE BUSINESS ENTERPRISE

Vendors that are certified as DBE's are required to submit their affidavits and certifications.

SECTION IV. GENERAL CONDITIONS

A. AWARD

The City will evaluate proposals based on the following point system with a maximum of 100 points:

- | | |
|---------------------------------------|-----------|
| 1. ability to meet RFP specifications | 40 points |
| 2. price | 25 points |
| 3. warranty provided | 10 points |
| 4. references | 5 points |
| 5. training support to be provided | 5 points |
| 6. web based option | 5 points |
| 7. responsibility standards | 5 points |
| 8. DBE | 5 points |
- i. The most responsible vendor is defined as the vendor who has properly responded to all requirements of the document including all certifications.
 - ii. The most responsible vendor is defined as follows:
 - 1. is qualified to contract for the work specified in the Request for Proposal
 - 2. has a satisfactory record of past performance
 - 3. is qualified and eligible to receive the award under applicable laws and regulations
 - 4. has competitive pricing

B. PAYMENT TO CONTRACTOR

Payment will be made within 15 days of the date of final acceptance of the software system.

C. CHANGE AND PROTEST PROCEDURES

The City reserves the right to postpone the proposal opening for its own convenience.

Changes to the specifications may be made by the City, if necessary, for the operation of the services.

D. **VENDOR RESPONSIBILITY**

No advantage will be taken by the Vendor in the omission of any part or detail, which makes the product complete and ready for use. The workmanship and material used in the product shall be of the manufacturer's standard and will conform in material, design, and workmanship to the best practices of the industry.

SECTION V. SUBMITTAL CHECKLIST

The following forms need to be submitted as part of the proposal:

1. Exhibit I – Project Completion
2. Exhibit IA – Pricing for Demand-Response Scheduling and Dispatch Software
3. A one-page narrative that states Vendor's understanding of our need, purpose and use of the product
4. DBE Affidavits and Certifications (if applicable)

EXHIBIT I

FOR PROVIDING AND TRAINING SUPPORT AND MAINTENANCE FOR DEMAND-
RESPONSE SCHEDULING AND DISPATCH SOFTWARE

PROJECT COMPLETION

The City of Sandy requires the completion of this project within 15 days after contract award.

PROPOSED COMPLETION

The vendor will complete this project in _____ calendar days after contract award.

Company Name_____

Authorized Signature_____

Title_____

Date_____

SUBMISSION PAGE – REQUEST FOR PROPOSALS FOR PROVIDING, TRAINING
SUPPORT, AND PRODUCT MAINTENANCE FOR DEMAND-RESPONSE
SCHEDULING AND DISPATCH SOFTWARE

To: The City of Sandy

The undersigned hereby declares that the Advertisement, the RFP, and all requirements contained herein has been carefully read and examined and has decided to provide the system in conformance to the specifications and requirements of the RFP at the prices stated below:

A. Price to provide, install and train Demand-Response Scheduling and Dispatch Software

Item	Price
1. Software Minimum requirements	_____
2. Installation and implementation of Software	_____
3. Training System Training	_____
Telephone Support	_____
1yr Warranty	_____
Additional Contracted Support Per Month	_____
Total Price	_____

This proposal shall remain in effect for 60 (sixty) days after the due date.

Company Name: _____

Authorized Signature: _____

Title: _____

Date: _____