

# **Request for Proposals (RFP) for a Transit Ride Reservation Scheduling Application for Demand Response and Fixed Route.**



## **TUOLUMNE COUNTY TRANSIT AGENCY**

RFP Submission Deadline:

**2:00pm February 27, 2023**

Tuolumne County Transit Agency

2 South Green Street (Mailing)

975 Morning Star Drive, Suite A Sonora, CA. 95370 (Physical)

Issued Date:

**January 3, 2023**

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## **NOTICE**

The Tuolumne County Transit Agency (TCTA) is soliciting proposals from consulting firms with qualifications and experience necessary to implement an Intelligent Transportation System (“ITS”) for Demand Response and Fixed Route transit operations. TCTA administers public transportation services in Tuolumne County through Tuolumne County Transit (TCT), which operates fixed route and demand response service throughout the County. Tuolumne County Transit is operated by Storer Transportation through an operator’s contract. The service area is mountainous with inconsistent cellular service in the operating area.

The Project will include new technology to improve TCT day-to-day demand response operations, implement app based ride reservations by end users, provide real time information to dispatchers/riders, improve performance metrics by optimizing bus routes, streamline reporting and analytical purposes. Proposers are invited to demonstrate their qualifications in performing work directly related to the services required by responding to this Request for Proposals (RFP).

TCTA seeks creative proposals from Proposers capable of addressing these desires in a flexible, but foundationally comprehensive manner. TCTA will allow potential respondents significant latitude in their proposal rather than attempting to specify a certain approach or equipment. With this latitude comes the requirement that any proposal provide sufficient detail as to the approach being taken, what the approach delivers initially, what the approach can potentially deliver in the long term and what the projected ongoing licensing and maintenance fees will be.

For more information on the TCTA bus route system, please go to the Tuolumne County Transit website at <https://www.tuolumnecountytransit.com/>

## **1.0 INTRODUCTION**

### **1.1 BACKGROUND**

Tuolumne County Transit (TCT) is a public transit service provider for Tuolumne County. TCT operates three fixed route services to the City of Sonora, Jamestown, Columbia, East Sonora, Mi Wuk Village, Willow Springs, Twain Harte, Sierra Village, Tuolumne, and Groveland. TCT fixed route service operates Monday thru Friday daily, except on weekends. TCT also operates a seasonal fixed route transit service on the weekends called the Ski Bus which runs during the ski season at Dodge Ridge Mountain Resort. TCT also participates in special events like parades and other public events in the County.

The TCT fleet consist of a total of 21 buses. The breakdown of buses include: Twelve 25.5’ buses, three 30’ Glaval buses, five 30’ Supreme Trolleys, and one Ford Transit 350HD passenger Van that’s been converted to a 100% electric van.

The TCT is also responsible for the Dial-A-Ride system. A unique aspect of our bus system, 10 of our buses perform fixed route and dial-a-ride duties with a total of 13 dial-a-ride buses. Maps of

individual routes and more detailed service information can also be found on the TCT website. <https://www.tuolumnecountytransit.com/>

## 1.2 Existing Bus Tracking System

The Tuolumne County Transit Agency (TCTA) implemented an automatic vehicle locator (AVL) – Bus Tracking System in May 2019. This system allows riders to see where our buses are in real-time. Dispatchers also use this software to view the buses in real-time and are able to coordinate routes more efficiently. One thing that is lacking about this software is that it doesn't allow riders to reserve rides from their mobile device. Dispatchers receive calls all day from riders trying to reserve trips and then must radio the drivers to coordinate. If riders could coordinate the trip themselves this would free up a lot of time, additionally, StrataGen software is used to record trip reservations but does not provide Dial-a-Ride route optimization.

## **2.0 SCOPE OF WORK**

Tuolumne County Transit Agency (TCTA) is seeking a four-year agreement with an option to renew for two additional years. This contract agreement will expand our existing real-time passenger information system platform, which informs passengers of real bus arrival and departure times.

This system must provide route and vehicle information in real-time via web interface to passengers, the dispatcher, and managerial personnel. The system must be equipped with reporting capabilities to accurately data stream operation service information (e.g., route timing, passenger wait time, trip counts, operator performance, vehicle speed and movement). This is essential for the completion of performance metrics, the analysis of daily operation, and long-term project planning and analysis.

It is expected the proposer will provide more detailed specifications and unique approach to the following requested product. The proposer may recommend a variation of the following scope of work or recommend alternative approaches based on expertise and experience. If an alternative scope of work or approach to tasks are proposed, please explain how it will more effectively or efficiently achieve the desired outcome and product.

### **Goals for this proposal:**

1. Improve the efficiency of our Dial-A-Ride service as measured by passenger trips per service hour by improving scheduling; more efficient travel routes and reducing No-Shows (riders who request a ride and then do not board the bus when it arrives as scheduled).
2. Improve customer service by streamlining the trip reservation process.
3. Allow commuter/fixed route Transit Operators to enter fare revenue collected, fare type (i.e. student, senior, ADA, etc.) and passenger ons/offers on the tablet.

4. Increase efficiency of the passenger counting/reporting process for our Dial-A-Ride, commuter route and deviated fixed route services.
5. Improve information provided to passengers through real-time data

To achieve these objectives, the system should include, but not be limited to, the following:

- Improve staff and management ability to record, collect, organize, monitor and respond to information generated by system operations, such as trip performance, scheduling statistics and real-time vehicle locate, communication and data capture.
- Schedule demand response trips and route dial-a-ride buses more efficiently and effectively with the intent of increasing passengers per service hour.
- Streamline the collection and accuracy of information required for National Transit Database (NTD) reporting and other requirements for grant reporting.
- Centralize and automate the collection and management of data and generation of reports.
- Trip denials must be included in the data collection.
- Provide amenities for riders such as next bus arrival location technology and ability to schedule, cancel or monitor demand response rides via an app or through a link from the TCTA website.
- Ability for augmentation/amplification of cell signals if deemed necessary.
- Ensure that the technology capabilities procured and implemented through this RFP are designed to facilitate in a cost-effective manner the ability to add and/or integrate additional features or enhancements as technology progresses, needs are identified, or funds become available.
- Ensure a single interface for the rider for all modes of transportation.
- The system is to be hosted (cloud based or web-based), stored and retrievable through a web-based application.
- Implement technology in phases, if necessary.
- Technology must be transferable to new/replacement buses.
- Real-time automated vehicle location awareness and mobile data communication to ensure staff and rider safety, rider satisfaction and operational efficiencies with all areas of operations, including scheduling trips more efficiently, dispatching and reporting.
- Provide voice command and map graphics to destination routing for bus drivers

### **2.1. Using Our Existing AVL Hardware or Proposing to Use New AVL Hardware**

The Contractor may describe how the proposal can utilize all or some of our existing Automatic Vehicle Locator (AVL) hardware or the Contractor may propose to use new AVL equipment. If the proposal cannot use TCT's existing AVL equipment, the Contractor must describe why they cannot use our existing hardware. If there are any additional costs needed to update or improve our existing hardware, they need to be included as part of the proposal. Please review Attachment A for more details on our existing hardware. Bonus points will be given to proposals that can utilize all or part of our existing hardware. If the Contractor is proposing to use new hardware for our bus system, we are interested in the cost for new hardware for 1 bus, and the entire fleet (21 Buses). Must be a Turnkey ready system including optional items.

- All new hardware shall remain under warranty for the first year of contract.
- TCTA is interested in purchasing and/or leasing AVL hardware equipment.

### **2.2. Wireless Service**

- The Contractor may propose either purchasing the wireless cellular service on behalf of Tuolumne County Transit or may propose having TCT purchasing the cellular service directly. Also, the Contractor may propose both options in the Contractor's proposal.
- We are requesting the Contractor describe which cellular network they plan to utilize.
- If Contractor proposes to replace our existing hardware with new equipment, we recommend purchasing AVL hardware that communicates with Verizon Wireless cellular service since they have the best overall coverage in Tuolumne County.

### **2.3. Rider Interface – Real Time Information, Reservations, Maps, and Predictions**

The Proposal is required to include a visual mapping display with information that shows vehicle GPS locations in route in real-time. The GPS readings of the bus location must occur in real-time with vehicle location information posted on a Graphic User Interface map display available on a public website and viewable through various devices (Smartphone, Kiosk, Bus Stop, PC, etc.). The system should be equipped with a notification service, whereupon users can subscribe and be able to select one route or multiple routes and be notified when the next bus is coming. Real time tracking means that a vehicle's location is reported via an automatic vehicle location (AVL) device and installed on each vehicle and transmitted to an internet server with a delay of not more than 60 seconds. This is done through the use of GPS for pinpointing the location and a wireless communication system for transmitting the information to an internet server.

For the user interface, the proposal must include these features:

- **Bus Arrival Predictions** – Riders should be able to receive accurate and reliable bus predictions from these types of devices: Desktop, Laptop, and smartphone.
- **Public website.** Riders should have the ability to view arrival predictions for all route bus stops on a public viewable website that is hosted and created by the Contractor.
- **Cell Phone Application on iPhone and Android.** Riders should have the ability to view arrival predictions for all route bus stops on a cell phone application including iPhone and Android marketplace that is hosted and created by the Contractor. Riders should also have the ability to reserve/cancel trips through said application.
- **SMS – Text Messages.** The system should allow riders to access arrival predictions via a SMS text messaging or notifications via application for all fixed route bus stops in the transit service area.
- **Dial in Phone system.** We currently have a local phone number that riders can call and receive a prediction for each bus route and bus stop. Riders are also able to reserve and cancel rides through the dial in phone system. This is a feature TCTA would like to keep.
- **Live Map System.** The riders should be able to easily access a live-map from the website and cell phone application.
- **Changes made by dispatchers.** When a trip change is made by a dispatcher, riders must get notifications of said change.

#### 2.4. Dispatcher Interface

Currently our dispatchers reserve all Dial-A-Ride trips through our dial in phone system. This takes up most of the dispatcher's workload. With the ability for our riders to make these reservations through an intelligent app, our dispatchers would have much more time to work on other tasks.

For the dispatcher interface, the proposal must include these features:

- **Live Map System.** The dispatcher software should allow access to a live-map or all fixed routes and dial-a-ride buses.
- **Reservation/Booking.** Our dispatchers must have the ability to view all reservations and makes necessary changes to the schedule.

## **2.5. Providing Arrival Predictions for Tuolumne County Transit’s Unique Public Transit System**

We are requesting the proposals answer these three questions. We are also seeking more detailed information on how proposals can or cannot provide these services. If contractor can provide these services, please provide examples, and case studies from other agencies. Failure to respond to these questions will result in proposals losing points.

- **Can the Contractor provide accurate and reliable predictions for our deviated – on demand fixed route bus stops?**

All three of our fixed routes have bus stops that riders have to call our office (Dispatcher) and request bus service to these bus stops in advance before the bus departs at the beginning of each run. Our current company does not provide predictions for any deviated – on demand bus stops. We are interested in any Proposal that can provide deviated on-demand predictions, reports, and data on these bus stops. If contractor can provide these services, please provide examples and case studies from other agencies.

- **Can the Contractor provide accurate and reliable predictions for our special one-day and weekend special event day service?**

Some of these events are held at the same locations (Motherlode Fairgrounds) with identical bus stop pickup and drop-off locations. If contractor can provide these services, please provide examples and case studies from other agencies.

- **Can the Contractor provide the ability to login and log-out of our paratransit buses into the management interface?**

Currently our paratransit buses can be logged in and logged out with the management staff into a paratransit job which is color coded with a Dial-A-Ride status bar. If Contractor can provide these services, please provide examples and case studies from other agencies.

## **2.6. User Service Agreement, Maintenance, and Updates to the Real Time Information System**

The Proposal must describe the maintenance and up keeping of our existing real-time passenger information system. The TCTA is interested in learning about the customer service provided to customers.

- Does the contractor have a user service agreement for upkeep of predictions, maintenance and updates to our real time information system?
- In the proposal, we are requesting Contractors describe the process for submittal of our transit schedule data such as GTFS data or another form of data format.

- We are interested if there is another form of creating or utilization of online software to generate our transit schedule data.
- We are requesting the Contractors describe in detail the responsibility for maintaining and updating our transit schedule and route map data.
- We are requesting knowledge of customer support service for issues pertaining to hardware and software glitches.
- How timely of responses from the Contractor is proposed to maintain in duration of the Agreement.

## **2.7. Management Interface – Maps, Reports, and Data**

The Vehicle Tracking Software must provide a Graphic User Interface real-time automatic vehicle location data display. Vehicle icon on the map display shall clearly indicate Vehicle ID, Route Direction, and Location. Further layered information on the vehicle should include Run Trip, Date/Time and Speed. The Contractor should provide detailed explanation of existing maps and software mapping components and how they work with other components of the system. Screen shots of display windows utilized by dispatch and/or the passenger should be provided describing key features, attributes, and the information available within the mapping component. The Contractor should describe in detail all traveler supported components that it provides, to include the features within each component as well as software and hardware required for implementation.

The Bus Tracking software must include one integrated map with detailed maps of the service area region. The map views should include standard map display features (zoom in/out, panning, etc.). The maps should have an automatic refresh feature with the option of refreshing the map view ‘upon-demand’ by the dispatcher. The geo-spatial object management portion of the system should provide capabilities to trace routes, place stops and landmarks on the map for dispatchers and the general public to see. The mapping component shall also include a navigational request.

The Real Time Passenger Information System must include a Route Management module which can be utilized by the dispatcher to effectively manage the route and determine the location of any vehicle in service. The system must provide the dispatcher the necessary real-time information to manage vehicle fleets whether they are on fixed shuttle routes, in the yard, or on special on-demand detours on route. The system should display the time each bus arrives at each stop per route and the “wait times” (e.g., how long the bus is at the stop). The software should include a GUI real-time dispatch display that clearly indicate status (i.e., color-coding), with emphasis on bus arrival times at designated stops based on the average speed of the bus and traffic impacts. The vehicle icon on the dispatch display should clearly indicate Vehicle ID, Route, Directional Status, Arrival Time, Departure Time, and Date & Time of last GPS update.

The Real Time Passenger Information System must include a public interface that provides customers with bus location information. At a minimum, the bus locations are to be displayed on a map available on the web. Desired functionality includes details available for each bus (showing route, time at last stop or last time point, minutes late/early, etc.). The Contractor should also describe other information distribution interfaces that are available with their product such as stop-based electronic displays, text/SMS messaging, and etc. TCTA may not choose to implement these additional features if their ongoing cost is too high, but the availability of multiple interfaces will be an important benefit.

Access to all real-time and archived vehicle location data must also be available to third party applications for external development purposes. The Contractor should indicate which method would be used (XML, RSS, JSON, SQL, etc.).

## **2.8. Contract Agreement**

Tuolumne County Transit Agency (TCTA) is seeking a four-year agreement with an option to renew for two additional years. We have attached the Draft Agreement as Attachment B. If there are any changes proposed to the Draft Agreement, they must be proposed as part of the proposal.

## **2.9. Project Management and Administration**

There will be a Kick-off Meeting for this project to introduce the project team, identify roles, establish lines of communication and responsibility, future planned technologies and finalize project schedule. Bi-weekly and monthly reports on progress of scope of work completion and estimates of remaining work on each task.

## **3.0 – Optional Scope of Work Items**

Additional bonus points (up to 10 points) will be provided to contractors that propose and provide cost estimates for these optional services/hardware. Contractors should explain how they will facilitate the implementation, managing and upkeep of each optional item.

### **3.1. Mobile Fare Payments**

The Contractor may propose a mobile fare payment system for Tuolumne County Transit. The mobile fare payments will help improve convenience for riders with smartphones. Options in the mobile fare payments include adding an online account, mobile payment, and electronic ticket capability to a mobile app for riders. It will also provide self-service and managed service options for customer service and revenue management to agencies, authorities, and operators.

### **3.2. Automatic Passenger Counters**

The Contractor may propose new APC's or the Contractor can propose on using our three existing Automatic passenger counters (APC's). We currently have three automatic passenger counters on three of our buses which we rotate around different routes. If there are any additional costs needed to update or improve our existing hardware, they need to be included as part of the proposal. Please review Attachment A for more details on our specific APC's. Bonus points will be given to proposals that can utilize existing our APC's.

### **3.3. Automatic Vehicle Announcement System (AVAS)**

The Contractor may propose an Automatic Vehicle Announcement System (AVAS) that is fully compliant with the Americans with Disability ACT (ADA). We are interested in proposals that have an Automatic Volume Control & Voice Modulation to lower and increase the volume. We are also interested in manual Stop Request Feature which riders can push or pull.

### **3.4. Extended Warranty/Maintenance Service**

The Contractor may propose an optional extended warranty service if needed. We are interested in annual fee invoiced for all of the hardware devices. The maintenance quote should include but not be limited to: annual preventative maintenance checks on all contract equipment and reports to the TCTA on equipment conditions, repair work performed by the Contractor and an inventory report of TCTA owned equipment. Any equipment replaced or removed from the system for disposal is the property of the TCTA and is not to leave the premises without the prior written consent from the Executive Director. The maintenance service fee would complement the standard/limited warranty or begin once the warranty has expired.

## **4.0 – Technical Requirements**

### **4.1. Data & Infrastructure**

The Contractor should recommend a data network that will provide real time vehicle location data. The data network must utilize real-time with a built-in resolution for dead zones. The Contractor should define the specifications for the data communications protocols and the time delays that will occur between capture of GPS coordinates and data transmission to the map views. The Contractor should state the maximum number of vehicles that can be supported by the data communications being proposed. Additionally, the Contractor should describe in detail the means for monitoring the status of communications between each vehicle and the central dispatch center. The Contractor should clearly identify all equipment necessary to transmit data between vehicles and the dispatch center. The Contractor must identify how the proposed data network will resolve for potential interference restrictions (i.e., dead zones). The Contractor must describe in detail all hardware, software, wiring, and interconnections necessary to

include pricing for the automatic transferring of data between vehicles , central dispatch, and posting data to graphical user interface (GUI) map views.

#### **4.2. Software and Hardware Requirements**

TCTA prefers an Application Service Provider ASP solution, whereby the ASP will manage and distribute information from a central data center. The Contractor is to respond to the requirements below for purchased hosted software applications:

1. The Contractor is to assume responsibility for a complete delivery, setup, configuration, and installation of software and hardware. The Contractor must work directly with hardware vendors to provide a smooth and seamless data transmission between communications devices and software applications.
2. A system solution that uses proven open technology with minimal operational impacts to passengers, vehicle operators, and dispatchers and a system which requires minimal system customization. Any new or customized software requiring further development shall be indicated in the proposal. TCTA must approve the design and functionality of any new or customized software prior to development.
3. All equipment must be current production/state-of-the-art, commercially rated and manufactured by well-established and reputable manufacturers. Equipment must be readily available for the expected life-span of the system as needed for repair, replacement, or expansion/upgrades.
4. The Contractor must certify that the proposed equipment is designed for and suitable for the TCTA's intended purpose of demand-response and fixed route services which require long-life and high reliability under adverse conditions.
5. All electronic equipment should be solid-state design, and all equipment housings should be waterproof and dust-proof.
6. All Contractor provided on-board equipment should operate properly under the environmental conditions encountered on board the vehicles including conditions pertaining to temperature, humidity, dust/dirt, power variations, shock, and vibration.
7. The Contractor proposal must include all vehicle wiring and connectors required for the equipment. The wiring and connectors should be appropriate to the transportation environment where the equipment is to be installed. Shielded cables should be provided where necessary to avoid interference problems.

#### **4.3. Warranty and Maintenance**

All components of the Real Time Passenger Information System should include a standard/limited warranty that begins once the system is installed for TCTA by the Contractor.

The Contractor should provide a copy of the warranty and maintenance terms in the proposal. The Contractor should specify the following;

1. Hardware, software, and vehicle equipment maintenance agreement terms, including the level of support provided.
2. The services provided what are the turnaround times for hardware repairs, etc..
3. Toll free technical support number provided during the hours of 8:00 a.m. to 5:00 p.m. PDT Monday through Friday. Include information on evening and weekend support hours and services.

If the Contractor is hosting the system, a notification should be provided prior to any scheduled downtime and as soon as possible regarding any unscheduled downtime with a detailed explanation including length of service interruption. Up-time should be 99.9%.

TCTA retains the right to negotiate purchase/warranty terms where appropriate. TCTA also has the option of accepting or rejecting an extended warranty/maintenance agreement. The Contractor should state in the proposal any extended warranty/maintenance agreements that are available for the proposed equipment. The Contractor should include their annual software and hardware maintenance escalation percentages. Additionally, the Contractor should include descriptions of how new versions/upgrades of the software are released and what options customers have to migrate to these new versions. Specify if the new versions/upgrades are included in the purchase price.

#### **4.4. Data Storage and System Reporting**

The Real Time Passenger Information System shall collect vehicle location data and store it for reporting. The reporting component should provide monthly, annual, year-to-date, and ad-hoc operational reports on vehicles, drivers, locations, etc. We are requesting access to two years' worth of data and storage on the website/module. Reports that we are requesting as part of our proposal include:

1. On-time performance reports, including early and late stop departures and wait times.
2. Vehicle usage (demand-response and fixed-route usage, etc.).
3. Route statistics (schedule adherence, historical routes driven, defined routes, off-route vehicles, etc.)
4. Replay Map. With the ability to replay the previous 2 years' worth of bus location based data on a map.

The Contractor should describe in detail the types of reports that available and if the reports listed above are available or not. We are also interested in additional customized reports available for future deployment of automated fare collection, destinations signs, and etc. If one

or more of the reports are not currently available, the Contractor should include the cost for developing such reports as a separate line item.

#### **4.5. Documentation**

All aspects of the Real time Passenger Information System and individual components should be clearly and thoroughly documented for both technical and non-technical support staff and for end-user understanding. Documentation should encompass detailed product descriptions as well as step-by-step instructions on how to utilize the equipment. Documentation should be geared towards varying audiences to include vehicle operators, dispatchers, network support staff, area managers, transit operators, and maintenance technicians. Documentation materials should be broken into the following areas and/or functions:

1. Computer hardware, systems software, and equipment specifications.
2. End-user focused materials on "How To" operate the equipment within each of the Real Time Passenger Information System components. For example, detailed step-by-step instructions should be included for:
  - a. Traveler Information Features (Web Interface, etc.)
  - b. Map Creation and Views (Zooming, Multiple Views, Map Maintenance, etc.)
  - c. Wireless Data Communications (Usage of wireless equipment and data transmission procedures)
  - d. Route Management and Performance (Dispatcher)
  - e. Data Storage and Reporting (Report Generation, Ad-Hoc Report Creation, etc.)
  - f. Data Access including API for use in developing 3rd party applications.
  - g. Automatic Passenger Counters- If proposed (Equipment and Maintenance)
3. On-going support with various options (on-line, phone, etc.)
4. Toll free support number provided during the hours of 8:00 a.m. to 5:00 p.m. PDT Monday through Friday. Include information on evening and weekend support hours and services.

The Contractor should provide a sample of the documentation in the proposal. Upon installation, the successful Contractor will provide complete documentation and training materials.

#### **4.6. Training**

The Contractor should provide training support to address all aspects of the Real Time Passenger Information System and including any individual component. The Contractor should provide on-site consultation and training throughout the implementation process. Training

should be provided for both technical and non-technical support staff and end-user administrators. Training should encompass demonstrations of the overall product and individual component parts. Step-by-step instructions should be demonstrated on how to install and/or use the equipment for varying audiences to include vehicle operators, dispatchers, network support staff, area managers, transit operators, and maintenance technicians. Detailed documentation materials (as described above) should be included in training sessions to provide the level of depth required to effectively administer and operate the Real Time Passenger Information System and its component parts. The Contractor should describe following the training support and service:

1. Toll free support number provided during the hours of 8:00a.m. to 5:00p.m. PDT, Monday through Friday. Include information on evening and weekend support hours and services.
2. On-site system implementation consultation and support. State the number of hours provided.
3. Hardware/equipment and vehicle installation training. State the number of hours provided.
4. Field training for dispatchers, field supervisors, and field operators. State the number of hours provided.
5. Administrator training for administrators and support staff. State the number of hours provided.
6. Training for the 'trainers'. State the number of training hours provided.
7. On-going training support and various training options. Describe in detail the training support and service and suggest a training plan with proposed timelines for varying stages before after and during the project.

## **5.0 – GENERAL INFORMATION/TERMS AND CONDITIONS**

### **5.1 Issuing Office**

This RFP is issued by the Tuolumne County Transit Agency.

### **5.2 Purpose**

This RFP provides prospective Contractors with sufficient information to enable them to prepare and submit a proposal.

In this RFP, the term “TCTA” shall be understood to mean “Tuolumne County Transit Agency”, “Contractor”, as used herein, shall be understood to mean the individual, company, corporation or firm whose product is selected for purchase. Until a purchase is recommended and approved, the term shall be understood to mean the individual, company, corporation or firm

formally submitting a “proposal” to this RFP. The term “proposal” as used herein, shall be understood to mean a written offer to provide goods and/or services in accordance with the general conditions, instructions, and specifications stated herein with exceptions clearly stated.

### 5.3 Scope

This RFP contains the instructions governing the proposals to be submitted and the material to be included therein. Mandatory requirements within must be met to be eligible for consideration.

#### Projected schedule of activities:

1. Request for Proposals Issued.....January 3, 2023
2. Last Day for Written Questions .....January 24, 2023
3. Responses to Question Posted on website.....February 7, 2023
4. Proposals Due.....2:00pm. February 27, 2023
5. Complete interviews with finalists (optional).....March 14 or 15, 2023  
(tentative)
6. Agreement executed and Notice to Proceed issued.....April 13, 2023

Tentative Project Schedule to be submitted with proposal on April 13, 2023.

### 5.4 Questions/communications

It is the TCTA’s intent to provide the same information to all proposers. Questions will not be answered individually by telephone. Any oral responses to questions are not binding on the TCTA. Prospective proposers may make written inquires by email to obtain clarification of requirements no later than January 24, 2023. The TCTA will post all of the questions received, along with TCTA’s written responses, to the TCTA website, <http://tuolumnecountytransportationcouncil.org> by February 7, 2023.

**It is the responsibility of the proposers to check the TCTA website to review the questions and responses.** Except for questions that might render the award of the Agreement invalid, the TCTA will not respond to any questions submitted after TBA. Any communications related to this RFP should be directed to:

Tim Gillespie, Project Manager  
Tuolumne County Transit Agency  
[tgillespie@co.tuolumne.ca.us](mailto:tgillespie@co.tuolumne.ca.us)

### 5.5 Addendum

Any changes to this Request for Proposals will be made by written addendum. Upon issuance, such addenda shall be incorporated in this Request for Proposals, and shall prevail over inconsistent provisions of earlier issued documentation. Addenda will be posted on the TCTA website. **It is the responsibility of the proposers to check the TCTA website for any addenda.** Contractors must certify receipt of the addenda on the appropriate form (see ADDENDA ACKNOWLEDGMENT) to be included and submitted with their proposal.

## **5.6 Proposal Submission/Required Submittals**

The Contractor shall include a complete project management plan including deliverables, implementation approach, and testing/validation procedure.

The Contractor is required to submit one signed paper original (original in paper and a USB version. Signature on USB is not necessary) and four (4) hard copies of the full response to this RFP. The official copy containing the required original signatures shall be identified by a sealed envelope marked “**PROPOSAL**” and addressed as required. The remaining copies may be boxed for convenience. Each copy must include a complete proposal and any other required information for TCTA evaluation.

The proposal package must be received on or before February 27, 2023, at the address given below:

### **Mailing and Express Package Address:**

Tim Gillespie, Transportation Specialist  
Tuolumne County Transit Agency  
2 South Green Street (mailing address),  
975 Morning Star Drive, Suite A (physical address)  
Sonora, CA 95370

Proposals will be received only at the address shown above, and must be received by the time indicated. It is the sole responsibility of the proposer to send or deliver its proposal so that it is received by the time and date required, regardless of postmark. Any proposal received after said time and/or date or at a place other than the stated address, cannot be considered and will not be accepted. No e-mailed or facsimile proposals will be considered. The TCTA time stamp shall be considered the official timepiece for the purpose of establishing the actual receipt of proposals.

A Contractor may withdraw its proposal any time prior to the fixed deadline for receipt of proposals (closing date), by submitting to the TCTA contact, Alex Padilla, a written notification of its withdrawal, signed by the Contractor or its authorized agent. The Contractor may

thereafter submit a new or modified proposal prior to such date and time set for receipt of proposals.

The TCTA reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the TCTA to do so.

Proposers should be aware that submitted proposals are subject to the California Public Records Act and may be disclosed to members of the public upon request. It is the responsibility of the proposers to clearly identify information in their proposals that they consider to be confidential under the California Public Records Act. To the extent that the TCTA agrees with that designation, such information will be held in confidence whenever possible. All other information will be considered public.

All information regarding the proposals will be held as confidential until such time as the Selection Committee has completed its evaluation and, or if, contract negotiations are complete.

## **5.7 News Releases**

The Contractor may not distribute any announcement or news release regarding this project without written approval by the TCTA. Any materials to be provided to regulatory agencies, other entities, or to the public shall be submitted to the TCTA for review and distribution unless otherwise directed by a TCTA representative.

No form of the TCTA's name shall be used in promotional materials, signs, announcements or other forms of communication or advertising originated by Contractor unless the TCTA's express written permission for such use has been obtained in advance. All material submitted regarding this RFP becomes the property of the TCTA. TCTA is not liable for any cost incurred by the Contractor prior to issuance of an agreement, contract or purchase order.

TCTA intends to make a proposal selection for contract negotiation within the period indicated in the Schedule of Activities. Proposals in the possession of the TCTA at the closing time for receipt of proposals are considered final and will be held as an irrevocable offer for one hundred eighty (180) days from that date.

The Contractor must submit any additional information or data not requested in this RFP which TCTA believes must be considered in the evaluation of a proposal.

## **5.8 Evaluation Criteria**

A Selection Committee, appointed by the TCTA Executive Director, shall review each proposal and if necessary, will conduct an interview with the Contractor's project management and key personnel of the most qualified firm.

The Selection Committee shall rate each contractor's proposal and identify the rank of proposals in a selection order based upon the following criteria:

*Rating Items*

1. Contractor Qualification, specialized experience, qualifications, and technical competence as related to the services required. (25 points)
2. Contractor's System Capabilities including the demonstration of a clear understanding of the project as evidenced in their written and/or oral proposal. (25 points)
3. Candidate's applicability/success of like projects as presented in the proposal. (25 points)
4. Candidate's lump sum cost proposal and personnel hours allocated to each task. (25 points)

*Bonus Points*

5. Candidate's proposal uses all or part of our existing AVL hardware including but not limited to MDT's, VLU's, Antennas, and/or APC's. (10 points)
6. Candidate's RFP proposal includes some or all of the optional items listed in the Scope of Work with a cost proposal. (10 points)

**5.9 Contractor Selection**

Upon completion of the rating of the contractors, the TCTA Executive Director may negotiate a draft agreement with the top-ranked Contractor. A Draft Agreement to be executed by the parties is included as Attachment B to this RFP. The goal of negotiation is to agree on a final agreement that will deliver the services or products required at a fair and reasonable cost to the TCTA.

If a draft agreement cannot be reached with the top ranked candidate, the negotiations are terminated. Negotiations then may be opened with the second choice and the process repeated. When negotiations are terminated with the Contractor, negotiations will not be

reopened with them during this process. If an agreement cannot be reached with any of the Contractors recommended by the Selection Committee, the Selection Committee will be asked to make additional recommendations.

TCTA hereby notifies all proposing contractors that it will affirmatively ensure that in regard to any contract entered into pursuant to this RFP, disadvantaged business enterprises will be afforded full opportunity to submit proposals in response to this invitation, and that proposing Contractors will not be discriminated against on the grounds of race, religion, creed, medical condition, color, marital status, ancestry, sex, age, national origin or disability in consideration of award. In addition, the TCTA requires that any Contractor hired by the TCTA to perform any work activity does not discriminate against any employee or applicant for employment because of race, religion, creed, medical condition, color, marital status, ancestry, sex, age, national origin or disability.

The TCTA retains the right to reject any and all proposals which do not comply with provisions of this request for proposals or for unforeseen reasons related to funding of this project. Award will be made to the qualified proposer whose proposal will be most advantageous to the TCTA, with price and all other factors considered.

#### **5.10 Specification Requirement**

All proposals must meet or exceed the specifications provided herein. Evaluation of the extent to which proposals meet specifications will be performed SOLELY and determined SOLELY by the TCTA.

#### **5.11 Format of RFP Response**

Proposals must be submitted in the same format as the RFP, inclusive of all sections and appendices. Contractor is required to identify each section of the RFP and respond accordingly. The proposal shall be prepared in a straightforward and concise manner, identifying clearly and succinctly any and all deviations and enhancements. Emphasis should be placed on the conformance to the RFP instructions, responsiveness to the RFP requirements and completeness and clarity of content. The Contractor should include a Table of Contents that gives page numbers and should be in sufficient detail to facilitate easy reference to all requested information.

The Contractor shall be signed by an individual who is authorized to bind the Contractor contractually and shall show the name of the company. The signature should be presented at the beginning of the proposal. The name and title of the individual signing the form should be typed immediately below the signature. An unsigned proposal shall be rejected.

## **5.12 Final Acceptance**

The Contractor may be required to submit a written progress report at the time of invoicing indicating items completed, items not completed, and any anticipated issues that have surfaced. Failure to provide these progress reports will delay payment of invoices. The Contractor shall include in the report's recommendations and alternate courses of action for the solution of project problems and delays.

TCTA will agree to the final approval on any system only after the supplied software, equipment, or product is tested and found to perform within acceptable standards of operation. The system must be in compliance with all published and implied performance specifications and is approved by TCTA to be ready for practical application. Burden of proof regarding disputes as to accuracy of invoices shall fall upon the Contractor. The TCTA shall not unreasonably withhold relevant materials and records necessary to resolve such disputes. Payments for TCTA purchases for services for any future Agreement shall not be subject to any late or interest charges.

## **6.0 - CONTENTS OF PROPSALS**

Each proposal should be limited to specific discussions of the elements outlined in this Request for Proposals. The intent of this RFP is to encourage responses which meet the stated requirements, and which propose the best methods to accomplish the work within budget.

### **6.1. Transmittal Letter**

The transmittal letter should include the name, title, mailing address, e-mail address, phone number and original signature of an individual with authority to negotiate on behalf of and to contractually bind the proposing Contractor, and who may be contacted during the period of proposal evaluation. Only one transmittal letter need be prepared to accompany all copies of the Technical and Cost Proposals.

### **6.2. Table of Contents**

Include a list of the major sections in the proposal and the associated page numbers.

### **6.3. Introduction**

In this section, proposing Contractor should furnish a brief history of their firm and qualifications as it relates to providing automated vehicle locator/real time passenger information systems. In addition, proposers should demonstrate an adequate understanding of the work requested in this RFP document.

#### **6.4. Management Plan and Technical Approach**

A Project Management Plan with a detailed budget and cost schedule. The management plan should include:

- a. Contractor's qualifications, expertise, and past work experience in providing these services to other local transit agencies.
- b. A description of the overall management program planned to accomplish the objectives of this project.
- c. A thorough explanation of the Contractor's proposed course of action. References should be made to RFP requirements and the Contractor's plans for meeting those requirements. If the Contractor proposes major changes in the RFP approach, those changes should be clearly specified.
- d. An itemized description of the proposed project schedule, and the end products to be produced.
- e. Technical discussion of the scope of work. Contractor's interpretation of the scope of work and demonstration of the Contractor's understanding of the project requirements, their capability to provide the requested scope of work and their commitment to meet the proposed schedule or alternative schedule submitted with their proposal.

#### **6.5. Project Management**

The Contractor must prepare an explanation of the project management system and practices to be used to assure that the project is completed within the scheduled time frame and that the quality of the required products will meet the TCTA's requirements. The proposal should explain the roles and responsibilities of project management as required and optional work products.

#### **6.6. Contractor and Subcontractor Staff**

The proposal must describe the qualifications and experience of each professional who will participate in the project including a resume for each member of the project team. List of Project Personnel and their duties and qualifications. A Project Manager must be designated and an organizational chart showing the manager and all project staff must be included. A matrix must be presented indicating the effort either in percentage of the total project or in man-hours which will be contributed by each professional during each phase or task making up the project. If a subcontractor will be used, the contractor must include a letter from the subcontractor committing to perform at least the work shown for subcontractor professionals in the above-described matrix. The proposal should explain the roles and responsibilities of the contractor and any subcontractors as required and any optional work products.

## **6.7. Contractor Qualifications and References**

The proposal must describe the nature and outcome of projects previously conducted by the Contractor which are related to the work described within this RFP. Descriptions should include a client contact name, address, phone number, a description of the type of work performed, approximate date on which the work was completed and professional staff that performed the work. If a subcontractor is proposed, two or three similar qualifications and references should be provided for the subcontractor.

Please list references of at least three customers that are currently using this product/software under similar circumstance as Tuolumne County Transit proposes as well as one former customer. The TCTA may contact some or all of these references to better understand your services and performance levels. References should be comparable in size and complexity to the TCTA installation.

For each reference, the Contractor must include contact names, telephone numbers, and a brief description of the nature and outcome of each project. Reference information will be considered within the evaluation process in determining Contractor compliance with applicable criteria. The TCTA may contact references furnished by the Contractor, in addition to other individuals not furnished by Contractor. The TCTA is not limited to specific contacts at any reference company. The TCTA reserves the right to obtain and use, in its evaluation, information from sources not necessarily identified by Contractor.

## **6.8. Cost Proposal**

In addition to a Technical Proposal, the prospective Contractor shall prepare a detailed Cost Proposal for the work to be performed by task. The Cost Proposal shall itemize all items that will be charged to the TCTA including travel charges that will be involved in the project and included in the bid amount. Costs shall be segregated to show specific tasks within required and optional the scope of work, staff hours allocated to each task, rates, classifications, administrative overhead and a rate schedule for extra work. Cost Proposals shall be submitted in a separate sealed envelope.

If subcontractors are to be used, the prospective Contractor must indicate any markup that the prospective Contractor plans to take on subcontracts. The same breakdown of subcontract costs shall be provided as is required for Contractor costs above. Failure to provide detailed cost breakdowns will be cause for rejection of the proposal.

### **6.9. Fee and Method of Payment**

Progress payments will be made on a task and percent completed basis and no more frequently than at monthly intervals by the TCTA Executive Director. Invoices will be based upon the work completed by task at the close of the billing period. Progress payments will be limited to 90% of the budget for the tasks completed. The 10% retention will be released upon completion, presentation and approval of all tasks as identified within the Scope of Work. Payment for work completed can be expected within 30 days of invoice receipt and verification of work performed.

### **6.10. Policy**

The Contractor shall comply with Title VI of the Civil Rights Act of 1964, as amended.

### **6.11. Contract**

This RFP does not obligate the TCTA to award a contract to develop a Real Time Passenger Information System. The Scope of Work is subject to modification as work progresses on each element. All costs incurred in the preparation of a proposal are the responsibility of each proposer and will not be reimbursed by the TCTA. If the contractor wished to amend, delete or change any language in the draft contract, such changes must be clearly requested and explained in the Proposal.

### **6.12. Insurance Requirements**

The successful Contractor will be required to maintain, throughout the term of the agreement, insurance of the type and amount indicated in the TCTA's Standard Insurance Requirements, attached hereto as Exhibit B to the Draft Agreement.

### **6.13. Form of Agreement**

A copy of the Draft Agreement to be executed between the parties is included in this RFP as Attachment B. It is imperative that the prospective Contractor familiarize themselves with each of the provisions contained in the Draft Agreement prior to preparing and submitting a proposal. If any changes to the contract will be proposed by the Contractor, if selected, these items/issues should be clearly specified in the proposal.

