Request for Proposals

Introduction:
Several public transit agencies in southwest Michigan are interested in purchasing a web-based software application for improved client management, scheduling and routing.

Proposal Requirements:
Please provide electronic proposal to:
Marcy Colclough, Southwest Michigan Planning Commission
185 E. Main Street, Ste 701, Benton Harbor, MI 49022

Proposals are Due: **April 27, 2008 at midnight by email**

Please provide the following sections in your proposal:
1. Company Overview
2. Main Software Functions (at a minimum respond to functional specifications below)
3. Hardware/Software Requirements
4. Describe Software Installation and Training Process (including an estimated timetable)
5. Describe (set-up and on-going) Support Offered (24/7; on-line, etc.)
6. Itemized Costs per 8 public transit services (listed below) including:
• installation/initial purchase and training costs (this cost should not exceed $12,000 per agency)
• annual maintenance
• software upgrades
• hourly costs for additional customization
• on-going support options
7. References (at least 3 contacts for references)

Transit Systems Background:
1. St. Joseph County
Overview: Service consists of both semi-fixed route service and demand-response service that operates M-F from 6 am to 6 pm., Saturday 9 a.m. - 5 p.m. and Sunday 7 a.m. - 2 p.m.
Service Area: countywide - 503.72 sq. mi.
Major Client Type(s): 4% Client route (contracted service), 60% Demand
# of Vehicles: 18
# of Trips/Year: ~70,000
Contact: SuEllen M. Headley, Director, St. Joseph County Transportation Authority
810 Webber Ave, Three Rivers, MI 49093
269.273.8084 (phone), 269.273.8085 (fax), sjcta@verizon.net

2. Van Buren County
Overview: Provides countywide service and 2 dial ride operations in South Haven and Paw Paw. Currently offers rides M-F 6:00 a.m. - 6:00 p.m., but looking to expand services.
Service Area: County wide , 632 sq miles
Major Client Type(s): Seniors, Disabled and general public
# of vehicles: 16
# of trips/Year: 56,000

Contact: Tony Dacoba, Director, Van Buren Public Transit
610 David Walton Driver, Bangor, MI 49013
269.427.7377 (phone), 269.427.5062 (fax), DacobaT@vbco.org

Berrien County
3. Berrien Bus
Overview: Service consists of both semi-fixed route service and demand-response service that operates M-F from 5 am to 5 pm.
Service Area: Berrien County with most service provided outside of Twin Cities Dial A Ride and Niles Dial A Ride service areas.
Major Client Types: Approximately 75% of BerrienBus passengers are elderly or have a disability. Largest customer is Gateway.
# of Vehicles: 24
# of trips/vehicle/year: Varies by age of vehicle and the type of vehicle needed for a certain route.
# of Trips/Year: 120,000
Contact: Dennis Schuh, Berrien Bus/Berrien County
701 Main Street, St. Joseph, MI 49085
269.983.7111 (phone) dschuh@berriencounty.org

Buchanan Dial A Ride
Overview: City of Buchanan and its fringe areas.
Major Client Types: General public 39%; disabled 32%; and senior 29%.
# of Vehicles: 3 cutaway buses in our fleet - two are active and one is a backup.
# of Trips/Year: 10,504 rides in FY 2007
Contact: Kimberly O'Haver, Vice President – Administration, Transportation Management, Inc.
310 Main Street, St. Joseph, MI 49085-1233
(269) 983-8990 (phone)   (269) 983-4248 (fax)   tmikim@parrett.net

Berrien Bus and Buchanan Dial A Ride are dispatched from the same place. The software should be able to handle information for both systems and be able to produce separate reports the systems.

4. Twin Cities Dial A Ride
Overview: The Twin Cities Area Transportation Authority (TCATA) was established in 1974 and operates a demand response service M-F 6:00 a.m. - 6:00 p.m. and SAT 8:00 a.m. - 4:30 p.m.. Operate one line haul/fixed route serving shopping centers. Does some contractual work, but mostly same day demand response.
Service Area: the city of Benton Harbor, City of St. Joseph, Benton Township, part of St. Joseph Township, and Royalton Township
Major Client Type:
# of Vehicles: 23 (18 with lifts)
# of Trips/Year: 195,403
Contact: Bill Purvis, Director, Twin Cities Dial A Ride
275 East Wall Street, Benton Harbor, MI 49022
(269) 927-2268 (phone)   (269) 927-2310 (fax)   tcata@ameritech.net

5. Niles Dial A Ride
Overview: The Niles Dial-A-Ride system started in November 1974, and is operated by a private transit provider under contract to the City of Niles. The service consists of both demand response service and one flex route. Service is within the City of Niles proper. All administration, maintenance, and storage is housed in the same facility.

Major Client Type: 18,558 disabled- 18,844 Elderly
# of Vehicles: 7 (all lift equipped)
# of Trips/Year: 76,089
Contact: Sandra Naugle, Operations Manager
623 N. Second Street, Niles, MI 49120
(269) 683-4700 (phone)   (269) 684-5154 (fax)   snaugle@nilesmi.org

6. Cass County
Overview: Service consists of both semi-fixed route service and demand-response service that operates M-F from 6 am to 6 pm.
Service Area: Cass County with most service provided outside of the Dowagiac Dial A Ride service area.
Major Client Types: Approximately 83% of Cass Transit passengers are elderly or have a disability. Largest customers are Council on Aging and Woodlands Behavioral Health Center.
# of Vehicles: 11
# of trips/vehicle/year: Varies by age of vehicle and the type of vehicle needed for a certain route.
# of Trips/Year: 28,000
Contact: : Dennis Schuh, Coordinator, Cass County Public Transit
403 E. State Street, Cassopolis, MI
269.445.2455 (phone) dschuh@berriencounty.org

7. Branch County
Overview: Operate a county-wide demand-response system for Branch County. Operate Monday - Friday 6 a.m. - to 6 p.m.; Saturday 9 a.m. - 5 p.m.; and Sunday 9 a.m. - 1 p.m. All of our vehicles are lift equipped, except for a van. We are based in Coldwater.
Service Area: The entire County of Branch.
Major Client Type: Approximately 70% of our ridership is either senior, disabled, or both. We contract with our local mental health workshop and carry clients for them twice a day Monday - Friday.
# of Vehicles: 11 lift-equipped busses and 1 van no lift.
# of Trips/Year: approximately 90,000 but have carried as many as 100,000 in the past. This year is looking as though it may be a high year.
Contact: Kara Derrickson, Director, Branch Area Transit Authority
306 South Clay Street,, Coldwater, MI 49036
(517) 279-8671 (phone)   (517) 278-2300 (fax)   authoritbr@cbpu.com

8. Kalamazoo County
Care-A-Van:
Overview: County-wide demand/response service for Kalamazoo County. Service operates Monday -- Friday from 7:00 am to 6:00 pm. The service hours are expected to be expanded to Monday -- Saturday from 6:00 am to 10:00 pm in the near future.
Major Client Type: Approximately 99% of passengers are senior, disabled, or both. There are currently 1,675 passengers registered as senior or disabled.
# of Vehicles: 17 lift equipped buses; contractor supplements with 2 cutaway buses and 5 minivans.
2007 trips: 68,955

Metro Van:
Overview: ADA required complimentary paratransit service covering 3/4 of a mile beyond fixed-route service in Kalamazoo/Portage area. Service operates Monday -- Saturday from 6:00 am to 10:00 pm.

Major Client Type: ADA certified passengers who are unable to use fixed-route service because of a disability.
# of Vehicles: 15 lift equipped vans; contractor supplements with up to 7 additional lift equipped vans.
2007 trips: 39,613

Both services are operated by the same contractor under separate contracts. If not taken in-house at the end of the current contracts on June 30, 2009, they will be bid under one contract and the services combined, but the software would be required to distinguish between the two services.
Contact: Richard G. Congdon, ADA Coordinator Kalamazoo Metro Transit
530 N. Rose St., Kalamazoo, MI 49007
(269) 337-8477 (phone)   (269) 337-8211 (fax)   CongdonR@kalamazoocity.org

Specifications:
Please explain if your software/company **currently provides** these functionalities. If your software currently does not have a feature, please explain how much it would cost to build and include the specified functionality and a timetable for completion.

1. A **web-based** software that can allow for other parties to have differing levels of permission to view information in the system. (Web based means that the software application is **coded in a browser-supported language** (such as HTML, ASP, PHP, Perl, Python etc.) and **reliant on a common web browser** to render the application executable.)

2. Maintains detailed customer information (searchable by first name, last name, telephone number, postal code, municipality, ability to suspend customers & remove associated future bookings and also identify inactive/deceased customers & remove future bookings, have options to select for client that will show by default such as wheelchair, blind, walker, etc.) Also, have a default setting if a client usually has an escort and then when a trip is scheduled this is taken into account when looking at bus availability. When booking a client trip, the system should only show available buses that will serve that client based on if the client has a wheelchair or an escort.

3. Maintains detailed fleet & third party vehicle information (with ability to have flexible seating configurations, monitor dates for insurance / service intervals, assign vehicles to dedicated operational areas / districts / zones, assign vehicles to defined trip type (dial-a-ride, social, education), ability to attach running cost invoices, accident reports, vehicle history records etc)

4. Provides detailed driver (employee) information (with ability to track license renewal, training, add human resource related notes, etc).

5. Provides automatic driver scheduling with prompts when driver is in range of overtime.

6. Maintains detailed destination information and is searchable by name and/or category (such as shopping, medical, educational, etc). Ability to assign a "fudge time factor" into a destination that would be calculated into each trip. (For example, if it is known that it always takes at least 5 minutes to get in and out of the Meijer Parking lot, this time would be accounted for in the system automatically when Meijer is chosen for the trip destination.)

7. Provides interactive, flexible fare templates (with ability to enter in a customized or reduced fares and automatically calculates trip distance & standard fare using built-in tool)

8. Assists with accounting and payments (with ability to generate customer & supplier invoices, record status of invoices generated including paid/unpaid, generate standard late payment letters etc., maintain record of cash fares taken on vehicles, and tracks no-shows). Integration with Quick Books.

9. Automatic <u>Optimized</u> Scheduling - Provides user-friendly, optimized, flexible online customer trips bookings using interactive mapping technologies. (with ability to automatically calculate time/distance and to automatically display vehicle options prioritized by the most suitable/efficient vehicle available for the requested trip.). The software should be able to handle scheduling on the fly and also batch scheduling for the next day with a drivers manifest printed.

10. Provides dynamic visual booking grids for online route planning (provides a visual representation of the outbound and return trips and other information relating to vehicle outage, eg. maintenance periods. The vehicle outage, driver lunch & maintenance periods are visually displayed. Ability to drag / drop / extend / move / delete bookings manually from the booking grid.)

11. Provides standard & extensive ad-hoc reporting tool with extensive searching capabilities.

12. Ability to provide a simple online third party booking form which would be sent via the website to the dispatchers screen. The booking form would be automatically populated with the passengers request as supplied. Booking confirmation is able to be sent to third party.   The third party could be a human service agency case worker who is scheduling trips for a client or it can be a user/rider of transit requesting a trip from any computer with an internet connection. Each would need a way to register for a user name and password to access the system on-line.

13. Compliant with all HIPPA regulations regarding privacy of users.

14. Ability to import data from other software back to 2002.

15. Ability to integrate AVL - Automatic Vehicle locator technology

16. Ability to expand to driver retrieval of dispatch information while within the vehicle.

17. Ability to begin installation within 2 weeks after decision.

18. All transit data must be capable of being backed-up in-house daily. Also need to ensure that the company would allow the transit to take their data history with them if the transit purchased a different software or if routing system vendor's business failed.

19. Digital and hardcopy user manuals for all work stations.

Evaluation Process:
Each transit agency will review the submitted proposals and contact the vendors at least by May 20, 2008. Cost will not be the determining factor for vendor selection. Each software/company will be evaluated on:

1. Ease of Use (amount of training needed)
2. Compatibility with existing hardware/software
3. Responsiveness to meet functional specifications (especially web-based)
4. Level of current customer satisfaction
5. Price (including annual costs)
6. Timetable to install/train
7. Level of training and support offered