

**REQUEST FOR PROPOSAL FOR AUTOMATED
DEMAND RESPONSE TRANSPORTATION
MANAGEMENT SYSTEM FOR
BARSTOW AREA TRANSIT
CITY OF BARSTOW**

The Barstow Area Transit System covers approximately 653 square miles in the northern region of San Bernardino County. This includes the City of Barstow as well as the surrounding areas of Yermo, Dagget, Newberry Springs, Hinkley and Lenwood.

The System currently consists of 3 Fixed Routes, ADA complimentary Paratransit, City DAR and County DAR

The Barstow Area Transit System transports 250,000 passengers per year. The Systems travels almost 600,000 miles annually with 19 revenue vehicles.

REQUEST FOR PROPOSAL FOR AN AUTOMATED DEMAND RESPONSE TRANSPORTATION MANAGEMENT SYSTEM FOR CITY OF BARSTOW

SECTION 1 – PROJECT INTRODUCTION AND BACKGROUND

1.1 Introduction

The Barstow Area Transit system started as a DAR system in the greater Barstow area, which was contracted to Muncie Taxi Company in the 1980's. The Fixed route system was implemented in 1992 with 3 Fixed Routes. The system has seen ridership increases every year with a 40% increase this past year.

1.1.1 – City of Barstow Automated Demand Response Transportation Management System Requirements

The City of Barstow desires automated demand response transportation management system that meets the specifications set forth in this request for proposals (RFP). As an option, if funding is available, the City of Barstow would like to invest in an Automatic Vehicle Location (AVL) and Mobile Data Computers (MDC).

The City of Barstow will issue a purchase order to the vendor that provides the best value for the solution, including the options selected by the City of Barstow, and who meets all the specifications of this proposal solicitation.

The proven ability of the technology to meet City of Barstow objectives and experience in similar installations with paratransit software and other technologies	5
Understanding of the project and responsiveness to the RFP	15
The track record (ability) of the offerer to meet the implementation schedule	15
The track record of the offerer to support their products and services	15
Staff assigned to project	15
Cost	25
If you have any questions about this proposal, please contact:	

Jason Shaw
City of Barstow
220 E. Mountain View Street, Suite A
Barstow, Ca. 92311
Telephone (760) 255-5123

1.2 - Project Objectives and Goals

It is expected that the technologies shall assist the City of Barstow in a variety of demand response management functions including, but not limited to:

1. Data collection, reporting and record keeping - reducing staff time and generating required reports,
2. Assisting staff to improve their performance - greater staff efficiency,
3. Greater customer convenience - rapid reservation process,
4. Assist the dispatcher in making decisions,
5. Vehicle Tracking - including reporting and record keeping.
6. Utilize program from multiple dispatch locations utilizing the same database via networking or preferably by web base application.
7. Automated report generation
8. Integrated system

SECTION 2 - ADMINISTRATIVE AND CONTRACTUAL INFORMATION

2.1 - Purpose

The objective of this RFP is to provide offers with sufficient information about the contract requirements in order to facilitate preparation of meaningful proposals.

2.2 - Scope

This RFP contains instructions governing the content of the proposals and the format in which they are to be submitted. It requires the credentials of the offeror to be demonstrated in the areas of expertise necessary to the contract. There are mandatory requirements to be met, but should the offeror foresee the need for additional information, concise and relevant communication is encouraged.

2.3 - Issue Date: January 3, 2012

2.4 - Inquiries

Inquiries concerning this proposal are to be submitted in writing to:

Jason Shaw
City of Barstow
220 E. Mountain View Street, Suite A
Barstow, Ca. 92311
Telephone (760) 255-5170

Closing date for receipt of inquiries is January 17, 2012

2.5 - Closing Date

One original and 4 insert number of copies 4 copies each of the Technical and Price Proposal, each in a separate sealed envelope, must be received no later than **February 6, 2012 at 5:00 PM PST** addressed to:

Jason Shaw
City of Barstow
220 E. Mountain View Street, Suite A
Barstow, Ca. 92311
Telephone (760) 255-5123

Proposals not received by the time and date stated shall not be considered.

Technical and Price Proposals shall be submitted in separate, sealed envelopes marked with the name of the firm submitting them, the contract title, and the words, "Technical Proposal," or "Price Proposal".

2.6 - Discussions

The City of Barstow may enter into discussions with qualified offerors. The term "Qualified Offerors" includes only those responsible offerors who have submitted proposals initially judged by the Transportation Manager to be reasonably susceptible of being selected for award. Discussions shall be led by a Transportation Manager of the offeror who is authorized to enter into binding negotiations. Discussions shall consist of an oral presentation by the offeror to the City of Barstow Evaluation Committee, questions from and negotiations with the Committee and Procurement Officer. Offerors shall be notified of the time, date, and location of the discussions. **Submission of a proposal does not guarantee an offeror the opportunity to be invited in for discussions.**

Subsequently the City of Barstow, at its discretion, may hold further discussions with one or more of the highest rated offerors may request revised offers, and/or Best and Final Offers in accordance with State Procurement Regulations.

The City of Barstow retains the right, at its discretion, not to hold discussions with offerors and may award a contract on the basis of technical and price proposals as submitted if, in the judgment of the Transportation Manager, the response to this RFP demonstrates sufficient competition so that acceptance of an initial offer without negotiation would result in a fair and reasonable price.

2.7 - The Proposals

To be considered, offerors shall submit a complete response to the RFP using the format provided in Section 3. This proposal format is mandatory. Proposals shall provide a straightforward, concise delineation of the offeror's capability to satisfy the requirements of this RFP.

2.8 – Confidentiality, Public Record

All offerors are hereby given notice that each proposal received shall become the exclusive property of the City of Barstow and, unless the City of Barstow prior written agreement to maintain all or part of a proposal confidential as a trade secret is first obtained, each offeror shall be subject to disclosure pursuant to the Federal Freedom of Information Act. The City of Barstow shall not in any way be liable or responsible for the disclosure of any proposal or portions thereof absent such agreement.

2.9 - Signatures

Each proposal shall be signed by an officer authorized to make a binding commitment for the firm(s) making the proposal.

2.10 - Incurring Costs

The City of Barstow shall not be liable for any cost incurred by any offeror in preparation of its proposal or presentation for these services.

2.11 - Addenda and Supplements to RFP

In the event that it becomes necessary to enable offerors to make an adequate interpretation of the provisions of this RFP, or if any substantive issues require change or clarification, an addendum to the RFP shall be provided to each offeror that requested an RFP through the City of Barstow or its consultant. Offerors shall acknowledge receipt of all addenda in the transmittal letter of their Technical proposal.

2.12 - Acceptance of Proposals

The City of Barstow intends to make an award to the offeror who best satisfies the needs of the City of Barstow at a reasonable price and other factors considered (see Section 7). This request does not commit the City of Barstow to award a contract. Contents of the proposal and all of the terms of this RFP may become contractual obligations if a contract ensues. Failure of the offeror to honor its obligations may result in cancellation of the award.

By submitting a proposal in response to this RFP, the offeror thereby accepts the terms and conditions set forth herein, including all Federal Transportation Administration (FTA) rules and regulations (Appendix B).

2.13 – Awards Criteria

The following criteria shall be used to evaluate the proposals by order of importance:

- The proven ability of the technology to meet City of Barstow objectives and experience in similar installations with paratransit software and other technologies
- Understanding of the project and responsiveness to the RFP
- The track record (ability) of the offeror to meet the implementation schedule
- The track record of the offeror to support their products and services
- Staff assigned to project
- Cost

2.14 - Rejection of Proposals

The City of Barstow reserves the right to reject any or all proposals if not responsive to the RFP.

2.15 - Schedule of Activities

Please note that dates are subject to change based on City of Barstow needs.

<u>Item</u>	<u>Date</u>
RFP Issue Date	January 3, 2012
Proposal Inquiry Deadline	January 17, 2012
Response in Writing, to Questions	January 24, 2012
Appeals and Request for Reconsideration	January 31, 2012
Closing Date for Receipt of Proposals	5:00 PM PST, February 6, 2012
Bid Openings	5:01 PM PST, February 6, 2012
Discussions/Negotiations	February 9, 2012
Anticipated Notice to Proceed	February 16, 2012
Training in Barstow, Ca.	Week of March 5, 2012
Full Implementation to Satisfaction of the City of Barstow	June 1, 2012

SECTION 3 – TECHNICAL PROPOSAL PREPARATION AND FORMAT

3.1 - General

Offerors under this RFP shall clearly outline their comprehensive approach to fulfilling the requirements and fully describe their plans for responding to the needs outlined in Section 3 of this RFP.

The technical and price proposals shall be reviewed for consistency with the requirements of this RFP. Failure to respond with the required information may result in the offeror being eliminated from consideration.

3.2 - Format

Offerors shall respond to this RFP in accordance with the format specified in Sections 4.3 and 4.4 to ensure the submission of information essential to comprehensive evaluation of the proposals. The content may be expanded, but the format must be adhered to.

The proposals shall contain the information outlined below, be 8 1/2" x 11" in size. Sections and subsections shall have tabs keyed to the Table of Contents. The Technical Proposal shall be bound separately from the Price Proposal. Proposals need not be elaborate nor should they contain unnecessary artwork; rather, they shall be typewritten and reproduced in as economical a manner as necessary to present the required information.

3.3 - Technical Proposal Format (One Original and 4 Copies)

1. Title Page
2. Transmittal Letter
3. Table of Contents
4. Executive Summary (5 pages maximum)
5. Description of Organization and Qualifications - Provide a description of the major business functions, history, and organizational structure of the Offeror Organization. Include a profile of the location of all offices, staffing and services provided; and senior company officials' names, addresses, and phone numbers. Also provide:
 - Experience on Similar Projects (Client References) - Summaries or brief descriptions of a minimum of five contracts performed by the prime contractor (plus at least one for the subcontractor(s), if any) which are most related to requirements of this contract. Limit descriptions to those most relevant to this contract and most representative of the firm's capabilities. References must be for goods and services provided within the past five years. Include the name of the client and a contact person, date of installation,

software installed, number of daily one-way trips for both demand and standing order, any installation issues, and custom features or extensive report capabilities (REFERENCES WILL BE CHECKED).

- How many years has the firm been in business, and how many years has it been selling and installing demand response software?
 - Numbers of staff broken out by management, sales, programmers, analysts, and other support staff.
 - Are there any pending litigation regarding any aspect of the technologies requested? If so, describe.
 - Ownership structure.
 - Supply financial data for your company so that City of Barstow can determine the financial strength of the firm.
6. Scope of Work - Section 4 – Complete compliance matrix, and note any exceptions. Also, please complete the additional Section 4 questions not included in the Compliance Matrix that include:
- Recommended Hardware
 - System Installation
 - Testing and Acceptance
 - Training and Documentation
 - Warranty and Quality Assurance

Please be prepared to demonstrate all features and functions detailed in the compliance matrix at the best and final meeting.

7. Project Management and Implementation Plan – The project management plan shall include a detailed schedule, identification of a project manager, team members and key personnel with resumes attached for all personnel involved. This section should also cover the overall organizational structure, quality management approach, and customer care programs.
8. Maintenance Plan – Describe standard services of the maintenance program.
9. **Any exceptions or deviations to the RFP must be detailed and explained.** If any, these should be provided in the beginning of the response to Section 3.

SECTION 4 - SCOPE OF WORK

4.1 - Introduction

The City of Barstow is using a set of principles to guide this procurement. These principles are seen throughout the RFP and must be addressed by the proposing offerors. These principles are as follows:

- **Proven Technology, Products, and Services** – The City of Barstow is interested in purchasing proven technologies and contracting with companies with excellent track records.
- **City of Barstow desires an integrated system** – The City of Barstow is interested in purchasing technologies (as needed), and the related services that shall ensure a fully functioning set of technologies meeting the required specifications. The contractor shall be responsible for all aspects of the installation including the actions of all subcontractors.
- **Support of Products** – The City of Barstow considers support of the product to be as important as the product itself. The contractor shall be held to a high standard as is specified in the RFP.
- **Performance/Functional Specifications** - This scope of services allows for flexibility in developing a proposal. The focus of the procurement is on performance specifications. The offeror is frequently requested to use their best judgment (and explain in detail their approach) in meeting the specifications of this RFP.

4.2 - Work to be performed by Contractor

The contractor shall provide integrated technology for the City of Barstow. The contractor shall do the following:

1. Supply proposed products
2. Conduct detailed training of all City of Barstow and Operations Contractor staff
3. Provide manuals/training guides for City of Barstow and Operations Contractors staff persons
4. Ensure successful implementation as required in this RFP within the required timeframe.
5. Provide on-going support/cooperation with City of Barstow

4.3 - Work to be performed by City of Barstow

The City of Barstow shall be required to be actively involved in the installation/implementation of the technology. This includes:

1. Provide work space for the contractor
2. Provide access to office space, and any other locations as needed by the contractor
3. Provide the necessary computers
4. Ensure that staff is available for training
5. Provide data entry for data in hard copy format, assuring accuracy of the information
6. Provide proper implementation support

4.4 - Functional Specifications - Automated Demand Response Transportation Management System.

RESPOND TO ALL ASPECTS OF THE FUNCTIONAL SPECIFICATIONS THAT FOLLOW. Include a copy of the offeror's software and hardware licenses for the prime and subcontractors for the software, and data entry device.

The City of Barstow shall utilize proven technologies and products. The Functional Specification is for an Automated Demand Response Transportation Management System.

The software must be able to meet the specifications described below in the Compliance Matrix. The text describes the required software system functions. Each function must be fully integrated into the City of Barstow to allow for maximum flexibility. The City of Barstow requires a product that is based in the Windows format. The contractor must keep up with the latest appropriate version of Windows.

The following functional specifications are those required by the City of Barstow. **Each offeror must specifically address their capability to meet each of these specifications.** To support this, submit copies of each screen that will be used by our staff and enough documentation to demonstrate your capabilities to perform this work for each of the twelve functional areas as an Appendix to your RFP.

Any deviations from the specifications or exceptions must be clearly noted in the proposal and compiled in a section of the proposal called "Exception to the RFP Requirements". The City of Barstow shall entertain other options and recommendations if they can improve upon the current requirements.

4.4 – Functional Specifications

Automated Demand Response Transportation Management System Compliance Matrix

NUMBER	SCOPE OF WORK	COMPLIANCE		COMMENTS
		Y	N	
A.	SYSTEM SPECIFICATIONS			
A.1	Use an industry standard Relational Database Management System (RDBMS)			
A.2	Use commercially available geographic information datasets for its integrated GIS system			
A.3	Be a 32-bit application that runs on a Windows NT/2000/XP platform.			
A.4	Feature client-server architecture			
A.5	Provide multi-user functionality			
A.6	Support interfaces to other data sources and applications, including legacy systems and future applications			
A.7	Enable site-specific configuration through user definable codes and parameters			
B	GIS MAPPING			
B.1	Use digital maps to geocode locations and calculate distances			
B.2	Geocode locations by several means, including: <ul style="list-style-type: none"> • Entering a cross street or block range • Mouse clicking the location on the map • Matching address information to the map data 			
B.3	View major features of service areas, including roads, railways, water features, buildings and various kinds of polygons, as well as routes and runs			
B.4	Resize the system map			
B.5	Zoom in or out of the map			
B.6	View or hide street names			
B.7	Change line attributes (color, width, dotted or solid,			

NUMBER	SCOPE OF WORK	COMPLIANCE		COMMENTS
		Y	N	
	zoom threshold)			
B.8	Define polygons for many uses, such as land use, boundaries for service areas and sub-areas, fare zones, congested areas.			
B.9	Select which polygons appear on the map			
C	PARAMETER SETTINGS			
C.1	<p>The system administrator shall be able to define the categories of ancillary data used to register clients and book trips. Categories should include:</p> <ul style="list-style-type: none"> ▪ Address types ▪ Location types (e.g. medical, government, shopping, recreation, etc.) ▪ Polygon types (e.g. ADA corridors, service polygons, fare polygons, etc.) ▪ Vehicle types ▪ Passenger types (client, attendant, companion, etc.) ▪ Mobility aids ▪ Space types (ambulatory, wheelchair, scooter, etc.) ▪ Disability types ▪ ADA types (e.g. full, conditional, temporary, etc.) ▪ Eligibility conditions (may consider purpose of trip or needs of passenger) ▪ Service types (ADA, Medicaid, corporate shuttle, etc.) ▪ Purpose of trip ▪ Fare types ▪ Zone to zone fare calculations ▪ Funding sources ▪ Trip quotas by funding source ▪ Providers 			

NUMBER	SCOPE OF WORK	COMPLIANCE		COMMENTS
		Y	N	
D	CLIENT REGISTRATION AND MANAGEMENT			
D.1	Register clients with the following client information: client home and work addresses (including default), disability type, space requirement, load/unload time, fare type, prepayment option, paratransit service type, comments, eligibility conditions funding sources (including default) and funding date, application, eligibility and suspension dates.			
D.2	Assign one or more providers to each client including eligibility dates.			
D.3	Search for a specific client record using partial name, client number, Social Security Number/ Social Insurance Number, date of birth and phone numbers.			
D.4	View a list of all registered clients.			
D.5	Filter the client list according to client name, active clients only, addresses not geocoded, new registrations.			
D.6	Configure the software to assign a balance to client accounts and automatically deduct fares.			
D.7	Establish an overdraft limit for automatic fare deductions. Make credit or debit adjustments as required.			
D.8	View summary statistics about a client including last trip date, cumulative trips, no shows, cancellations and late cancellations.			
D.9	Enable or disallow on-the-fly certification of non-registered passengers.			
D.10	Configure the software to remind clients automatically of scheduled trips using IVR system (where IVR has been incorporated).			
D.11	Establish conditional eligibility role and associated defaults (fare type, funding source, etc.)			
E	TRIP BOOKING AND ADMINISTRATION			
E.1	Book casual or subscription (recurring) trips.			
E.2	Book a trip specifying either a pick-up time or a drop-off time.			

NUMBER	SCOPE OF WORK	COMPLIANCE		COMMENTS
		Y	N	
E.3	Receive alerts about conditions of a client's eligibility when entering a new trip request.			
E.4	Assign a priority level to a trip booking, which may determine the order in which the trip will be batch scheduled.			
E.5	Automatically generate reverse trips.			
E.6	Create multi-leg trips.			
E.7	For subscription bookings, specify beginning and end dates, dates during which the service is suspended, and exception days.			
E.8	Receive an automatic warning when attempting to book a trip that conflicts with another booking			
E.9	Assign and remove clients from group bookings.			
E.10	Save trip requests for later scheduling or proceed immediately from booking to real-time scheduling.			
E.11	Look up a client's existing trips.			
E.12	Unschedule, reschedule, edit and cancel bookings.			
E.13	Suspend and resume a subscription trip.			
E.14	Discontinue/cancel a subscription. Subscription trips already scheduled to runs will be cancelled.			
E.15	Indicate the reason (provide comments) for trip cancellations using codes.			
F	COMMON LOCATIONS			
F.1	View a list of common locations (excluding client home addresses) when booking trips.			
F.2	Filter locations by assigned name, assigned type, locations not geocoded, newly registered items.			
F.3	Search for a location by name, location type and/or phone number.			
G	FARES			
G.1	Define fare types, including flat fares, zone fares and distance fares.			
G.2	Define funding sources.			
G.3	Automatically calculate the total fare based on the fare type that applies.			
G.4	Automatically calculate the percentage of a fare that will			

NUMBER	SCOPE OF WORK	COMPLIANCE		COMMENTS
		Y	N	
	be paid by the funding source.			
G.5	Enable clients to pay ahead and deduct from the client's balance.			
G.6	Set up an automatic alert system that notifies the user when a client in overdraft tries to book a trip.			
H	RUNS			
H.1	Create a master run that can be activated later as an individual template run or as a live run.			
H.2	Capture details of a run including name, type, provider, days of operations, pull-out/pull-in times, garage, driver and vehicle (optional), vehicle type, capacity, maximum service time, service area and service type.			
H.3	Create template runs that include all subscription trips and other standard events for a weekday schedule.			
H.4	Designate runs and/or drivers who can over perform or under perform relative to normal operating speeds.			
H.5	Create live runs that include all events scheduled for a particular date.			
H.6	Add new runs to live schedules to accommodate extra trips.			
H.7	Delete runs from master, template and live schedules.			
H.8	Search for runs according to various criteria including name, capacity, type, effective dates, service type or provider.			
H.9	Assign a vehicle and driver to a live run.			
H.10	Change capacity types of a group of runs all at once.			
H.11	Automatically verify whether changes to run specifications affect previously scheduled trips.			
I	SCHEDULING			
I.1	Ability to integrate database with fixed route scheduling, current or future.			
I.2	View multiple run solutions for a booking and select the most appropriate.			

NUMBER	SCOPE OF WORK	COMPLIANCE		COMMENTS
		Y	N	
I.3	Update a schedule in real-time while a client is on the phone.			
I.4	Schedule bookings on a same-day basis or any number of days in advance.			
I.5	Negotiate with the client for the most efficient trip while considering customer service issues.			
I.6	Schedule one trip at a time.			
I.7	Produce multiple scheduling solutions for the same run.			
I.8	Re-optimize a schedule on the day of service.			
I.9	<p>Adjust parameters and filters while scheduling to optimize scheduling solutions:</p> <ul style="list-style-type: none"> • Adjust the windows of time in which the system will search for pick up or drop off solutions. • Adjust the maximum number of solutions the system will produce. • Evaluate solutions using triangulation, barriers and/or street routing. • Adjust costing weights to determine where priority is placed when the system searches for solutions. • Look for scheduling solutions within a particular run or runs. 			
I.10	Display and verify the integrity of runs and itineraries on GIS map.			
I.11	Edit details of a booking during the scheduling process.			
I.12	Reschedule trips and re-sequence runs using drag and drop functionality.			
I.13	Batch schedule an entire day of trips by matching against another schedule			
I.14	Batch schedule an entire day of trips "from scratch."			
I.15	Filter schedule information according to trips, runs, run itineraries, slack time and deadhead time.			
I.16	Add trips to schedules on the day of service.			

J	SCHEDULE ADMINISTRATION			
J.1	Automatically load schedules into the system so that trips can be scheduled and the schedule optimized.			
J.2	Specify different types of schedules, including live (specific date), template (weekday) or schedules for training purposes only.			
J.3	Add and delete schedules.			
J.4	Set up automatic loading of schedules (e.g. 14-day window).			
J.5	Set speed factors that modify the average speed of vehicles to fit varying patterns in traffic.			
J.6	Define the maximum on-board time for clients.			
J.7	Make copies of schedules for training and “what if” testing.			
K	DISPATCHING			
K.1	Assign vehicles and drivers to runs.			
K.2	Work with a color-coded system that indicates the degree of urgency for any undispached incident.			
K.3	Monitor and dispatch incidents (undispached events such as pick ups, breaks) throughout the day.			
K.4	Identify and view all vehicles and runs with scheduling violations.			
K.5	View unscheduled trips			
K.6	View unassigned runs.			
K.7	Mark an event as performed.			
K.8	Mark an event as arrived.			
K.9	Unschedule a trip.			
K.10	Cancel a trip.			
K.11	“No-show” a trip.			
K.12	Flag incidents deemed urgent.			
K.13	Filter incidents according to various criteria including Unsent, Sent, Time Range, Run, Provider, etc.			

K.14	Define a run group so that dispatchers can view only the runs that they dispatch.			
K.15	Filter vehicles and runs by time period.			
K.16	Filter run itineraries by: <ul style="list-style-type: none"> • Performed • Not performed • Cancelled • Client events only • Future/past/all • Time range 			
K.17	View runs for which vehicles have not been assigned.			
K.18	Reassign a run to another vehicle			
K.19	Automatically reassign all trips to appropriate runs in the event that a vehicle is taken out of service.			
K.20	Reassign a driver to a run.			
K.21	Record odometer readings from driver manifests into the system.			
Optional K.22	Integrate intelligent vehicle technology such as mobile data terminals (MDT) and automatic vehicle location (AVL) to provide more effective real time dispatching.			
K.23	Poll vehicle (if AVL system is integrated).			
K.24	Automatically mark incidents/events as either unsent or sent by a particular mode (MDT, radio, log sheet)			
K.25	Send updates to drivers automatically via MDT.			
L	REPORTS			
L.1	Produce a variety of standard reports, including: <ul style="list-style-type: none"> • Data diagnostic • National Transit Database (NTD) • Fare/funding source • Operational • Productivity • Statistical data • Manifests • Taxi manifests 			
L.2	Create ad hoc reports using SQL query or Crystal Reports			

4.5 - Computer Hardware

Address your recommendations for hardware to meet the performance needs of the City of Barstow. The City of Barstow requires computers that optimize the performance of the technologies and ensures the longest useful life of the machines.

4.5.1 - Workstations

City of Barstow shall have 4 workstations. All 4 workstations shall include a 21-inch flat-panel LCD monitor. One workstation will be housed at City Hall offices and 3 will be housed at the Operations Contractor's work site.

4.6 – System Installation

4.6.1 - Installation/Implementation

The City of Barstow considers the offeror's track record in installation and implementation to be very important. Please pay particular attention to this section. The City of Barstow will supply the contractor with workspace as needed.

1. Provide an installation plan as part of this proposal. This plan shall be detailed enough so that the City of Barstow shall know every step of the installation process. Each task shall be broken out and described in detail. It is to include, but not be limited to, each of the topics outlined below.
 - a. City of Barstow staff involvement -- describe the level and type of staff time required for the installation and an estimate of hours. This should include all training.
 - b. Contractor staff time -- who shall perform the installation (supply resumes), what shall be their responsibilities, and how much time shall they be on the project. A Project Manager must be assigned whom the City of Barstow staff can reach within one hour of a request for assistance.
 - c. Level of interference with current operation – The City of Barstow requires that the contractor cause a minimum of disruption with the current operation.
2. Provide a detailed timeline of each task in the installation and implementation of the project.
3. Describe how long it has taken your company to implement other similar technologies. Describe both typical and difficult installations. Explain why the installation was difficult and explain how your firm shall avoid implementation pitfalls.

4.7 - System Testing and Acceptance

The City of Barstow cannot accept the technologies until it has validated that the contractor has met all requirements stated in this RFP. The contractor shall provide all labor and supervision for the installation and testing.

The City of Barstow, working with the contractor, shall develop acceptance procedures to ensure

the equipment is installed properly and accepted. All software provided shall be tested to confirm that it is compliant with the current specifications. All software is to be free from defects in design, material, workmanship, and is capable of sustained performance in the operating environment.

All software shall pass the tests described below or have the City of Barstow declare that the objectives of the tests have been met by field operations.

All of the software provided under this contract shall be subject to the following tests to confirm that they are:

- Free from operational defects, which affect performance.
- Compliant with the specifications.
- Delivered and accounted for. This includes all fare media, documentation, training, and support items.
- Ability to send reports to any of our network printers.

4.8 - Training and Documentation

4.8.1 - Training

1. Training is an essential component of successful implementation. Training shall be comprehensive and complete for all staff involved in the operation of the technologies. Training shall include:

Jason Shaw, City of Barstow
Ava Reyes, City of Barstow
Tom Conlon, General Manager, MVT
X, Operations Manager, MVT
X, Administrative Assistant, MVT
X, Dispatcher, MVT
X, Dispatcher, MVT
X, Dispatcher, MVT
X, Dispatcher, MVT
X, Dispatcher, MVT

Any other personal determined by the City of Barstow at time of training.

2. Training shall be accomplished by persons well versed with the technology, not a local contractor without experience in using the technologies. A system administrator shall also be trained to be able to deal with a variety of day-to-day problems.
3. The selected contractor shall provide a detailed training plan two weeks after award of contract. The plan shall be developed to train staff on site, while at the same time continuing their primary responsibilities. Describe whom the contractor shall train, the length of each training course, and the cost of the training. Training shall not begin until the City of Barstow approval of the training plan.
4. Complete training and user manuals shall be required for all trainees.
5. All training specified in this section shall be conducted during regular business hours,

evenings and weekends as needed.

4.8.2 - Documentation and System Handbook

The contractor shall supply the City of Barstow with hard copies of user handbooks – one set of documentation per workstation.

4.9 - Maintenance and Quality Assurance

The City of Barstow requires that the contractor provide in-house maintenance service for one year, renewable for additional years. The City of Barstow would like to be assured that the contractor shall be in business for the useful life of the software and be able to supply the City of Barstow with periodic upgrades to ensure a high quality product.

The other aspect to maintenance is timely response to problems. If there is a system failure or other problems, the City of Barstow needs to be assured that the contractor shall respond immediately to correct problems so that the service is not disrupted in any way.

4.9.1 - Maintenance Issues

Respond to each of the following in detail:

1. The contractor shall have live telephone support during normal business hours 8 a.m. – 5p.m. as well as after hour service that is capable of solving any software-related problem.
2. Supply a copy of the maintenance agreement that is proposed.
3. What shall the maintenance cover in terms of software and coverage dates?
4. What is the cost of the maintenance per year?
5. What services will the City of Barstow receive with the maintenance program?
6. Provide us with the number of all staff members capable of supporting the software.

4.9.2 - Software Upgrades

It is expected that upgrades shall be available to allow the City of Barstow to take advantage of improvements in both software and hardware capabilities. The contractor shall provide regular upgrades to the software for one year, renewable every year, from date of implementation. Please describe the following:

1. Provide the City of Barstow with your upgrade process.
2. What are the costs (if any) associated with your upgrade?

4.9.3 - System Backup

The City of Barstow must be able to backup their software system on a twice-daily basis, using a backup independent of the computer.

Please describe the procedures and recommended hardware used to ensure that the City of Barstow technologies are backed up to virtually no loss of data in the event of a computer/system failure?

SECTION 5 - DOCUMENTS REQUIRED FOR SUBMISSION OF PROPOSAL

This section specifies documents that must be submitted. Read this information carefully and respond as indicated (see Section 3 for proper format).

1. A letter of transmittal signed by an officer authorized to make a binding commitment for the firm submitting the proposal. The letter must contain the following:
 - a. A statement that the Contractor has accepted, agreed to, and shall comply with the "FTA Terms and Conditions," (see Attachment 1).
 - b. A statement that the proposal is valid for a minimum of 180 days from the date of submission.
 - d. A statement that the proposing firm shall, if selected, negotiate in good faith with the City of Barstow.
2. A Technical Proposal as specified in Section 4.
3. A Price Proposal as specified in Section 6.

SECTION 6 – PRICE PROPOSAL

This section shall include all costs associated with the implementation and successful operation of the automated demand response transportation management system. Address each of the following cost categories based on the detailed specifications. Address costs for independent stand-alone software as well as the cost for a web-based software system.

All costs must be valid for 90 days. Costs must be broken down for City of Barstow.

6.1 - Price Proposal

A Contract Price Proposal shall be submitted on the Price Proposal Form:

6.2 – Price Proposal Submittal Form

AUTOMATED DEMAND RESPONSE TRANSPORTATION MANAGEMENT SYSTEM

Directions: Please complete the “Price Proposal Submittal Form”. Along with the Required Pricing Form, please submit supporting documentation where needed. If you need additional space, please attach additional pages. The City of Barstow reserves the right to request additional cost information for clarification purposes during the evaluation period.

Task	Cost
Software License Fee	
Mapping (name supplier/cost including licensing agreement)	
Field Surveys	
Installation	
Training	
Licensing	
Additional Reports	
Annual Maintenance Fee	
Interfacing licensing, engineering support and implementation	
Other Items	
Sales Tax (if necessary)	
Total	

Failure to complete this form and to submit it with your offer may render this offer non-responsive).

SECTION 7 - PROPOSAL EVALUATION FACTORS

The Technical Proposals and Price Proposals shall be carefully evaluated for conformance with the requirements of this RFP. Selection of a firm shall be based upon both technical factors and price, with technical factors having greater weight.

7.1. - Qualifications of the Firm/Team

Does the offeror have the experience and capabilities to provide the requested services? What is the specific experience in the implementation of technologies for urban transit? What do the references report? Does the firm have a sound financial standing? What percentage of revenues are reinvested in research and development?

7.2 - Qualifications of the Proposed Staff

What are the specific qualifications of the proposed staff particularly key staff? What is their experience with urban transit? What is their experience in implementing technologies?

7.3 - Work Plan

What is the offeror's plan to manage the project? Is the project organization well thought out and effective? Does the offeror show a clear understanding of the City of Barstow 's needs? Is the offeror's plan effective and shall it provide effective, efficient technologies to the City of Barstow? Is the implementation plan detailed and reasonable?

7.4 - Cost

Is the cost reasonable and realistic? How do costs compare to other Offerors? What are the costs over the life of the contract? Is there adequate supporting information for prices submitted?

7.5 – Experiences/References

1. Describe in detail the following:

List **five** installations of paratransit software by the firm(s) including the following:

- Name of the client and a contact person (include telephone number)
- Date of installation
- Software installed
- Number of daily one-way trips for both demand and standing order
- Any installation issues
- Custom features or extensive report capabilities

APPENDIX A

CITY OF BARSTOW COMPUTER HARDWARE

It is expect that the Offerors will recommend new Hardware. At this time the Operations Contractor has HP Compaq computers and is positioned to purchase new units based on the recommendations made..

The City of Barstow has Dell computers.

APPENDIX B – FEDERAL TRANSIT ADMINISTRATION TERMS AND CONDITIONS

The contractor is prohibited from engaging in activities which may create, or be perceived to create, conflicts of interest, either real or apparent, in compliance with all federal and state ethics laws. The contractor must not have been engaged, or currently be engaged in behavior, which has threatened or potentially threatens the integrity of federally assisted and administered programs.

In addition, the Contractor, by signing the transmittal letter for this RFP, certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment declared ineligible, or voluntarily excluded from participation in this agreement.

1. RESTRICTIONS ON LOBBYING

The contractor, by signing the Certification of Restrictions on Lobbying included as Exhibit IV, agrees to comply with the provisions of Section 1352, title 31 of the U.S. Code, which prohibit the use of federal funds to lobby any official or employee of any federal agency, or member or employee of Congress; and to disclose any lobbying activities in connection with federal funds.

2. BUY AMERICA

Pursuant to Section 165 of the Surface Transportation Assistance Act of 1982, as amended and 49 CFR, Part 661, the contractor certifies that all products provided and delivered under this agreement shall comply with federal Buy America requirements.

3. AMERICANS WITH DISABILITIES ACT (ADA)

The Contractor shall comply with all rules and regulations of the ADA as they apply to the provision of services under contracts supported with federal financial assistance.

The Contractor shall not exclude a person with a disability, solely by reason of their disability, from employment or participation in work conducted under this agreement, either directly or through subcontracts. Further, the Contractor shall incorporate a similar provision into all subcontracts issued pursuant to this agreement.

4. TITLE VI. CIVIL RIGHTS ACT OF 1964

The Contractor shall comply with all requirements imposed by Title VI of the Civil Rights Act of 1964, in accordance with 49 U.S. Code, Section 2000d, and the regulations relative to non-discrimination in federally assisted programs of the USDOT, as issued in 49 CFR, Part 21.

During the performance of the agreement, the contractor shall not discriminate on the grounds of race, religion, color, sex, age, or national origin in the selection and retention of subcontractor.

The contractor agrees to notify potential subcontractors, vendors, and suppliers in all solicitations of its obligations under this agreement relative to non-discrimination. The

Contractor further agrees to include the required non-discrimination provisions in every subcontract awarded pursuant to this agreement.

5. LABOR PROVISIONS – NON-CONSTRUCTION CONTRACTS

The Contractor shall maintain and preserve, and require subcontractors to maintain and preserve, payroll records for a period of three years from the date of completion of this agreement. Such records shall contain for each employee, their name, address, social security number, correct classification, hourly rates of wages, daily and weekly number of hours worked, deductions and actual wages paid.

In addition, all records to be maintained by the Contractor and all subcontractors under this agreement shall be made available for inspection, copying, or transcription by authorized representatives of the USDOT, USDOL, and the City of Barstow.

6. ENVIRONMENTAL REQUIREMENTS

The Contractor agrees to comply with all applicable standards, orders, and requirements issued under Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738 and EPA regulations contained in 40 CFR, Part 15. Further, the Contractor shall report any violations of these regulations to the USDOT and USEPA.

7. INTEREST OF MEMBERS OF CONGRESS

In accordance with 49 U.S. Code, Part 22, no member of or delegate to the congress of the United States shall be admitted to any share or part of this agreement, or to any benefit arising there from.

8. REMEDIES FOR BREACH OF CONTRACT AND DEFAULT

Neglect or failure of the contractor to comply with any of the terms, conditions, and provisions of this agreement, including misrepresentations of fact, shall be an event of default unless such failure or misrepresentation are the result of natural disasters, strikes, lockouts, acts of public enemies, insurrections, riots, epidemics, civil disturbances, explosions, orders of any kind of governments of the U.S. and State of California or any of their departments or political subdivisions, or any other cause not reasonably in the control of the contractor. The Contractor, however, shall remedy with haste, each cause preventing compliance with this agreement.

If notified by the City of Barstow in writing that it is in violation of any of the terms, conditions or provisions of this agreement, the Contractor will have 30 days from the date of notification to remedy the causes preventing compliance. If after 30 days corrective measures are not made to City of Barstow's satisfaction, the Contractor will be subject to an assessment of liquidated damages in an amount to be determined at the time of assessment, but not more than \$100 per day, for each calendar day the contractor exceeds the 30-day period.

No delay or omission by the City of Barstow to exercise its right to assess liquidated damages for default by the Contractor shall impair any such right, or be construed to be a

waiver thereof.

9. NO GOVERNMENT OBLIGATION TO THIRD PARTIES

The City of Barstow and Contractor acknowledge and agree that, notwithstanding any concurrence by the federal government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the federal government, the federal government is not a party of this contract and shall not be subject to any obligations or liabilities to the City of Barstow, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

The Contractor agrees to include the above clause in each subcontract financed in whole or in part with the federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

10. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

- (1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 312 U.S.C. Section 3801 et. seq. And U.S. DOT Regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the federal government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 to the Contractor to the extent the federal government deems appropriate.
- (2) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, or certification to the federal government under a contract connected with to project that is financed in whole or in part with federal assistance originally awarded by the FTA under the authority of 49 U.S.C. Section 5307, the federal government reserves the right to impose the penalties of 18 U.S.D. Section 1001 and 49 U.S.C. Section 5307(n)(l) on the Contractor, to the extent the federal government deems appropriate.
- (3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided from the FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

11. DISADVANTAGED BUSINESS ENTERPRISE (DBE)

The Contractor, subrecipient, or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the City of Barstow deems appropriate.

The Contractor agrees to pay each subcontractor under this contract for satisfactory performance of its contract no later than 30 days from the receipt of each payment the contractor receives from the City of Barstow. The Contractor agrees further to return retainage payments to each subcontractor within 30 days after the subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above referenced time frame may occur only for good cause following written approval of the City of Barstow. This clause applies to both DBE and non-DBE subcontractors.

12. COMPLIANCE WITH LAWS AND PERMITS

The Contractor shall give all notices and comply with all existing and future federal, state and municipal laws, ordinances, rules, regulations, and orders of any public authority bearing on the performance of the contract, including, but not limited to, the laws referred to in these provisions of the contract and the other contract documents. If the contract documents are at variance therewith in any respect, any necessary changes shall be incorporated by appropriate modification. Upon request, the Contractor shall furnish to the City of Barstow certificates of compliance with all such laws, orders, and regulations.

Signature of Authorized Official

Title