CITY
OF
JOPLIN, MISSOURI

REQUEST FOR PROPOSAL

#2023-RFP-Transit Software

for

THE PURCHASE OF TRANSIT SCHEDULING/DISPATCHING SOFTWARE

PUBLIC WORKS DEPARTMENT-Transit Division
123 S. MAIN ST.
JOPLIN, MO 64801

(417) 625-4793

REQUEST FOR PROPOSALS

The City of Joplin, Missouri will accept sealed proposals until 10:00 A.M., Thursday, July 27, 2023, at the MAPS Transit offices located at 123 S. Main Street, Joplin, Missouri, 64801 for the following:

THE PURCHASE OF TRANSIT SCHEDULING/DISPATCHING SOFTWARE

Proposal specifications are available from Robert Lolley, Transportation Coordinator, at 417-625-4793. Any proposals received after the specified deadline will be returned to the vendor.

The City reserves the right to evaluate all proposals, to reject any or all proposals and solicit again at a later date. The City may waive any irregularities in the proposal or negotiate variances from specifications, and make awards that are in the best interests of the City. The City will have final decision in all matters regarding acceptance of proposals and issuance of awards.

The City encourages minority and female owned businesses to submit proposals for all City projects.

Dan Johnson,
Director of Public Works

Publication Date: Friday, June 23, 2023

REQUESTS FOR PROPOSALS #2023-RFP-Transit Software

GENERAL:

The City of Joplin, Missouri, Public Works Department is requesting technical proposals for the purchase of transit scheduling/dispatching software for the Sunshine Lamp Trolley deviated fixed routes & MAPS Transit demand response transit services. The software being proposed should be designed to provide a value-added and integrated fixed route/demand-response solution for the scheduling, routing, and management operations of the City of Joplin. The technical proposal must include detailed cost information for the requested software and services to fully deploy the software with optional capabilities, as requested in 2023-RFP-Transit Software.

BACKGROUND:

Agency Description: The City of Joplin began operating a demand response transit system known as the Metro Area Public Transit System or (MAPS) in 1997. During that first year of service, MAPS provided 58,630 rides to residents within our 105 square mile service area. Demand for our service has increased dramatically over the years. We provided 67,735 rides in 2006 and in response added deviated fixed route service with the Sunshine Lamp Trolley in late 2007. The Sunshine Lamp Trolley system was expanded to three routes in 2009 and our transit system provides 135,000 rides annually.

The City of Joplin has used RouteMatch software since 2006. Current version of RouteMatch is 6.2.35.

SCOPE OF WORK:

1. Provide a software solution designed for transportation organizations in the demand-response and deviated fixed route environments. This Windows-based software application should incorporate advanced logistics algorithms and Geographic Information Systems (GIS) to accomplish fully automated, computer assisted, and manual scheduling, routing, dispatching, reporting, billing, and management features that enable the City of Joplin to manage the entire demand-response and deviated fixed route operation effectively and efficiently.

2. Software provided will enable wireless communication (via T-Mobile Service Provider) between vehicle tablets and dispatchers, allowing for real-time updates and adjustments, such as up-to-the-minute trip status, messaging, vehicle/driver information, and scheduling changes.

3. Software will provide real-time Global Positioning System (GPS) information to improve greater organizational productivity and vehicle safety. Vehicle GPS locations will be viewable on a software generated map while manually scheduling and dispatching.

4. Software is to be installed on City of Joplin servers. A web based remote access software solution hosted on an off-site server isn't desired.

5. City of Joplin staff will help with the installation of software on vehicle tablets and remote access for server installation.

6. Software will utilize City of Joplin's current server and vehicle tablets as much as feasible.

CONTENT OF THE PROPOSAL

Proposals shall only be accepted from software firms that can clearly demonstrate having had a background and extensive previous experience in the implementation of similar sized transit software projects.

The City of Joplin requests that any firm desiring to be considered for this project submit three (3) copies of your proposal marked "2023-RFP-Transit Software" containing the following:

1. A brief description of the firm, including qualifications and background.

2. A statement of your understanding of the scope of work. This statement shall include a description of the approach the firm shall take to complete the work, including an estimate of the total time needed for the firm to complete the work.

3. A detailed product overview describing the features of the proposed software (Customer Information, Trips, Scheduling, Dispatching, Funding Source/Billing, Custom Reports/NTD Reporting, Computer Aided Scheduling).

4. Required Hardware specifications for server and vehicle tablets.

5. A statement outlining the scope of the staff resources and range of the specialties offered by your firm.

6. A list of similar work performed for other municipalities or transit agencies, including a description of work and the name of the municipality or agency. A list of three references shall be included.

7. Detailed Cost Proposal. Cost proposal should provide the one-time license/purchase cost of the software; system implementation and training fees; and annual support and maintenance fees (including on-going licensing fees).

8. Optional Products and Service Costs (Rider text messaging alerts and Where's My Ride App)

COST PROPOSAL IMPLEMENTATION SCENARIO

The software will be used by four (4) users and a fleet of fifteen (15) vehicles.

Daily Transit Operation during peek hours is six (6) demand response and three (3) deviated fixed route vehicles.

Implementation at One (1) location/server

GIS data for Jasper and Newton Counties in Missouri

Comprehensive training for four (4) users at one (1) site and twelve (12) drivers at one (1) site

Proposer exports Rider/Scheduled Trip information from RouteMatch TM into proposed software

Optional Products and Service Costs- What is the additional cost for the software to provide current vehicle locations to an App that Riders could download for free? What is the additional cost for the software to send out text message ride reminders and vehicle arrival notices to riders?

SELECTION PROCESS:

The selection of a software provider will be made by a committee potentially composed of the Joplin Public Works Director, Assistant Public Works Director of Operations, and the Joplin Transportation Coordinator. The final selection shall be based on a composite score of the following criteria:

1. Software Design Features 30%
2. Cost 25%
3. Experience 20%
4. Timeline 15%
5. References 10%

After initial evaluations are conducted, the evaluation committee shall select the top two or three proposers to provide on-site demonstrations in Joplin, MO of their proposed software. The City of Joplin will then select the best proposal.

When agreement on a detailed scope of services and fee schedule is reached, a formal contract will be prepared and submitted for Joplin City Council approval. If an agreement cannot be reached, the City will terminate negotiations and select the next best proposal.

The selection committee reserves the right to reject any or all proposals and to accept the proposal the City considers the most advantageous.