



Request for Proposal (RFP)

Human Resource Development Council of District IX, Inc. (HRDC) seeks to obtain information and pricing regarding a Computer Aided Dispatch and Automatic Vehicle Location (CAD/AVL) System for its Fixed-Route Transit Buses. Proposals will be received until **Thursday November 14, 2024 at 4:00 p.m. MDT.**

Submission Information

The Proposal must be signed and shall be delivered to HRDC within the time set forth in this Request for Proposals (RFP). One (1) electronic copy of the proposal should be sent to and received by the contact person at the address below before the submittal deadline.

Proposals should be emailed and marked as follows:

RFP Title: HRDC Streamline Fixed Route CAD/AVL System

Dated:

Bidder's Name:

Attention: Sunshine Ross
sross@thehrdc.org
Transportation Director

Bids must be received by **Thursday November 14, 2024 by 4:00 p.m. MDT.** Proposals received after this time will not be considered.

Questions

Questions regarding the Request for Proposals contents must be sent to Sunshine Ross and Brandon Swanzer no later than **October 29th**. HRDC Streamline will make every effort to provide a written response within 2 business days. Proposers must submit their questions via email to sross@thehrdc.org and bswanzer@thehrdc.org and provide, at a minimum, the following:

- Subject Title: HRDC Streamline Fixed Route CAD/AVL System
- Proposer's name, requester, and appropriate contact information.
- The question, clearly stated.
- Specific reference to the applicable Request for Proposals section(s).

Questions and answers will be posted on our website at the following link:

<https://streamlinebus.com/doing-business-with-streamline/>

After submitting a question, the proposer should receive a confirmation email indicating the email has been received. If a proposer does not receive a response in a timely manner, please call 406-587-2434 to ensure the question was received.

RFP Response Submission

Upon the submission of the RFP response, the proposer acknowledges that all information is accurate and complete.

All proposals must be emailed to sgross@thehrdc.org and bswanzer@thehrdc.org

Agency Background

Founded in 1975, HRDC is a nonprofit Community Action Agency based in Bozeman, Montana. The work of HRDC directly reflects the needs of our community. With our family of services designed to improve the quality of the lives of our citizens, HRDC is often referred to as this community's "safety net". Through the engagement of customers, community, staff, and partners, we develop solutions to enhance public transportation, eliminate hunger, empower seniors, educate and support our children, and offer shelter, affordable housing, energy assistance, and community development.

Streamline/Galavan Background

Streamline provides fixed-route public transportation in Bozeman, MT with weekday commuter service to Belgrade and seasonal commuter service to Livingston. Streamline's complementary demand response paratransit service is offered through Galavan. Streamline began as a partnership between the HRDC and the Associated Students of Montana State University. The partnership now includes the City of Bozeman, City of Belgrade, Gallatin County, Montana State University (MSU) and the Associated Students of MSU.

Streamline began operations in August 2006 by combining the fixed route but seasonal service of Bobcat Transit with the demand responsive service of Galavan. By leveraging the funding of these two organizations, HRDC was able to obtain federal money as a sub-recipient of the Montana Department of Transportation through the Federal Transit Administration's (FTA) Formula Grant for Rural Areas Section 5311 program. Rides are zero-fare on all Streamline buses.

Despite the success Streamline experienced for many years, the rapid growth in the community created areas of new development that were not served by transit and resulted in stagnant ridership. As an initial step to improve access to transit in Bozeman, HRDC completed a year-long study called Redesign Streamline 2020. This study gathered all relevant local data, community engagement and industry best practices to redesign the Streamline routes to better align with the rapidly growing community. The short-term recommendations of the Redesign Streamline 2020 study were implemented in the fall of 2021.

Prior to Streamline beginning operations, a local public transportation steering committee was formed of local stakeholders and a feasibility study was conducted. That study as well as the 2021 Transit Development Plan (initiated by the Redesign Streamline 2020 project), recommended exploring the creation of an Urban Transportation District (UTD). State law requires a petition to be submitted to the County, thus a signature gathering initiative was necessary. In the fall of 2022, led by HRDC along with partner organizations more than 16,000 valid signatures were collected, which was enough to move the UTD proposal to the ballot for voters to approve. The Gallatin Valley Urban Transportation District (UTD) was successfully approved by voters on May 2nd, 2023. This new district will allow for the continuity and potential expansion of transit services in years to come.

Galavan's mission is to ensure that the lack of affordable transportation is not a barrier to individual independence. Galavan provides service to residents of Bozeman and the surrounding communities. Pre-arranged pickups and drop offs are available for certified customers who are unable to access the regular Streamline fixed route service. Galavan is open to anyone 60 years of age or older or has a disability which qualifies them for service. Eligible riders can call 406-587-2434 by 3:00 pm the day before the trip to schedule a ride.

Project Background

Over the first 18 years of Streamline's existence, the digital landscape in transit technology has changed dramatically. While Streamline has utilized different CAD/AVL Systems for a number of years with various successes, recent issues with software have made it clear that it is time to invigorate our service with a system that improves the user experience for both administrative staff and riders.

Currently, riders are unable to track the location of their bus, receive real time notifications on service disruptions, reliably hear stop announcements, or consistently view next stop display text on LED boards. While administrative staff can track the location of vehicles, there is no current capability for notifications to be received when a service disruption or unexpected detour occurs, causing increased time investments for manual checks. Similarly, unreliable data generated from our current software's Automated Passenger Counters have caused the need for manual input and increased time investment. With this RFP, we hope to resolve all of these issues.

Project Goal

This RFP is issued by the HRDC for the purpose of obtaining a Computer Aided Dispatch and Automatic Vehicle Location (CAD/AVL) System for its Fixed-Route Transit Buses. The chosen system will ideally provide accurate vehicle tracking for both administrative and rider purposes, a thorough notification system for riders to learn about service disruptions, accurate data collection, and responsive customer service. More specific information can be found in the Scope of Work section of this RFP. Successful proposers must comply with FTA's Federal Clauses and Certifications

for FTA funded procurements. All clauses and certifications are provided for procurements (as applicable) involving FTA assistance, in compliance with FTA regulations, and maintained for FTA reviews. A comprehensive list of those Federal laws, regulations and directives is contained in the current FTA Master Agreement MA(30) at the FTA webpage using the following link:

<https://www.transit.dot.gov/funding/grants/grantee-resources/sample-fta-agreements/fta-master-agreement-version-30-november-2>

Scope of Work

Below is a general outline of the anticipated scope of work. However, the final scope of work will be negotiated with the successful proposer.

Background

This RFP seeks a qualified vendor to provide a Computer Aided Dispatch (CAD) and Automated Vehicle Location (AVL) System for its fixed route bus operations. The system is to allow instantaneous tracking of fleet vehicles accurately and without interruption of coverage as well as gathering of required operational metrics. The proposed system should be completely inclusive of all necessary equipment and software as specified. HRDC Streamline's automated vehicle location and monitoring goals include a reliable, scalable system supporting a current fixed-route bus system consisting of eight (8) Weekday and four (4) weekend routes and fifteen (15) vehicles viewable from both an Administrative Platform and a customer-facing app/interface reflecting routes over a map with real time updates on the location of the vehicles. HRDC Streamline anticipates signing an initial 3-year agreement with the option to extend at the end of the initial term. The CAD/AVL system needs to accommodate the following:

Heavy Duty Transit Bus

- Fifteen (15) vehicles
- Front and Rear Passenger Entry Doors
- ADA folding ramp at the front door
- Front mounted folding bike rack
- Current equipped technology:
 - Mobile Knowledge TaxiLinQ VLU's
 - DILAX Automatic Passenger Counters on both doors
 - Mackenzie DADS-MB701 vehicle playback system for next stop destination announcement and signage control
 - Samsung Galaxy Tab 3 Active android devices
 - Tait or Kenwood 2-way radio systems
 - SafetyVision DVR and Camera Systems

The system proposed must be able to expand to a system to cover additional vehicles, routes, and technologies. The proposed system should allow for the general public to track the bus on a particular route including estimated stop arrival times, push notifications regarding system announcements, and available APIs for integration of other technology systems. Specify if the

proposed system provides the requested functionality for each of the types of vehicles specified above.

Product Specification

It is the intent of these specifications to describe a CAD/AVL system and related components in sufficient detail to secure proposals on comparable services and equipment. HRDC Streamline prefers proposals that are integrated and usable with existing vehicle and technology configurations. However, if the proposer identifies alternative vehicle and technology configurations that would significantly improve the service, they are encouraged to include this information in their bid for future consideration. All parts not specifically mentioned, which are necessary to provide a complete system, shall be included in the proposal and conform in durability and quality of material and workmanship to that which is industry standard. All proposed system components shall be new and of current model under standard production by the manufacturer. The scope of these specifications is to also ensure the delivery of a complete system ready for operation. Omission of any essential detail from these specifications does not relieve the vendor from furnishing a complete system. Vendors are to submit descriptive literature and/or complete specifications covering products offered. Proposals which do not comply with these requirements may be deemed non-responsive at HRDC's sole discretion.

System Requirements

The system must be scalable in terms of being complementary to new technologies. The proposed system shall obtain GPS information for each vehicle using GPS satellites orbiting the earth. The GPS positional accuracy should be rated to five (5) meter accuracy or less and provide at least ten (10) meter accuracy ninety (90%) percent of the time.

Information to be transmitted about each vehicle must be updated at least every five (5) seconds and should include:

- Latitude and longitude
- Direction of travel
- Speed
- Mileage tracking for assigned service type with ability to delineate each type of service on a per vehicle basis (revenue service, deadhead, training, maintenance).
- Current route assignment
- Current operator/driver assignment
- On-time performance
- Passenger counts including
 - Vehicle passenger load
 - Passenger miles traveled based on vehicle load and distance traveled
 - Actual boarding and alighting locations
- Historical access to download all the above information for a minimum of 5 years
- The in-vehicle equipment will communicate via a cellular wireless connection and be accessible from HRDC Streamline computers and mobile devices.

Functional Capabilities and User Interface

The proposer must be able to demonstrate the capability of their existing system to support the listed features in real time at HRDC Streamline's request. The system must be capable of supporting the following functions:

- Real-time Instant Location: The operator or dispatcher must be able to select vehicles and display the current known locations of those selected vehicles on a map with a bus route overlay. Information associated with the vehicles include: custom vehicle ID, location, speed, driving direction, last communication time and date, current assigned route, current assigned operator, current passenger load, and on time performance should all be displayed.
- Maps should offer street maps, as well as satellite imagery map overlay; Google Maps is preferred. Maps must be updated on an ongoing basis to reflect the current built environment as it changes over time
- Communication Interval: The tracking system should report real-time vehicle location data every five (5) seconds while the vehicle is in service. The communication interval should be automated and not require requests or intervention from the system operator's or dispatchers' computers.
- Input and display bus routes, direction of travel, schedules, and stops into system for administrative purposes, metrics tracking, and customer visualization
- Ability to see each bus route in a map overlay. Each route may be viewed individually, selected in custom groups, and by the entire system.
- Ability for HRDC Streamline staff to modify and manipulate established bus routes, schedules, and stops on the system
- Ability to import and export GTFS files.
- System must be compatible with and capable of supplying information to support real-time GTFS feeds
- Ability to add, remove, and replace vehicles on system
- Assignment of any fleet vehicle to a specific route
- Ability to group vehicles by type and ability to modify system vehicle information
- Ability to assign a specific operator/driver to a vehicle/route
- Input defined boundaries (geo-fencing) around locations for off route, out of area, route start and stop locations, and passenger stop notifications
- Customer facing visualization of vehicle location and related information on electronic map, accessible on both PC and mobile interfaces, including:
 - Route selection and respective vehicle displaying current location, direction of travel, and whether the vehicle is stopped or in motion
 - Applicable route time points and designated stops with scheduled arrival/departure times viewable in interface; system must also provide estimated stop location arrival and departure times based on vehicles current location and speed of travel.
 - Complete route schedule available in interface
 - Current bus passenger load
 - Bus/station monitor or display capability at transit transfer centers/hubs scalable to view real-time information regarding routes which utilize each location;

- information should be available via any web based device
 - Push notifications for system wide, route specific, and stop specific information.
- All on vehicle systems should be capable of automatically syncing collected data without requiring operator or dispatcher input; data upload should occur regularly with synchronization of location data (at the aforementioned 5-second intervals) and data should be able to be stored locally on the vehicle in situations where cellular data connections are lost; after resumption of a cellular connection, stored data should be automatically transmitted.
- User interface application shall be able to run on a standard PC/Mac with Windows Operating Systems/macOS and mobile devices running Android and IOS; web based solutions preferred.

Report Generating

The reporting component is intended to help HRDC Streamline understand and report upon the operation of its services, including internal system performance metrics like run times and on time performance as well as external reporting metrics to the National Transit Database (NTD). The reporting module should be a robust set of tools that HRDC Streamline utilizes for a variety of different types of reporting and which save the agency time during the NTD reporting process as well as for general operations management. The software solutions should be able to pull data from APCs and allow users to organize data for NTD reporting as well as internal operation evaluation. At a minimum, available reporting features should include the following:

- Ad Hoc report creation using a full customizable suite of options including creating reports by vehicle, by route, by operator, by location, by vehicle type, by date and time including daily/weekly/monthly/annual options, by service type, by day of the week, etc.
- Vehicle miles traveled including total vehicle miles, route miles, revenue miles, deadhead miles, maintenance miles, and training miles; the system **MUST** be able to report each of these metrics on a per vehicle basis.
- Vehicle hours including total vehicle hours, route hours, revenue hours, deadhead hours, maintenance hours, and training hours. The system **MUST** be able to report each of these metrics on a per vehicle basis and hour measurements should be in single minute increments.
- Travel playback with breadcrumbing of vehicle and route specific history with metrics recorded for each point including vehicle/route, assigned operator, vehicle speed, vehicle heading, date and time. Entire trip of a vehicle should be viewable in the system.
- Passenger count metrics collected including boarding and alighting locations utilizing installed DILAX APC system and optional tablet system, dynamic bus load calculation, passenger miles traveled calculations, and collection of RAW APC and tablet data displaying GPS coordinates of actual boarding and alighting locations. System should also be able to assign boarding and alighting passengers to the nearest stop based on vehicle location.
- Ability to utilize tablet digital passenger counting system to supplement APC counts with minimal operator input and auto synchronization of passenger count data; should be able to include customized categories including bike rack usage and ADA ramp usage.

System Security

The System security architecture should allow for the designation of a security administrator.

There should be provisions for the System to handle security measures including user identifications (ID's) and passwords. Access to these user IDs and passwords should be restricted.

Customized login permissions should be assigned by the security administrator that designates roles of users. Customized logins will assign control program access and prevent unauthorized persons from viewing or modifying information. Available roles should include administrator, dispatcher, viewer, and editor permissions at a minimum.

Vehicle Tracking Hardware

GPS vehicle tracking system shall have integrated wireless cellular data capabilities.

The software solution should be compatible with existing bus technology including DILAX APCs, Mobile Knowledge TaxiLinQ VLUs, Mackenzie DADS-MB701 in Vehicle Automatic Announcement systems, and Samsung Galaxy Tab 3 Active android devices. If necessary, HRDC Streamline may consider purchasing new equipment.

Specify if the system works with broadband provided by Verizon Wireless.

Training

Training must be provided to HRDC Streamline personnel and must be conducted with the most current version of the proposed system software. Describe the initial and on-going training for upgrades and enhancements.

Training and instruction of HRDC Streamline mechanics on installation and removal of AVL equipment for future equipment replacements, as well as general maintenance and troubleshooting of the equipment is also required.

Describe the training format and time requirements for each type of training.

Installation

All devices specified in the selected proposal will be supplied, installed, configured, and successfully tested.

Maintenance and Support

The successful proposer will be required to maintain and provide support for the CAD/AVL service and software. The proposer acknowledges the importance of said service and support for good

public communication, ADA compliance, and statistical information directly correlating to obtaining/retaining Federal and local funding to operate the service.

Customer support for the software and maintenance and technical support for the hardware should be available at least between the hours of 7AM to 7PM MST. Describe how your company provides support when technical issues occur along with the expected response times. Support should provide same day response for most issues and within a 4 hour time frame for critical issues.

Describe the hardware life expectancy, warranty, and how repairs are normally made for offered equipment.

Describe the frequency of software updates and patches.

Provide three (3) years of maintenance and support included in the proposal price.

Describe the annual support contract requirements and anticipated costs beyond the initial three (3) years of support.

Implementation

HRDC Streamline wishes to initiate the project as soon as possible upon contract award. Describe the implementation methodology including analysis, requirements of HRDC Streamline, key milestones, system testing, system launch and the estimated duration of the project.

Proposal Content

Bidders must submit a proposal containing the following information:

1. An *Introductory Letter* signed by an authorized person of the firm indicating that the firm has the experience, interest, and capacity to fulfill the terms and conditions of this RFP. Please address the letter to the project contact: Sunshine Ross.
2. Proposers must provide a comprehensive narrative, captioned *Project Understanding*, which illustrates the consultant's understanding of the Scope of Work outlined in this RFP.
3. Proposers must provide a comprehensive narrative, captioned *Project Approach*, which illustrates the methodology the consultant will use to complete the Scope of Work. Please describe how your technology will support the functions bulleted under the Scope of Work portion of this RFP.
4. Proposers must provide a comprehensive narrative, captioned *Project Management*, which illustrates how the consultant will manage the project and ensure completion of the Scope of Work.
5. A list of other similar contracts and/or additional relevant agency capabilities along with the names of *at least* three references to be contacted regarding consultant's job performance for projects that are within the size and scope of this RFP.

6. A portfolio of current and past work samples that demonstrate the firm's capabilities or that are similar to this RFP.
7. A detailed *Fee Proposal* must be submitted. The fee proposal should provide a summary of compensation structure, including cost estimates identified in the *Project Approach*.
8. Attached to this proposal is a checklist of all of the required items (titled Attachment 1: HRDC Streamline CAD/AVL Checklist). Please fill it out accordingly and include it with the overall proposal submission.

HRDC reserves the right to reject any proposal, which, in its judgment, is incomplete. HRDC will not reimburse the consultant for any costs incurred in developing, presenting, or providing this proposal. All materials and documents submitted in response become the property of HRDC and will not be returned.

Qualification of Bidders

The competency and responsibility of Proposers will be considered in making the award. HRDC expressly reserves the right to reject any or all Proposals (either generally or in a particular instance and either retroactively or prospectively) and to waive any informalities or regularities in Proposals, and to accept that Proposal whether it be the lowest bid or not, which best serves the HRDC's purpose and intent provided that no course of dealing or delay or in exercising such right shall operate as a waiver thereof.

Basis for Award of Contract

HRDC, at its sole discretion, may accept entire proposals submitted by a Proposer, or accept portions of proposals submitted by a Proposer, or reject proposals in whole or in part. Screening Proposals for Minimum Evaluation Criteria will include utilizing the minimum criteria incorporated herein. The selection committee will be designated by Sunshine Ross. This committee will screen proposals as to their responsiveness to this RFP and will identify those which are responsive. Any proposal, which in the opinion of the evaluation committee, fails to include the information or documentation specified in the RFP shall be determined to be non-responsive and shall be rejected. Any Proposer who fails to meet any of the standards set forth as minimum criteria shall be determined to be non-responsive and shall be rejected. All other proposals meeting both the submission requirements of this RFP and minimum evaluation criteria shall be considered qualifying proposals.

HRDC reserves the right to waive portions of the RFP for all bidders and to waive minor informalities or allow the bidder to correct them. The remaining responsive proposals shall be evaluated using the comparative evaluation criteria incorporated herein. Each proposal shall be assigned:

- a) A separate rating for each comparative evaluation criterion; and
- b) A composite rating.

Selection Criteria

The final selection of the consultant shall be based on the following sets of criteria:

Minimum Evaluation Criteria

- a) Submission of all required documentation and certifications
- b) Demonstrated capacity to carry out the stated Scope of Work of this project
- c) Demonstrated understanding of Streamline’s system and its role in the community
- d) Experience, references, and proven ability to meet schedules
- e) Submitted proposal responds to the issues identified in the RFP

Comparative Evaluation Criteria

Weighting Percentage	Description
20%	Experience and Understanding of Scope of Work
5%	Clear understanding of overall project goal and RFP requirements (shown in <i>Introductory Letter</i>)
10%	Demonstrated experience working with various types of transit agencies, including those agencies that receive various funding, including FTA funding. Previous positive or negative experiences working with HRDC or HRDC’s partners may also be taken into consideration.
5%	Demonstrated quality of system during demo and interview process
60%	Project Implementation
10%	Methodology to be used in completing Scope of Work (as identified in <i>Project Approach</i> section of proposal)
5%	Initial and ongoing support and training including the availability for on-site visits as needed
15%	Quality and capability of administrative system
15%	Quality and capability of public facing system
10%	Reporting and data tracking capabilities
5%	Compatibility, flexibility, and adaptability of system
20%	Cost and Timeline
10%	Reasonable and detailed cost estimates (as shown in <i>Fee Proposal</i> section of proposal) that enable full execution of the Scope of Work
10%	Detailed plan and timeline to finish the project with successful outcomes (demonstrated in <i>Project Management</i> section of the proposal)

HRDC Streamline expects to conduct interviews and/or demos with all of the qualified proposers at any point during the evaluation process. Information provided during the interview and demo process shall be taken into consideration when evaluating firms using the above-stated criteria. HRDC Streamline also reserves the right to make such additional investigation as it deems necessary to establish the competence and financial stability of any firm submitting a proposal.

Contract negotiations will commence after HRDC formally accepts a specific contract. The contract is expected to be signed within 30 days of contract award. All contracts will incorporate the general terms and conditions included with the proposal package and the written documents provided by the Proposer in its proposal. If a contract is not executed by the chosen Vendor by February 15th, 2025, HRDC reserves the right to negotiate with an alternative Proposer. All exceptions to the contract must be noted in writing and included within the body of the proposal.

Anticipated Selection Schedule

- RFP issued: **October 8, 2024**
- Questions regarding the RFP due: **October 29, 2024** (contact Sunshine Ross and Brandon Swanzer)
- Response to Questions Deadline: **November 4, 2024** (all Q & A will be posted on website)
- All proposals due: **November 14, 2024 by 4:00 p.m. MDT**
- Interview/Demos expected to be scheduled between **November 18, 2024 to December 19, 2024**
- Vendor selection will occur: **January, 2025** (estimated)
- Award of Contract: **January 15, 2025**