



JAUNT, Inc.  
104 Keystone Place, Charlottesville, VA 22902  
434.296.3184

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## Request for Proposals

Technology Enhancement Platforms

24 August 2018

FINAL PROPOSAL SUBMISSION DATE:  
**27 September 2018 at 1:00pm Eastern**

Proposals must be submitted to:

Christopher Rowland  
[ChrisR@ridejaunt.org](mailto:ChrisR@ridejaunt.org)  
Chief Administrative Officer  
JAUNT, Inc.  
104 Keystone Place Charlottesville, VA 22902

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## Request for Proposals: Technology Enhancement Platforms

JAUNT is soliciting proposals from qualified companies/vendors to help establish a platform that allows JAUNT and all possible partners to build a virtual partnership of seamless mobility options.

Proposals for the project must be received by JAUNT at 104 Keystone Place, Charlottesville, VA 22902, no later than **1:00pm Eastern, 27 September 2018**. Direct proposals to the attention of Christopher Rowland, Chief Administrative Officer. All proposers/vendors must familiarize themselves with the requirements of the project.

JAUNT reserves the right, in its discretion, to reject any or all proposals and to waive irregularities in any proposal.

Preference is for all proposals to be submitted electronically to Christopher Rowland via e-mail at [ChrisR@ridejaunt.org](mailto:ChrisR@ridejaunt.org). If file size prevents e-mailing, providing a link to an electronic drop box/file share website is encouraged. If submitting hard copy documents, a thumb drive with an electronic copy must be included.

A copy of this Request for Proposals is also posted on JAUNT's website <http://ridejaunt.org/rfp/>



## Section I –Project Description

### Statement of Purpose

Establish a comprehensive technology platform that enables JAUNT and its partners to build a virtual coordination of public transportation services and seamless mobility options.

### Funding Sources

The primary funding sources for this are the Virginia Department of Rail and Public Transportation (DRPT) and the Federal Transit Administration (FTA). As a sub-recipient of state and federal funds, JAUNT is subject to all procurement and grants management requirements for such a capital project as mandated by the funding sources. At minimum, JAUNT expects to use \$300,000 in federal funds; CFDA# 20509 Section 5311.

### JAUNT's Current Technology Platform

JAUNT is a public transportation system that provides regional commuter services (rural fixed-route), rural demand response, ADA paratransit, and human service transportation.

JAUNT operates from a single, combined administrative/maintenance facility in Charlottesville, VA. The company operates ninety (90) buses, which includes fifteen (15) commuter buses. The demand response services are intermixed where paratransit riders are riding with human services riders.

JAUNT currently uses TripSpark/Trapeze PASS workstation for its scheduling software for rural demand response and paratransit services.

Drivers, Road Supervisors, and Mechanics use Fleetio to manage fleet operations; pre-trip and post-trip inspections, vehicle mileage, vehicle location services, safety information, and maintenance tracking.

All buses are assigned a tablet, currently Samsung Galaxy Tab S2, with Fleetio and Trapeze DriverMate installed.

All staff use ShoreTel telecommunications for phone use and queueing of calls in Reservations and Dispatch.

JAUNT has seven (7) reservationist, two (2) schedulers, six (6) concurrent dispatchers, four (4) supervisors using all platforms, six (6) administrative staff, and three (3) mechanics.

JAUNT currently has an Information Technology Department that manages all on-site servers and cloud-based storage, and provides all necessary information technology support.

### Additional Users

This procurement is being conducted on behalf of JAUNT, Charlottesville Area Transit, and transportation services provided by the University of Virginia. The addition or deletion of authorized users not specifically named in the solicitation shall be made only by written contract modification issued by this agency and upon



mutual agreement of the Bidder. Such modification shall name the specific entity added or deleted and the effective date. The Bidder shall not honor an order citing the resulting contract unless the ordering entity has been added by written contract modification.



## Section II –Scope of Services

### Overall Scope Approach

JAUNT is seeking the services of a qualified vendor to provide a comprehensive technology solution for both front-end support for clients and users and back-end support for JAUNT staff. In-lieu of requiring technical specifications, JAUNT is seeking proposals from vendors that offer solutions that meet the needs and goals of JAUNT’s current and future service delivery.

Proposed technology solutions must be presented in the five prescribed formats listed below. Each section must identify solutions that address the goals and outcomes stated below for each section. If a vendor is unable to provide a solution related to a specific goal or outcome they must identify why.

- Fixed Route
- Fare Payment
- Passenger Information Platform
- Demand Response Scheduling
- Future Mobility Innovation

### General Goals and Outcomes for all Solutions

- Provide cloud-based support that allows direct database access for reporting in business intelligence platforms.
- Any outward focused portion of a proposed product/solution must provide a well-developed customer/user experience.
- Any outward focused portion of a proposed product/solution must demonstrate that it has been developed around the understanding of users with disabilities as to avoid limitations to using the technology and unintended exclusion.
- Inward focused portions of the platform must provide seamless, intuitive, and user-friendly platforms for JAUNT staff.
- Provide a rider-focused experience. Customer engagement experience and their satisfaction is of utmost importance. Seeking to empower our customers. Proposals should demonstrate how their solutions provide seamless, intuitive, and user-friendly experiences while interacting with technology solutions.
- Empower partners (state oversight, human services agencies, funding partners) to run reports with limited access to information without requesting it from JAUNT.
- Provide clear documentation for user and database structure. Canned database reports must be clearly defined.
- Allow for integration with Charlottesville Area Transit (CAT) or University of Virginia University Transit System (UVA UTS) technology.



## Fixed Route

- Provide ability to plan, implement, track, and report on fixed-route services.
- Develop alignment of route, timetables, and coordination of schedule.
- Easy to use on-board tablet driver application.
- Software shall allow JAUNT to develop a driver schedule run-cut.
- Provide alerts to dispatch for performance failures.
- Real-time arrival prediction.
- Vehicle and service accident and incident management.
- Visual headway tracking for easy performance tracking by dispatchers.
- Integration with other possible on-board technology, such as automated stop announcement and head sign management.
- Be able to pullout and push-in shape files to help define demographics and ridership.
- Deploying the services on the buses to collect on-time performance, vehicle mileage, passenger counts, export GTFS feed.
- Real-time dispatch and on-time performance; customer tracking and notification of bus location.
- Provide required National Transit Database (NTD) information; ability to integrate with GIS and business intelligence platforms.
- Integrate with a business intelligence platform with the ability to access any data the system is collecting and extract for analysis.
- System coordination, such as being able to reliably communicate with a demand response scheduling database structure.

## Fare Payment

- Adaptable to different audiences (those with disabilities, limited English proficiency), such as wearable technology like wristbands or pendants.
- Offered on multiple user technology platforms. For example, available on Apple, Windows, and Android.
- Establish ease of access as an incentive to encourage alternatives to cash and paper tickets but still be



able to accept and account for these payments from those that can't move to electronic fare media.

- Accept electronic media via smart card and smart phone where customers credit their accounts online or through a device application.
- Potential integration with Charlottesville Area Transit's farebox system. This can be proposed to be accomplished through a third-party application or a unique technology solution. Vendor's are not required to integrate with CAT's Farelogistics system, but be able to integrate through a specialize platform.
- Collect information to tailor service to ridership needs
- Provide a wide range of fare policies and fare structures
- Ease of customer use; ease of boarding and alighting; must be integrated into the overall system; accept all forms of payment; electronic fare payment.
- Ensure the reliable collection of fares by ensuring dependability and reliability of all onboard fare collection system equipment.
- Minimize responsibilities of front line personnel, especially drivers, for interpreting and implementing fare policies and for interfacing with onboard fare collection system equipment.
- Ensure fare revenue security through improved accountability and tracking of revenues and ridership.
- Allow responsiveness of fare structure by providing flexible fare technology.
- Support marketing and service planning by linking demographic information from fare payments to ridership at a line or even stop level.
- Automate onboard validation of passes, transfers, and other fare instruments through the use of electronic fare media, thereby eliminating the need for operators to inspect fare media for most boarding passengers.
- Provide complete transaction level data for all activity in the onboard fare collection systems, using open standards and convenient means for importing data into a business intelligence platform for analysis, reporting, and archiving.

## Passenger Information Platform

- IVR is traditionally the way to allow customers a way to access information; however, JAUNT understands that technology is evolving and is therefore open to solutions to empower customers with transit information. Solutions should work to meet the below goals:
  - Reduce staffing requirements due to reduced call volume
  - Provide scheduled trip or bus arrival notifications
  - Provide alerts to changes of services
  - Provide alerts due to inclement weather



- Provide access to information 24/7
- System Tracking and Passenger Notification
- Simplified user registration and onboarding
- Mobile application that ensure riders enjoy a high-quality experience (like in-app vehicle tracking) and the ability to customize based on user preferences
- Support is available for riders without smartphones. Describe alternative options, such as a web-based registration or phone concierge.
- Fixed route mobile app tracking and notification.
- In-app mapping for visual vehicle location tracking.
- In-app route schedule information
- Online web portal to access transit service information
- Marketing and advertising option
- Provide service information on digital signs at bus shelters, such as bus arrival

## Demand Response Scheduling

- JAUNT understands that the use of TripSpark/Trapeze demand response scheduling platform limits the ability of most vendors to offer a technology solution for many of the goals and outcomes stated in the RFP. Because it is expected to be impracticable and expensive to create integration to the Trapeze platform, JAUNT will accept solutions that replace its demand response scheduling software.
- A proposed replacement should achieve the following goals and outcomes:
- Provide the ability to optimize complex bus schedules.
- Allow JAUNT to track individual driver performance, specifically passenger per hour, on-time performance, and driver downtime.
- Allow for remote access to schedule information
- Allow for web portal access from customers and human service partners
- Seamlessly integrate with the full fare payment system
- Allow for service validation to maintain data integrity





- Integrate with future mobility solutions
- Real-time tracking for JAUNT staff and passengers of demand response vehicles

### Future Mobility Innovation

- JAUNT is interested in establishing a partnership with a vendor who can help with developing future mobility technology that advances JAUNT's ability to be innovative and meet new needs in the community. Such as, JAUNT is interested in developing technology to deploy a microtransit service in its urban fringe areas where a fixed route service would not be feasible.
- JAUNT is seeking vendors to demonstrate how they have been involved with developing innovative solutions by working with partnering transit systems.



## Section III - Proposal Requirements And Selection Procedure

Proposals due by **1:00pm** Eastern, **27 September 2018** to:

JAUNT, Inc  
Christopher Rowland  
chrisr@ridejaunt.org  
Chief Administrative Officer  
104 Keystone Place, Charlottesville, VA 22902

Preference is for electronically submitted proposals to Christopher Rowland via e-mail at ChrisR@ridejaunt.org. If file size prevents e-mailing, providing a link to an electronic drop box/file share website is encouraged. If hard copy documents are submitted, a thumb drive with an electronic copy must be included.

Any proposal received after the time and date specified will be rejected.

Vendors should clearly identify what information, if any, is considered intellectual property and not available to the public.

### Key Dates and addresses

<b>EVENT</b>	<b>DATE</b>
RFP Available:	24 August 2018
Pre-Proposal Conference:	30 August 2018, 1:00pm Eastern
Last Day for Questions:	13 September 2018, 1:00pm Eastern
Completed Proposal Due Date:	27 September 2018, 1:00pm Eastern

JAUNT will hold a pre-proposal conference on 30 August 2018 at 1:00pm Eastern. Attendance is optional; however, a summary of this meeting will not be provided. The pre-proposal conference call information is:

Dial-in number: 605-472-5380

Access code: 376772

### Proposal Elements

Proposals must include the following elements, presented in a comprehensive and concise manner.

1. Cover Letter - A cover letter stating the vendor name, address, telephone, the name and e-mail address of the contact person. The cover letter and following proposal components must also include the same information for any other vendor that is proposed to work with the vendor as a subcontractor vendor.
2. Background and Experience - A brief description of the vendor; including history, size, and areas of expertise. This section must also include previous projects (within the past five (5) years) of similar size and scope and include lessons learned from the implementation process.



- a. At least one previous project must be an example of a transit company where the vendor can demonstrate the proposed fully integrated solutions. Include lessons learned during implementation.
  - b. At least one previous project must be an example of a transit company where the vendor can demonstrate partial or combinations of solutions. Include lessons learned during implementation.
  - c. At least one previous project must be an example of how the vendor has worked with a transit system to develop innovation and a new approach to providing mobility to the community. Vendor should describe how this example demonstrates a partnership that was developed with a transit system to help forge new technology and lead the industry in innovative changes and explain how they continue to change and adjust based on changing technology and user expectations.
3. Implementation Strategy – While a full implementation plan is not feasible during the proposal process, vendors should provide insight into the expectations and strategy to how they expect to implement all or some of the proposed solutions. To the best extent possible the proposal must clearly define the vendor’s expectations of JAUNT’s staff and resources during all phases of project implementation. Further, if a vendor proposes replacing an existing technology solution, such as JAUNT’s demand response scheduling software, it must explain and demonstrate how it intends to work with JAUNT to ensure a smooth transition. It is critical that a vendor demonstrate they have sufficient resources and experience with any proposed transition from an existing software platform.
  4. Project Team - Proposals must identify all individuals responsible for the performance of the various work tasks stated in vendor’s proposal. Vendor should identify whether staff assigned to JAUNT’s project were working on previously identified vendor project examples (listed in number 2 above) and their role in those projects.
  5. Proposed Solutions - A description of the proposed solutions to this request for proposals. This description must be specific and detailed enough to demonstrate the vendor has the knowledge and expertise required to perform the work desired. This description must address the items in SECTION II. SCOPE OF SERVICES and must clearly explain any change that might be proposed by the vendor and the reason why such a change will benefit JAUNT’s projects.
  6. Evidence of Professional Liability Insurance and stating the coverage limits.
  7. Other information the vendor desires to submit.
  8. Project Cost Outline - All estimates must be honored for 12 months after acceptance. All sections must only include:
    - I. User Licenses
    - II. Vehicle Licenses (if applicable)
    - III. Professional Services for Implementation (including travel and other costs)
    - IV. Hardware and Installation (if applicable)

JAUNT would like the cost outline to be formatted in the following sections (reflective of the format of the proposed solutions):



- a. Fixed Route Solution
- b. Fare Payment Solution
- c. Passenger Information Platform Solution
- d. Demand Response Solution – Optional
- e. Future Mobility Innovation

*Note: Because all future mobility solutions and support are considered unknown, and therefore the costs are unknown, vendors must describe how they will work with JAUNT to develop a cost for future product development. While JAUNT expects the description to be vague, it should provide a basis for what JAUNT can expect when negotiating a price that is considered competitive for future purchases.*

#### Cost Proposal Note:

The Virginia Department of Rail & Public Transportation (DRPT) has a 4.6% race-neutral goal for FY 2019-2021. This means that it plans to achieve this goal by:

1. Arranging solicitations, times for the presentation of bids, quantities, specifications, and delivery schedules in ways that facilitate DBE and other small business participation;
2. Ensuring availability of State's DBE directory to interested parties.

As a sub-recipient, JAUNT's DBE and small business participation is counted by DRPT. Although a contract goal has not been set for this project, JAUNT expects every effort to be made to encourage DBE and small business participation. All DBE and small businesses must be certified by the State of Virginia.

All costs associated with preparing the proposal shall be borne by the vendor.



## Section IV -Selection process

The procedure for selection of the vendor will consist of the following scoring system:

1. The written proposals will be evaluated by an Evaluation Committee on the basis of the following evaluation criteria.
  - a. Background and Experience - 20%
  - b. Implementation Strategy – 20%
  - c. Project Team – 10%
  - d. Proposed Solutions – 25%
  - e. Project Cost Outline – 25%

The Evaluation Committee will consist of at least the Chief Executive Officer, Chief Operating Officer, and Chief Administrative Officer. JAUNT reserves the right to request additional information or ask clarifying questions from any vendor.

After scoring and evaluations, the top vendors scoring above the competitive range will be contacted for an interview and demonstrations of their proposed solutions.

Once a final vendor is selected, negotiations will be conducted with the vendor deemed most qualified and experienced for the purpose of reaching agreement on a fixed fee. Because JAUNT understands that each vendor's solution to the goals and outcomes stated may vary in scope and size it expects the associated costs to also vary. Therefore, the costs for seemingly similar solutions will not be compared between proposals as a method of evaluation. Each vendor's Project Cost Outline will be used solely to evaluate the value of the comprehensive solution to the proposed outcomes.

Payment method will be monthly or quarterly invoice for work completed and approved by JAUNT. All invoices will be paid or amended within thirty (30) days of receipt.

JAUNT reserves the right to change the approach and payment method described above at any time during the stated negotiations. JAUNT also reserves the right to cancel this invitation, to reject any and all proposals, and to waive technicalities, inconsistencies, or informalities.



## Section V -Required general terms and conditions

### A. Contract Terms

All terms, conditions, and clauses found in this Request for Proposals along with additional negotiated contract terms shall be established at the time of the procurement award.

### B. Contract Assurance

The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, religion, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT assisted contracts. Failure by the contractor to carry out these requirements will be a material breach of contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

### C. Prompt Payment

The prime contractor will agree to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than seven (7) days from the receipt of each payment the prime contractor receives from JAUNT. The prime contractor will agree further to return retainage payments to each subcontractor within seven (7) 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 JAUNT. This clause applies to both DBE and non-DBE subcontractors.

D. All vendors must comply with FTA requirements per the most recent, [Master Agreement](#) (FTA master Agreement dated October 1, 2017 is also available at [www.ridejaunt.org/projects.asp](http://www.ridejaunt.org/projects.asp)), and all guidelines and policies outlined in JAUNT's Procurement Policy.

E. No questions will be answered by phone. All questions or inquiries must be submitted in writing by mail or email and directed to:

JAUNT  
Christopher Rowland  
chrisr@ridejaunt.org  
Chief Administrative Officer  
104 Keystone Place, Charlottesville, VA 22902

This RFP and any and all addenda, and the successful vendor's proposal, shall become part of the contract between JAUNT and the vendor. The complete contract will be a public document. In any question of fact or legal interpretation, the decision of JAUNT's legal counsel shall be final. The Parties (JAUNT, Inc and selected vendor) consent to the exclusive venue and jurisdiction of the state and federal courts in the City of Charlottesville, Virginia and neither Party will object to the exercise of personal jurisdiction of such courts.

If only a single responsive and responsible proposal is received, a cost/price analysis shall be performed



prior to award to determine if the proposed price is fair and reasonable.

1. JAUNT does not have a DBE percentage requirement for this contract, but DBE participation is considered a desirable aspect and a proposer's qualifications should reflect efforts to secure a DBE participation. The use of a DBE vendor does aid in the assessment of a qualified proposer.

2. Protest Procedures:

A proposal award protest must be submitted in writing and must be received by JAUNT within ten (10) calendar days after the date of award. If the tenth day falls on a Saturday, Sunday or state holiday, the period shall extend to the next JAUNT business day. A protest submitted after the ten (10) calendar day period shall not be considered. The written protest should include the following information:

1. Name, address, and phone number of the protester;
2. Signature of the protester or the protesters representative;
3. Solicitation title;
4. Detailed statement describing the grounds for the protest; and
5. Supporting exhibits, evidence, or documents to substantiate claim.

## Section VI -Selection Schedule

The selection schedule is as follows:

Request for Proposals Advertisement	24 August 2018
Proposals Due	27 September 2018, 1:00pm Eastern
Evaluations Complete	5 October 2018
Top competitive vendor interviews	8-12 October 2018
Final selection	18 October 2018
Protest period ends	29 October 2018



## Section VII- Attachments

ATTACHMENT A – Procurement Clauses and Certifications



## Attachment A

### Federal Clauses and other Federal Requirements

#### Federally Required Contract Clauses and Certifications

Attached is a list of contract clauses and certifications required by the Federal Transit Administration (Attachment A). **These requirements must be agreed upon and signed. PLEASE READ AND SIGN.** The signed statement and signed certifications must be included with the proposal adhering to the federal requirements of this purchase.



## Procurement Clauses Checklist

JAUNT receives funding from grants through the Federal Transit Administration (FTA) administered by the Virginia Department of Rail and Public Transportation. Since FTA funding will be used for this procurement, the successful proposer will comply with the federal statutes and regulations checked below. The following pages contain some of the language for each clause, but vendors are expected to reference each clause as found on the FTA website. Please review carefully and indicate below if you would agree to comply with these clauses should you be the successful proposer.

Note: Your signed commitment to comply is required for us to consider your submission responsive.

### **Fly America Requirements**

**Buy America Certification (Steel and Manufactured Products)**

**Cargo Preference**

**Energy Conservation**

**Lobbying**

**Access to Records and Reports**

**Federal Changes**

**Bonding Requirements**

**Clean Air**

**Recycled Products**

**No Government Obligation to Third Parties**

**Program Fraud and False or Fraudulent**

### **Statements or Related Acts**

**Termination**

**Government Wide Debarment and Suspension (Non Procurement)**

**Contracts Involving Federal Privacy Act Requirements**

**Civil Rights Requirements**

**Breaches and Dispute Resolution**

**Disadvantaged Business Enterprise**

**Prompt payment**

**Incorporation of Federal Transit Administration (FTA) Terms**

**Other Federal Requirements**

**Federal Certification**

The proposer hereby certifies that it will comply with the clauses checked above as well as those attached. (Please read and where indicated, sign appropriate clauses)

Signature:

Date: