



## **Request for Proposal Transportation Technology**

### **Request for Proposals**

The Southeastern Virginia Areawide Model Program t/a Senior Services of Southeastern Virginia (SENIOR SERVICES) is requesting proposals for the selection of Transportation/GPS technology along with scheduling and communication between base and drivers for at minimum forty (40) ADA-compliant vehicles that transport our customers. The technology should encompass client management system and user interface, scheduling, directions, reservations, collections, data checking, time stamps, mileage, and tools that effectively support route planning and optimization.

The selection will be based on cost efficiency, system features and ease of user interface, customization ability, performance, and technical support and reliability of the proposed vendor. This RFP is a result of the award of state capital and mobility management funding to acquire software and other relevant technology for transit operations efficiency and to increase Senior Services' transportation service capacity beyond the Americans with Disabilities Act of 1990 (ADA) requirements. The Agency's needs are outlined in the following Request for Proposal (RFP).

### **Time Schedule**

It is Senior Services' intent to observe the following process and timetable resulting in the selection of a firm:

- Issue RFP . . . . . 10/25/2023
- Questions/Clarifications submitted by . . . . . 11/10/2023
- Agency response to written questions. . . . . 11/17/2023
- Deadline . . . . . 12/1/2023
- Schedule Presentations of Software . . . . . Month of December 2023
- Notify firm chosen . . . . . 1/5/2024

### **Instructions to Contractors:**

1. All proposals must be addressed to:  
Senior Services of Southeastern Virginia  
Attention: Brigid Z. Miller, Chief Financial Officer  
2551 Eltham Avenue, Suite Q  
Norfolk, VA 23513  
Email: [bmiller@ssseva.org](mailto:bmiller@ssseva.org)

2. Proposals received by the due date to be included for review. Proposal can be email or mail. : Please make sure to locate on the message line of the email or the envelope "GPS for Vehicles."
3. **All proposals must be received by 4:00 p.m. on December 1, 2023.**
4. Proposals should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content.
5. The Chief Financial Officer (CFO) at Senior Services of Southeastern Virginia will notify the firm selected near or on the date indicated above.
6. T The full proposal package to include the required attached forms in the RFP must be submitted in response to this solicitation.
7. Selection Criteria
  - a. Responsiveness of the written proposal
  - b. Completeness and clarity of required information
  - c. Any supplemental information provided that will demonstrate quality of service.
  - d. Price
  - e. Ability, experience history of successfully performing similar work.
  - f. Must have the ability to easily and quickly service hardware and software within service area. (Service Area: Isle of Wight, Southampton County, Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk and Virginia Beach)
8. Scope of Services
  - a. Transportation Technology/GPS solution must be cellular based for real time tracking and dispatch.
  - b. Transportation Technology/GPS must include installation of devices, inclusion of software system to manage data, training and implementation and support.
  - c. Solution must provide security assurances and include redundancy features with ability to quickly recover from negative events (crashed server, corrupt data, etc.)
  - d. Transportation Technology/GPS solution must be compatible for export functions with our database management systems.
  - e. Technology solution must include confirmation and reminder messages to rider by email or phone voice mail.
  - f. Technology solution must at minimum include:
    - i. Real time scheduling and directions
    - ii. Route optimization and user interface
    - iii. Confirmation of reserved or scheduled trips
    - iv. Confirmation of miles traveled, stops and time frames
    - v. Hands free communication driver to dispatch
9. Solutions and Requirements - Solution addresses the following questions:
  - a. Hardware – Describe how your solution addresses the following questions and/or criteria.
    1. Must work on the following tablets: 10" TCL 5G tablets and 7" Galaxy Tab 7 Lite tablets.
    2. Hardware requirements and considerations for SENIOR SERVICES.
    - 3.

- b. Software and Operating Systems and Services – Describe how your solution addresses the following questions and/or criteria:
  - 1. Capture of real time data
  - 2. Type of technology utilized to transfer data
  - 3. Coverage area
  - 4. Discuss options on purchase of minutes from vendor
  - 5. Driving direction capability
  - 6. Itemized list of events tracked (max available)
  - 7. Alerts (what and how)
  - 8. Route planning and optimization
  - 9. Customization features
  
- c. Provide detailed information regarding the software system utilized to manage data including but not limited to the following:
  - 1. Overview of system capabilities
  - 2. Practical applications and ease of use
  - 3. Reporting capabilities (ad hoc versus custom)
  - 4. Data collected
  - 5. Ridership information
  - 6. Driver/Team Goals Management
  
- d. Provide detailed information regarding the scope of work to include but not limited to:
  - 1. Time frame per vehicle, per entire job, install of software (testing and debugging)
  - 2. Project management team assigned to SENIOR SERVICES (Names, roles, qualifications)
  - 3. Installation considerations and requirements of SENIOR SERVICES
  - 4. Training plan for SENIOR SERVICES
  - 5. Implementation/installation and training time frames should be clearly stated in proposal.
  
- e. Technical
  - 1. Client/server communication
  - 2. Server authentication
  - 3. Security and redundancy assurances
  - 4. Is solution web based?
  - 5. What are installation requirements?
  - 6. Is connection to GPS over common ports and specific networks to minimize firewall vulnerability?
  - 7. Discuss connection security and application encryption.
  - 8. Mirroring configurations, clustering.
  
- f. Warranty service and support criteria
  - 1. Do you provide local support? (Who and where are they based?)

2. Who will be the key single point of contact to ensure optimum service during implementation and management of this contract?
  3. Detail response time, escalation procedures and hours of availability.
  4. Describe software warranty.
  5. Discuss software updates.
- g. Describe any features, benefits, services that your solution offers in addition to those considered for evaluation. SENIOR SERVICES will be the sole determinant of the value offered.
- h. Cost rankings will be based upon a combination of pricing considerations including, but not limited to the following categories:
1. Equipment cost – Provide on a separate page labeled “Equipment Cost,” the cost for the equipment options. (Hardware and Software)
  2. Training and installation – Provide on a separate page labeled “Training and Installation Cost,” all costs associated with training and installation. (Itemized)
  3. Cost of service plan – Provide on a separate page labeled “Service Plan Cost,” the cost of all service/maintenance to SENIOR SERVICES under this RFP.
  4. Maintenance cost – Provide on a separate page labeled “Maintenance,” itemized service costs for one, two and three year period. (Assuming contract is renewed by both parties.)
  5. Ability to expand system and costs should be included for future expansion.
  6. Expansion costs and considerations.

#### 10. Terms and conditions

- a. Prices must remain firm for one year from date of award.
- b. Complete the following RFP forms:
  - i. Vendor Management sheet
  - ii. Vendor reference sheet
- c. Attach all requested separate pages of information in the full proposal package as follows:
  1. Cost
  2. Warranty service and support
  3. Scope of services
  4. Technical solution
  5. Hardware
  6. Software/Operating Systems
  7. Training and installation cost
- d. Proposals that contain minimum order amounts will not be accepted.
- e. RFP’s must include all delivery and/or installation charges.
- f. Award will be made to the responsive and responsible vendor based on price, availability, past vendor experience, references and compliance with the proposal specifications in the best interest of SENIOR SERVICES.
- g. No taxes should be included in this RFP. Senior Services of Southeastern Virginia is a 501(c) 3 organization.

- h. Insurance – The successful vendor must have the following insurance coverage placed with approved and licensed insurance carriers. Proof of insurance must be available at the request of SENIOR SERVICES at any point of the evaluation process or during the life of the contract.
  - i. Worker’s Compensation.
  - ii. Commercial General Liability
  - iii. Automobile liability

## PROPOSAL FORMS

### Vendor Management Sheet

Management Information: Proposers and their subcontractors must have prior successful experience performing similar work and must be licensed to conduct business in the Commonwealth of Virginia and must possess all permits, licenses, certifications, approvals, equipment, materials and staff necessary to perform this work.

1. Company Name \_\_\_\_\_
2. Name of Owner(s) \_\_\_\_\_
3. Address \_\_\_\_\_
4. Phone \_\_\_\_\_ Fax \_\_\_\_\_
5. Number of Years in Business \_\_\_\_\_
6. Number of Years at Current Location \_\_\_\_\_
7. Name of local representative and contact information \_\_\_\_\_  
\_\_\_\_\_
- a. State duties and qualifications of key staff members.

8. Operating Days/Hours

9. Please provide an experience/qualification profile for technical staff:

Name	Job Title	Years	Job-Related Training/Certifications
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

## Vendor Reference Sheet

### References:

Provide three (3) commercial client references, their size of fleet by vehicle type using GPS technology, years of relationship, type of service.

1. Company \_\_\_\_\_
2. Address, city, State, Zip \_\_\_\_\_
3. Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_
4. Name of Contact Person \_\_\_\_\_ Email \_\_\_\_\_

5. Company \_\_\_\_\_
6. Address, city, State, Zip \_\_\_\_\_
7. Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_
8. Name of Contact Person \_\_\_\_\_ Email \_\_\_\_\_

9. Company \_\_\_\_\_
10. Address, city, State, Zip \_\_\_\_\_
11. Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_
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