



## CITY of NOVI CITY COUNCIL

**Agenda Item 1**  
**August 29, 2016**

**SUBJECT:** Approval to award bid for Older Adult Transportation Services Demand Response Software to Ecolane USA, Inc. in the amount of \$75,264; subject to final review and approval of form of agreement by City Manager's office and the City Attorney.

**SUBMITTING DEPARTMENT:** Parks, Recreation and Cultural Services (PRCS)

**CITY MANAGER APPROVAL:** *PA*

<b>EXPENDITURE REQUIRED</b>	<b>\$ 75,264.00</b>
<b>AMOUNT BUDGETED</b>	<b>\$ 100,000.00</b>
<b>LINE ITEM NUMBER</b>	<b>208-695.00-986.000</b>

### **BACKGROUND INFORMATION:**

After being identified in 2016 Council Goal Setting as a priority, the Older Adult Transportation program is planning to purchase Demand Response Transportation (DRT) software to gain flexible scheduling functionality and elevate customer support. OAS Transportation currently uses Excel and Access as scheduling and database tools. New software will provide real-time data with trip history details, including interactive visual aids to manage incidents and follow-up actions. Data that will become available through the new system will include 100 percent GPS-verified stop arrival and departure information, no-shows, collected fares and detailed time information. In addition, the selected software provider will assist OAS staff with migrating the existing data into the new system upon implementing DRT software by January 2017.

Staff will realize increased efficiencies through the new software. Dispatchers will be able to see vehicle location, including speed and direction, in real-time with odometer and mileage tracking. They will be able to send custom or pre-determined messages to a single driver, or to all drivers at once, eliminating the need for almost all voice communication. Drivers will receive automatic, real-time updates, with audible tones when updates are received and a color-coded user interface to indicate stop changes.

Customers will receive the benefits of text message updates and the ability to book reservations online with 48-hour notice. The software will help to determine future planning actions regarding the on-going repair and replacement of OAS

vehicles in future Capital Improvement Program budgets. Additionally, all of these features are anticipated to increase safety and customer service.

A request for proposals (RFP) was advertised on the Michigan Intergovernmental Trade Network (MITN) website. The City received four proposals. Of the four firms submitting proposals, Ecolane's best meets the needs of Transportation Services. Low bidder StrataGen did not meet all specifications and included a proprietary tablet as part of the bid, which is not acceptable to the City. The Bid Tabulation is below.

	Ecolane	1Commute	Kevadiya	StrataGen*
Total Project Costs	\$ 75,264.00	\$ 95,517.00	\$ 125,000.00	\$ 72,530.00
Annual Costs (Cloud Hosting)	\$ 6,799.00	\$ 33,110.00	\$ 44,000 - \$ 80,000	\$ 900.00

\*StrataGen proposal did not meet all specifications

The total implementation cost to purchase the DRT software is \$75,264.

- \$51,672 for upfront costs (software, design, build, hardware, project deployment, three on-site trainings)
- \$14,495 includes a one-time licensing fee of \$12,999 for short message service (SMS) and \$1,500 per 10,000 SMS text messages to remind customers of scheduled rides
- \$9,097 Customer web portal (ability for riders to request/schedule trips through Novi website)

Estimated annual costs are:

- \$6,799 for Cloud/Hosting starting in year two
- The city will be responsible for the purchase of driver tablets, cases, chargers and for cellular data. Estimated upfront cost will be \$6,040.

**RECOMMENDED ACTION:** Approval to award bid for Older Adult Transportation Services Demand Response Software to Ecolane USA, Inc. in the amount of \$75,264. Subject to final review and approval of form of agreement by City Manager's office and the City Attorney.

	1	2	Y	N
<b>Mayor Gatt</b>				
<b>Mayor Pro Tem Staudt</b>				
<b>Council Member Burke</b>				
<b>Council Member Casey</b>				

	1	2	Y	N
<b>Council Member Markham</b>				
<b>Council Member Mutch</b>				
<b>Council Member Wrobel</b>				



JOHNSON ROSATI SCHULTZ JOPPICH PC

27555 Executive Drive Suite 250 ~ Farmington Hills, Michigan 48331  
Phone: 248.489.4100 | Fax: 248.489.1726

tschultz@jrsjlaw.com

www.johnsonrosati.com

August 25, 2016

Jeffrey Muck, Director  
Parks, Recreation & Cultural Services  
City of Novi  
45125 Ten Mile Road  
Novi, MI 48375

**Re: *Ecolane USA, Inc. Service Agreement (OAS Transportation)***

Dear Mr. Muck:

We have received and reviewed the proposed Ecolane USA Inc., Software License and Service Agreement. The Service Agreement provides terms and conditions relating to the license, professional services, hardware, notification module, and customer web portal provided to the City of Novi to use the contractor's software. The Agreement is for 12 months and has three options for renewal, after the first, second, and third year.

The total cost for installation, training, and the first year of service is \$75,264. The annual maintenance, support, and system hosting is \$6,799, which is included in the first year. Additional annual costs include a \$1,500 per block of 10,000 SMS text messages based on actual use. The payment terms require 65% due at contract signing, 25% due at set-up of the hosted system solution, and 10% due upon acceptance. The term of the agreement commences upon contract signing.

The Agreement for the most part does not contain any unusual or objectionable contract terms, and each party's liability appears similar to that which it would otherwise be subject to pursuant to under applicable law. However, the Agreement does contain a waiver of all warranties not specifically addressed in the Service Agreement, including warranties of title, merchantability, fitness for a particular purpose, accuracy, noninfringement of third parties' rights, and secure, error-free or uninterrupted operation. These are not unusual in this sort of agreement, although we recommend that they be deleted. We also note that the Agreement provides a sole remedy to the City of Novi's for any breach of warranties, which requires the licensor use commercially reasonable efforts to correct, replace or provide a work around for the failure causing breach or provide an equitable refund. These limited remedies are also not unusual in software agreements.

August 25, 2016

Page 2

Subject to the comments above, we see no legal impediment to execution of the Service Agreement by the City Manager.

If you have any questions regarding the above, please do not hesitate to contact me.

Sincerely yours,

JOHNSON, ROSATI, SCHULTZ & JOPPICH, P.C.

A handwritten signature in black ink, appearing to read "Thomas R. Schultz". The signature is written in a cursive style with a large, stylized "S" at the end.

Thomas R. Schultz

TRS:SMB:jah

cc: Cortney Hanson, City Clerk

**CITY OF NOVI  
DEMAND RESPONSE TRANSPORTATION SOFTWARE**

**FEE PROPOSAL FORM**

We the undersigned as proposer, propose to furnish to the City of Novi, according to the specifications, terms, conditions and instructions attached hereto and made part thereof:

	<b>Description</b>	<b>Total (Lump Sum)</b>
A.	Demand Software	\$14,700
B.	Professional Services (design, build, deploy, training, travel)	\$29,880
C.	Hardware (includes mounts & installation/labor for 8 vehicles)	\$7,092
D.	Notification Module (includes night before and day of reminders through call, email, text)	\$12,995 *text only
E.	Customer Web Portal (ability for riders to request/schedule trips through the Novi website)	\$9,097

	<b>Annual Fees</b>	<b>Year 1 (initial contract)</b>	<b>Year 2 (first renewal option)</b>	<b>Year 3 (second renewal option)</b>	<b>Year 4 (third renewal option)</b>
F.	Cloud/Hosting (annual cost)	Included in Items A-E for Ecolane system	\$6,799	\$6,799	\$6,799
G.	Onsite Support (annual cost for the base)	3 On-Site trainings are included in Item B	\$150 per hour + Travel Costs	\$150 per hour + Travel Costs	\$150 per hour + Travel Costs
H.	Onsite Support (annual cost for base + notifications/portal)	Service is hosted & onsite support would not be necessary. \$1,500 as needed for groups of 10,000 SMS text messages.	\$1,500 as needed for groups of 10,000 SMS text messages	\$1,500 as needed for groups of 10,000 SMS text messages	\$1,500 as needed for groups of 10,000 SMS text messages

# Mobile Data Tablet (MDT)

Ecolane 

SIMPLE. POWERFUL. RELIABLE.

[WWW.ECOLANE.COM](http://WWW.ECOLANE.COM)

## The Product

Ecolane's Touch Screen MDT delivers the features, communication and AVL functionality at a **fraction of the cost** and with more versatility than a vehicle-mounted solution.

Vehicle operators have access to Ecolane's **most recent manifests and all updates** via the tablet. Dispatchers are able to **work more effectively, respond to customers** more efficiently, **track vehicle locations** in real-time and **communicate directly** with their drivers. Manual tasks such as **entering stop times, no-shows and vehicle mileage** are handled quickly, easily and automatically. Additionally, the tablets data collection capabilities **save time** and provide measurable advantages in reporting, complaint resolution, and driver training.

## MDT Highlights

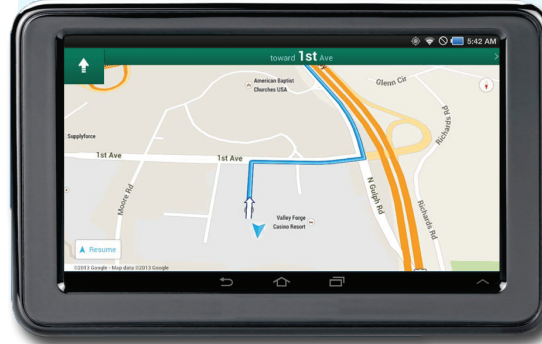
- Two-way data communication in **real time**
- **Instant tracking** of vehicle locations
- Monitor and record location information, **including driving speeds**
- **Fast and efficient** dispatching in real-time
- **Increased safety** & customer service
- Automated **data collection**
- **Records time and location** of all no-shows
- **Simple installation and fully transferable** between vehicles
- Intuitive **touch screen** interface
- Screen **locks for safety** when vehicle is in motion
- Versatile securement
- **Eliminates** the need for almost all voice communication



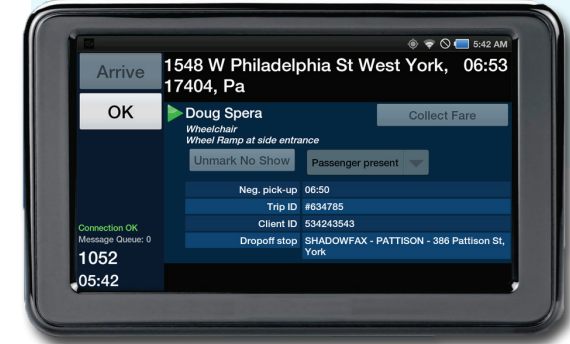
Use of simple icons and colors provide additional information.



Built-in turn-by-turn navigation.



Comprehensive passenger information available.



## Additional Features & Highlights

- Real time, Two-way communication

- Reported arrivals, departures, no-shows, collected fares with AVL and time information
- Automatic manifest updates

- Automatic Vehicle Location (AVL)

- GPS location, including speed and direction
- Odometer and mileage tracking at all stops and events
- Real-time and detailed historical vehicle tracking

- Manifest Stop Listing

- Complete address and location names

- Detailed trip information, including notes, passenger names and mobility information
- Fare review, updating and transaction method collection

- Manifest Features

- Automatic, real-time updates to trip manifests
- Audible tones when updates are received
- Color coding user interface to indicate stop changes

- Real-time Messaging Between Dispatch & Drivers

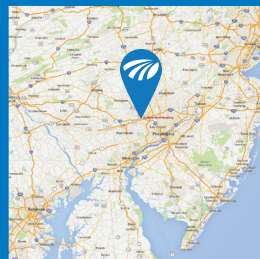
- Dispatchers can send free form or canned messages to one or all drivers

Visit [WWW.ECOLANE.COM/MDT](http://WWW.ECOLANE.COM/MDT) for more info and to arrange for a personal demonstration.

# Ecolane

[INFO@ECOLANE.COM](mailto:INFO@ECOLANE.COM)  
[WWW.ECOLANE.COM](http://WWW.ECOLANE.COM)

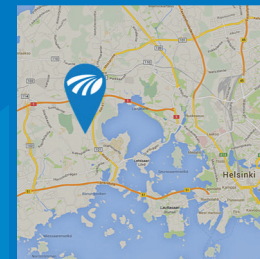
Map Data: Google



### Ecolane North America

940 West Valley Rd  
Suite 1400  
Wayne, PA  
19087 USA

Tel. (844) ECOLANE  
Fax. (888) 712-2499



### Ecolane Europe

Ecolane Finland Oy  
Spektri Pilotti  
Metsanneidonkuja 4 02130  
Espoo, Finland

Tel. +358 9 61 500 901  
Fax. +358 9 72 554 272



**NOTICE - CITY OF NOVI  
REQUEST FOR PROPOSALS**

**DEMAND RESPONSE TRANSPORTATION SOFTWARE**

The City of Novi will receive sealed proposals for **Demand Response Transportation Software** according to the specifications of the City of Novi.

Sealed proposals will be received until **2:00 P.M.** prevailing Eastern Time, on **Wednesday, June 8, 2016**, at which time proposals will be opened and read. Proposals shall be addressed as follows and delivered to:

**CITY OF NOVI  
CITY CLERK'S OFFICE**  
45175 Ten Mile Rd.  
Novi, MI 48375-3024

OUTSIDE OF MAILING ENVELOPES/PACKAGES MUST BE PLAINLY MARKED **"DEMAND RESPONSE TRANSPORTATION SOFTWARE RFP"** AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award the contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

Sue Morianti  
Purchasing Manager

Notice dated: May 12, 2016

**NOTICE TO PROPOSERS:**

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of RFP documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those vendors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, [www.mitn.info](http://www.mitn.info) and obtain an official copy.





## CITY OF NOVI

### DEMAND RESPONSE TRANSPORTATION SOFTWARE

#### INSTRUCTIONS TO PROPOSERS

This RFP is issued by the Purchasing Office of the City of Novi.

#### **IMPORTANT DATES**

RFP Issue Date	May 12, 2016
Last Date for Questions	Wednesday, June 1, 2016 by 12:00 P.M. Submit questions via email to: Sue Morianti, Purchasing Manager smorianti@cityofnovi.org
Response Due Date	<b>Wednesday, June 8, 2016 by 2:00 P.M.</b>
Anticipated Award Date	<b>July 11, 2016</b>

#### **QUESTIONS**

Please email all questions to the staff member listed above. Please write the name of the RFP in the subject line. If you write anything else in the subject line, your email may be deleted as spam.

#### **TYPE OF CONTRACT**

If a contract is executed as a result of the bid, it stipulates a fixed price for products/ services. The initial contract period for the maintenance will be for one (1) year. Upon mutual consent of the City of Novi and the successful proposer, the contract may be renewed three (3) times in one (1) year increments.

#### **PROPOSAL SUBMITTALS**

Provide **two (2)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL, and **one (1)** copy in digital format (CD or flash drive). Original proposal may be clipped but should not be stapled or bound. No other distribution of the proposal will be made by the Contractor. Proposal must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE BID TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.

#### **CHANGES TO THE RFP/ADDENDA**

Should any prospective Proposer be in doubt as to the true meaning of any portion of the Request for Proposal, or should the Proposer find any patent ambiguity,

inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the specified person by the date listed above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at [www.mitn.info](http://www.mitn.info). Any addendum issued by the City shall become part of the RFP and shall be taken into account by each proposer in preparing their proposal. Only written addenda are binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

### **SUBMISSION OF PROPOSALS**

Proposals must be submitted in a sealed envelope. Outside of mailing envelope must be labeled with name of contractor and name of RFP. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at City Clerk's Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. The Clerk's Department time stamp will determine the official receipt time. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone an RFP opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. Proposals must show unit and total prices. *ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.*

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the bid may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Any samples, CDs, DVDs or any other items submitted with your proposal will not be returned to the contractor.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

USE OF THE CITY LOGO IN YOUR PROPOSAL IS PROHIBITED.

### **CONSIDERATION OF PROPOSALS**

In cases where items are requested by a manufacturer's name, trade name, catalog number or reference, it is understood that the proposer intends to furnish the item so identified or an item of "equal" quality and value as determined by the City of Novi.

Reference to any of the above is intended to be descriptive, but not restrictive, and only indicates articles that will be satisfactory. Bids of "equal" quality and value will be considered, provided that the proposer states in his/her bid what he/she proposed to furnish, including literature, or other descriptive matter which will clearly indicate the character of the item covered by such bid.

The City hereby reserves the right to approve as an "equal", any item proposed which contains minor or major variations from specification requirements, but which may comply substantially therewith.

### **RESPONSIVE PROPOSALS**

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided.

### **EXCEPTIONS**

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

### **CONTRACT AWARD**

The contract that will be entered into will be that which is most advantageous to the City of Novi, prices and other factors considered. The City reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest proposer, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interests of the City of Novi.

After contract award, notification will be posted on the MITN website at [www.mitn.info](http://www.mitn.info).

The City may, from time to time, find it necessary to continue this contract on a month-to-month basis only, not to exceed a six (6) month period. Such month-to-month extended periods shall be by mutual agreement of both parties, with all provisions of the original contract or any extension thereof remaining in full force and effect.

### **SELECTION PROCESS**

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation. Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, capacity and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

## **GENERAL CONDITIONS**

### **INSURANCE**

A certificate of insurance naming the City of Novi as an additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements in Attachment A is to be provided to the City and remain in force during the entire contract period.

### **CONTRACT RENEWAL**

No contract shall be automatically renewed at the end of any contract term.

### **NO EXCLUSIVE CONTRACT**

Contractor agrees and understands that the contract shall not be construed as an exclusive agreement and further agrees that the City may, at any time, secure similar or identical products/services at its sole option.

### **TAX EXEMPT STATUS**

It is understood that the City of Novi is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the bid prices. The City will furnish the successful proposer with tax exemption certificates when requested. The City's tax-exempt number is 38-6032551.

The following exception shall apply to installation projects: When sales tax is charged to the successful proposer for materials to be installed during the project, that cost shall be included in the "Complete for the sum of" bid price and not charged as a separate line item. The City is not tax exempt in this case and cannot issue an exemption certificate.

### **FREIGHT CHARGES/SHIPPING/HANDLING**

All bid/proposal pricing is to be F.O.B. destination.

### **DOWN-PAYMENTS OR PRE-PAYMENTS**

Any bid proposal submitted which requires a down-payment or prepayment prior to delivery and full acceptance of the item(s) as being in conformance with specifications will not be considered for award.

### **INVOICING**

Invoices must be mailed to: City of Novi, Attn: Finance Department, 45175 Ten Mile Road, Novi, MI 48375, or emailed to: [invoices@cityofnovi.org](mailto:invoices@cityofnovi.org).

### **CONTRACT TERMINATION**

The City may terminate and/or cancel this contract (or any part thereof) at any time during the term, any renewal, or any extension of this contract, upon thirty days (30) days written notice to the Contractor, for any reason, including convenience without incurring obligation or penalty of any kind. The effective date for termination or cancellation shall be clearly stated in the written notice.

### **TRANSFER OF CONTRACT/SUBCONTRACTING**

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City of Novi. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City of Novi for such acts or omissions.

### **NON-DISCRIMINATION**

In the hiring of employees for the performance of work under this contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

### **ACCEPTANCE OF PROPOSAL CONTENT**

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

### **DISCLOSURE**

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this RFP is available without redaction to any individual or organization upon request.

### **ECONOMY OF PREPARATION**

Proposals should be prepared simply and economically, providing a straightforward and concise description of the contractor's ability to meet the requirements of the bid. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the bid.

The City of Novi is not liable for any costs incurred by proposers prior to issuance of a contract.

### **INDEPENDENT PRICE DETERMINATION**

By submission of a proposal, the proposer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other Competitor; and
- (b) No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.



Each person signing the proposal certifies that:

(c) He is the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or

(d) He is not the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



**CITY OF NOVI**  
**DEMAND RESPONSE TRANSPORTATION SOFTWARE**  
**SPECIFICATIONS**

**BACKGROUND INFORMATION**

The City of Novi's Older Adult Transportation program provides specialized transportation for residents of Novi age 55+ or those under 55 with a limiting disability to doctor appointments, shopping, special events, classes, programs, etc.

Vehicles are scheduled based on the needs of each passenger using either a lift-equipped bus or standard car/van.

Novi provides over 11,000 one way rides per year traveling 97,531 miles with 6 vehicles.

**PROJECT OBJECTIVES**

City of Novi currently uses Access and Excel software and is seeking to upgrade and/or replace its dispatch and operations software and add mobile software and hardware in our 6 vehicles to collect data. This would include scheduling, dispatch, GPS, AVL, mobile data terminals (MDT'S), and web portal technology for customer scheduling, for door-to-door transit services. This project will be managed by City of Novi.

**PROPOSAL SUBMITTALS**

When replying to this RFP, please make sure you make special note of the following:

1. You MUST include MDT hardware in order for your proposal to be considered. However, the City reserves the right to obtain the MDT hardware from a current vendor.
2. If you choose not to include data, please make sure you specifically state this and state what data vendors are able to be used with your chosen hardware.
3. Your proposal should clearly indicate the entire cost of the proposed system along with the first four years of maintenance/support. We then need to have an idea of what the monthly/yearly cost of the proposed system after year four will be.

**TRAINING**

Please be sure to indicate how much & what type of training (onsite and remote) is included in your proposal.

## **PROPOSAL EVALUATION CRITERIA**

Proposals will be evaluated using the following criteria:

1. Product/solution proposed; how well it fulfills the City's requirements
2. Vendor's proposed workplan/timeline for completing the project
3. Project team/staffing plan – Experience of project manager, experience of maintenance personnel
4. References – Please provide a minimum of 3 client references for projects similar in scope to this project. Include Customer/municipality name, address, contact name & phone number, plus a description of the project completed
5. Price

Company name \_\_\_\_\_

**CITY OF NOVI  
REQUEST FOR PROPOSALS**

**DEMAND RESPONSE TRANSPORTATION SOFTWARE**

**SPECIFICATIONS/REQUIREMENTS – please fill in and return this form with your proposal.**

		Comply	
		Y	N
<b>Item</b>	<b>TECHNICAL REQUIREMENTS</b>		
1	The City prefers a hosted cloud based solution.		
2	If the solution is accessed via a web browser, it must support both the Google Chrome and Microsoft Internet Explorer platforms.		
3	The City uses Verizon cellular service exclusively and prefers that provider for data transport.		
4	The City uses the Windows operating system for operating systems for PC/Laptops and in-vehicle hardware. The preferred solution should operate in this environment.		
	<b>Work station Support Requirements</b>		
5	Operating System – Windows 7 Professional and Windows 10 compliant.		
6	Processor – Minimum Intel 2.8 GHz, 2.70 GHz dual-core 2.55 GHz quad-core		
7	RAM – 8 GB or higher		
8	Hard Drive – 128 GB hard drive		
9	Graphics Card - capable of running at least two monitors/displays with DVI/HDMI support		
10	Network Card - Gigabit Ethernet adapter		
11	Monitor - at least two (2) monitors 22" or larger with DVI/HDMI support per workstation		
	<b>Network Configuration Requirements</b>		
12	City of Novi currently operates on a Gigabit network (using switches, not hubs) and uses TCP/IP Protocol only.		
	<b>Additional Communications Equipment Requirements</b>		
13	Any equipment needed to maintain optimal communication between MDT's and cellular/data connection is included in bidder's proposal.		
	<b>DATA CONVERSION</b>		
14	New program must convert all existing data (MS SQL Server) with little or no loss of information.		
	<b>Passenger information, including at least:</b>		
15	Passenger name, address, phone #, City		
16	Passenger type (Senior, Disabled, Senior Disabled)		
17	Passenger that needs a lift, or are in a wheelchair or scooter		
18	Fares		

Company name \_\_\_\_\_

		Comply	
		Y	N
19	Emergency Contact		
20	Misc. column for notes		
<b>SOFTWARE REQUIREMENTS</b>			
21	The software must offer easy modification of trips, especially indicating which vehicle will do each trip.		
22	Software has the capability to help maintain pre-trip/post-trip records.		
23	Software has the ability to manage incident/accident reports.		
24	Driver checkout must include a printout of the checkout/fare/rider activity.		
25	Cancel rides fast and easy and be able to undo if necessary.		
26	Reassign rides in reoccurring, including driver, bus number.		
27	Be able to copy rides and automatically switch pick up & drop off for return trip.		
28	Dispatcher chooses the bus and the driver for pickup, with optional input from the software for scheduling rides.		
29	Bill for more than one program/contract types including per person rate, per hour, hourly within a certain part of the schedule, etc.		
30	Printed reports must include at least the following: cash over/short, reports for billings, tracking reports for mileage and fuel, bus maintenance reports, SMARTdata reports, system wide monthly totals, number of trips based on passenger type, billing reports, monthly calendars, reports by rides per hour, pre-trip/post-trip.		
31	Drivers logs/reports when printed, must show the following: passenger's name, pick up and drop off address, date, time, time of pick up and approximate time of drop off, passenger type, payment type, misc. column for notes, start and end mileage, driver's name, place for driver's signature, vehicle number, date, empty space for write in of actual pick up and drop off times, place for fares, fuel added, oil added.		
32	Destinations, date/time rides was taken, phone number, place for directions/notes.		
33	The dispatch software needs the ability to send all ridership information (pickup, time, drop-off, time, pickup address, and drop off address, messages) to a mobile data terminal mounted inside the bus. Drivers will collect data per ride to be sent to the dispatch system. The terminal is required to be mounted to ensure stability for the equipment and in an appropriate location making the information easy to read from the driver's seat. The equipment must be easy to remove and install.		
34	Bus running late notification (i.e. 10 minutes), this puts dispatch on notice that service needs adjustment and adjust if needed.		

Company name \_\_\_\_\_

		Comply	
		Y	N
35	Passenger call to notify the day. This also notifies the passenger if bus is running late due to weather or other reason.		
36	The scheduling software must fully integrate with the AVL and mobile data terminal (MDT) interface.		
37	The dispatchers must be able to move easily between all major components of the system without having to exit, turn off, or minimize other major components.		
38	MDT's must be able to be purchased in a retail outlet for replacement if needed		
39	The system must be able to track or time stamp changes from different dispatchers from any ride and be able to be viewed or printed by appropriate persons to track changes (auditing).		
40	Different colors on the dispatch screen for cancels, no shows, open rides, if a passenger is on the bus or dropped off the bus, that can be hidden if not needed and reinstated if needed.		
41	Provide mileage tracking and navigation assistance.		
42	Ability to track every other week scheduling or every third Wednesday, for example.		
43	Will call list: A filter for use when a rider is not sure of their return time.		
44	Filter for unassigned rides.		
45	MDT must support text messaging between dispatch and the vehicle operator		
46	Alert for dispatchers of suspensions of passengers etc., and be able to override if needed.		
47	Geo coded addresses and be able to search by address, common names, etc.		
48	GIS capabilities to allow the user to have access to map views of the service area, individual routes or runs, stops street addresses or other user defined zoom levels, and the ability to add and monitor geo-fences.		
49	Access to maps should only be one mouse click for the user.		
50	Vendor is responsible for supplying up to date maps at least every two years, or other reasonable interval of time through the mapping provider.		
51	The AVL system must fully integrate with the GIS system and provide navigational support to the transit vehicles and have the latest GPS technology with a maximum location error of 100 feet.		
52	The system shall support a passenger default address along with other pick up addresses.		
53	System shall be able to turn off a standing ride when needed.		
54	System shall be able to take and route rides for the same day (manually or computer assisted).		
55	System shall automatically update the trips in the dispatch		



		Comply	
		Y	N
	screen		
56	Scheduling for customer trips to the correct vehicle should be sent no longer than 30 seconds after the data is entered.		
57	System shall allow for modifying, adding or canceling rides to any run/route and updating immediately.		
58	When a change of address has been made, remind driver when picking up or dropping off passenger than a change was made to their manifest		
59	Software must be able to generate a variety of reports and add new reports as needed by transit staff without added cost.		
<b>MOBILE DATA TERMINAL REQUIREMENTS</b>			
60	AVL must be fully integrated with the GIS based dispatch system and must provide real time information using graphical mapping of vehicles, routes, stop address, etc.		
61	Data must be transmitted to and from the vehicle and the channels must be adequate to allow transmission of data in real time.		
62	MDT's must be portable and easily removed from the vehicle for replacement or overnight storage, and have a built in camera on the front and back for possible accident/incident reporting documentation uses.		
63	Once the MDT is turned on, it must display: current odometer, drivers log/manifest, driver ID, and be able to transmit/receive messages.		
64	MDT's must be able to record a pick-up, boarding, and departure of passenger		
65	The driver log/manifest on the MDT must be able to scroll through as many trips as necessary for the driver.		
66	MDT's must be able to record a pick-up, boarding and departure of passengers, flag a no-show, input fare data, record drop off time, pick up time.		
67	MDT's must have integrated mapping and turn-by-turn navigation using free available navigation software.		
68	The mounting for the MDT must not pose a safety hazard to the driver and passengers, and must be installed to minimize the exposure to the elements. Must be mounted to ensure the bumps and vibration of the vehicle on rough streets and roads and those caused by driver entering and exiting the bus, must be easily removed for a nontechnical person.		
<b>CUSTOMER WEB PORTAL REQUIREMENTS</b>			
69	Must have web portal technology available that integrates with the dispatch software and allows for individuals (customers) and groups (facilities/businesses) to request rides for approval by dispatch. Web portal, at a minimum, must		

Company name \_\_\_\_\_

		Comply	
		Y	N
	have the following features:		
70	Individual user login		
71	Allows users to schedule trip reservations by date and time		
72	Allows users to schedule initial and return trips		
73	Accept passenger information (e.g. uses wheelchair or walker, carries portable oxygen, or is visually impaired) and if a personal attendant is going on the trip		
74	Allows users to search for addresses		
75	Allows users to confirm trip details before submission		
76	Immediately notify dispatchers/schedulers of a pending request		
77	Allow users to be notified of approvals, denials, or modifications		
78	Notify dispatchers/schedulers of fare collected and method of payment		
79	Be able to easily run reports showing all dates submitted with reservations		
80	Reports must be easily exportable into an Excel spreadsheet		
81	24/7/365 technical support		
82	Must be easily upgradable when the agency upgrades PCs and/or dispatch software		



**CITY OF NOVI  
INSURANCE REQUIREMENTS  
ATTACHMENT A**

1. The Contractor shall maintain at its expense during the term of this Contract, the following insurance:
  - a. **Worker's Compensation** insurance with the Michigan statutory limits and Employer's Liability insurance with minimum limits of **\$100,000** (One Hundred Thousand Dollars) each accident.
  - b. **Commercial General Liability Insurance** – The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance, Personal Injury, Bodily Injury and Property Damage on an "Occurrence Basis" with limits of liability not less than **\$1,000,000** (One Million Dollars) per occurrence combined single limit.
  - c. **Automobile Liability** insurance covering all owned, hired and non-owned vehicles with Personal Protection insurance to comply with the provisions of the Michigan No Fault Insurance Law including Residual Liability insurance with minimum bodily injury limits of **\$1,000,000** (One Million Dollars) each person and **\$1,000,000** (One Million Dollars) each occurrence and minimum property damage limits of **\$1,000,000** (One Million Dollars) each occurrence.
2. All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice date to the City; alternately, contractor may agree to provide notice of such cancellation or reduction.
3. The City of Novi shall be named as Additional Insured for General Liability and Auto Liability. Certificates of Insurance evidencing such coverage shall be submitted to City of Novi, Purchasing Department, 45175 Ten Mile Road, Novi, Michigan 48375-3024 prior to commencement of performance under this Contract and at least fifteen (15) days prior to the expiration dates of expiring policies. A current certificate of insurance must be on file with the City for the duration of the contract. Said coverage shall be primary coverage rather than any policies and insurance self-insurance retention owned or maintained by the City. Policies shall be issued by insurers who endorse the policies to reflect that, in the event of payment of any loss or damages, subrogation rights under those contract documents will be waived by the insurer with respect to claims against the City.

4. The Contractor shall be responsible for payment of all deductibles contained in any insurance required hereunder.
5. If, during the term of this Contract, changed conditions or other pertinent factors should in the reasonable judgment of the City render inadequate insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be effected at the Contractor's expense, under valid and enforceable policies, issued by the insurers of recognized responsibility which are well-rated by national rating organizations and are acceptable to the City.
6. If any work is sublet in connection with this Contract, the Contractor shall require each subcontractor to effect and maintain at least the same types and limits of insurance as fixed for the Contractor.
7. The provisions requiring the Contractor to carry said insurance shall not be construed in any manner as waiving or restricting the liability of the Contractor under this contract.
8. The City has the authority to vary from the specified limits as deemed necessary.

#### **ADDITIONAL REQUIREMENTS**

#### **HOLD HARMLESS/INDEMNITY**

1. The Contractor agrees to fully defend, indemnify and hold harmless the City, its City Council, its officers, employees, agents, volunteers and contractors from any claims, demands, losses, obligations, costs, expenses, verdicts, and settlements (including but not limited to attorney fees and interest) resulting from:
  - A. Acts or omissions by the Contractor, its agents, employees, servants and contractors in furtherance of execution of this Agreement, unless resulting from the sole negligence and tort of the City, its officers, employees, agents and contractors.
  - B. Violations of state or federal law involving whether administrative or judicial, arising from the nature and extent of this Agreement.
  - C. The Contractor agrees to defend the City from and against any and all actions or causes of action, claims, demands or whatsoever kind or nature arising from the operations of the Contractor and due to the acts or omissions of the Contractor or its agents, including, but not limited to, acts of omissions alleged to be in the nature of gross negligence or willful misconduct. The Contractor agrees to reimburse the City for reasonable attorney fees and court costs incurred in the defense of any actions, suits, claims or demands arising from the operations of the Contractor under this Agreement due to the above-

referenced acts or omissions.

2. The Contractor agrees that it is its responsibility and not the responsibility of the City of safeguard the property and materials used in performing this Contract. Further the Contractor agrees to hold the City harmless for any loss of such property and materials used in pursuant to the Contractor's performance under this Contract.
  
3. The Contractor shall not discriminate against any employee, or applicant for employment because of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.



**CITY OF NOVI**  
**DEMAND RESPONSE TRANSPORTATION SOFTWARE**

**FEE PROPOSAL FORM**

We the undersigned as proposer, propose to furnish to the City of Novi, according to the specifications, terms, conditions and instructions attached hereto and made a part thereof:

	Description	Total (Lump Sum)
A.	Demand Software	\$
B.	Professional Services (design, build, deploy, training, travel)	\$
C.	Hardware (includes tablets, cases, chargers, mounts, installation labor & cellular data for 8 vehicles)	\$
D.	Notification Module (includes night before and day of reminders through call, email, text)	\$
E.	Customer Web Portal (ability for riders to request/schedule trips through the Novi website)	\$

	Annual Fees	Year 1 (initial contract)	Year 2 (first renewal option)	Year 3 (second renewal option)	Year 4 (third renewal option)
F.	Cloud/Hosting (annual cost)				
G.	Onsite Support (annual cost for the base)				
H.	Onsite Support (annual cost for base + notification/portal)				

We acknowledge receipt of the following Addenda: \_\_\_\_\_  
 (please indicate numbers)



COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NON-IRAN LINKED BUSINESS**

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1)that I am duly authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

**THIS PROPOSAL SUBMITTED BY:**

Company (Legal Registration) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Representative's Name \_\_\_\_\_

Representative's Title \_\_\_\_\_

Authorized Signature \_\_\_\_\_

E-mail \_\_\_\_\_

Date \_\_\_\_\_



## CITY OF NOVI

### DEMAND RESPONSE TRANSPORTATION SOFTWARE

#### ADDENDUM #1

**INTENT:** This addendum has been issued to modify and/or interpret the original specifications for the RFP named above. Unless otherwise instructed, the information contained within this Addendum shall take precedence over anything contrary in the original specifications, and shall hereinafter be considered as part of the package.

**RESPONSE:** The Contractor shall verify receipt of this Addendum on the Fee Proposal Form.

**CONTENTS:** Included in this Addendum are six (6) pages of written addenda description.

#### **QUESTIONS:**

1. Does the price proposal need to be in a separate sealed envelope from the technical proposal? **No**
2. What are some of the biggest issues seen with the current scheduling system that you would change immediately if you could? **Efficiency**
3. What are the goals of City of Novi surrounding this software upgrade? **Efficiency**
4. Does City of Novi provide any other types of service? **No other transportation services**
5. What is the budget for this project? **We are choosing not to disclose this at this time.**
6. What is the funding source for this project? **Local funds**
7. Are there any funding deadlines or timelines that will affect this project? **No, but we want it fully in use no later than October.**
8. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual? **No**
9. Does City of Novi plan to leave the MDTs within the vehicles at all times, or bring them inside when they are not in use? **Bring them inside when MDT are not in use.**
10. Do the current vehicles have any existing MDT's? **No**

11. How many in office users will you have? 3-5
12. Do you want the vendor to do all the driver training or are we training the trainers? Both.
13. How many depots do you operate? One
14. Do you have any subcontractors? If so, will they need support on site as well? No
15. Would it be possible to have a site visit prior to submission of the response to the RFP to learn more about your system? Yes
16. Will City of Novi allow proposers to provide a demo of the software before awarding the contract? We may request a demo during the evaluation process.
17. Do you want the proposer to be on site (preferred) if they are helping with the data mining? Yes
18. Are there any interfaces required to external sources such as Medicare? If so, what other external sources? No
19. Are there any special reporting requirements other than the ones requested? Not at this time.
20. Can we get a sample copy of the requested SMART data report? Yes, see attached.
21. We respectfully request consideration for Milestone payments over the course of a project. Would City of Novi be open to considering such a proposal? Yes
22. Are you also requesting Work Station Computers/Monitors? No
23. When would City of Novi want/expect to "Go Live" with software system implementation? No later than October 1, 2016
24. What is the total number of Drivers? 13
25. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union? No
26. Does City of Novi have any Commuter Routes? No
27. Does the service area encompass more than one county? If so, which counties? Yes, Oakland and Wayne counties.

28. Does City of Novi provide group trips? If yes, how many on average per week? **Yes, less than 5 annually.**
29. What is the number of paratransit vehicles at peak service? **3**
30. Please indicate if there are any holidays for no service or reduced service. **Yes**
31. On what days of the week are trips provided? **Monday through Saturday**
32. What are your hours of service? **8am-5pm M-F, 9am-3pm Saturday**
33. Can you clarify question number 25 in the specification? **Customers have the ability to cancel rides easily.**
34. Can you clarify question number 29 in the specification? Are you asking if a trip can have more than one funding source? **No, we are seeking the ability to have multiple payment options for our customers.**

### **Trip and Call Volumes**

35. What are your current Rides per Hour (RPH)? **5**
36. What is your average trips per day? **40-50**
37. What is the number of will calls weekly? **N/A**
38. What is the weekly average number of canceled trips? **20**
39. What is City of Novi average number of one-way trips weekly? **15**
40. Does City of Novi provide subscription trips (standing orders)? If so, how many on average per week? **60**
41. What is the number of Flex Routes (Deviated Fixed Route) per day and per week? **2/day**
42. What is the current size of your client population? **200**  
a. What is the growth rate? **5%**
43. On average, how many taxi trips are used per day? **N/A**
44. On average, how many calls will your call center handle? **30/day**

b. What is the peak number of calls handled per hour? 10

**If IVR, Additional Questions:**

45. What kinds of IVR / Communications services are you considering?

c. Paratransit / Demand Response SMS and email

d. Operations No

e. Fixed Route No

46. Which of the following callflow applications are desired? See RFP

f. Outbound Callflows:

i. Impending Arrival Notifications Yes

ii. Night-before Trip Reminder (with or without option to cancel trips) Yes

iii. Floodgate Messaging (broadcast message to callout list: service disruption, general information, etc.) Yes

47. What benefits are you seeking from an IVR / Passenger Communications System?

g. How will you measure these benefits? Efficiencies achieved by implementing the system.

48. Is an IVR system currently in use by your organization? No

h. If so, please describe.

49. When should the Nightly Reminder callouts begin and end? (i.e. how much time is available to complete these callouts?) 4 PM – 8 PM

50. What languages should be supported by the callflows? Please indicate which languages are offered by your software.

51. Are notifications via SMS text messaging desired? See RFP.

52. Specification Number 35 on page 13 of the RFP differs from Item D on the Fee Proposal Form in that Spec. 35 only asks for calls, while Item D also asks for email and text functionalities. Please clarify if the City of Novi is looking for calls, text, and email or just call features. We are looking for calls, text, and email.

53. Items 4, 33, 38, 62: Our preferred MDT software runs on Android tablets which are very low cost, widely available in retail locations, and have high quality front and rear facing cameras, and would be compatible with the rest of the Windows based work stations. Would Novi consider this type of solution as responsive? Yes

54. Items 18, 66, 78: How are fares collected and recorded currently and what payment options are foreseen for the future? Punch cards are purchased and used in place of cash. They can be purchased from drivers or in the Novi Older Adult Services office. We may purchase other prepay options in the future.

55. Items 22, 30: What info is in pre-trip and post-trip records? Pre-trip records include when the customer booked their trip(s), where they are going, and when they are to be picked up. Post-trip records include the actual time of pickup, whether the customer was ready at the appointed time, and cancellations.
56. Item 30: What are SMARTdata reports? See sample report included in this addendum.
57. Item 31: Is it necessary to generate paper copies, ex. would it be preferable to permit e-signing of reports and then avoid printing? We want the option for both. An example where we need a printed copy is the driver's manifest.
58. Item 63: Are the messages that the MDT transmit/receive SMS type? We would like the vendor to indicate what type of messages their software can transmit/receive.

Sue Morianti  
Purchasing Manager

Notice dated: June 1, 2016



