

**Northwest Alabama Council of Local Governments  
NACOLG**

**Request for Proposal:  
Demand-Response Scheduling/Dispatching System**

**5/16/2024**

**Proposal Due Date:  
June 4, 2024**

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**Northwest Alabama Council of Local Governments**  
**Request for Proposal:**  
**Transportation Scheduling and Dispatching Software**

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**NOTICE TO TRANSPORTATION SOFTWARE VENDORS  
REQUEST FOR PROPOSALS FOR PROVISION OF  
TRANSPORTATION SCHEDULING AND DISPATCHING SOFTWARE SYSTEM**

NACOLG Transit is seeking competitive proposals for a Web Based Demand-Response  
Scheduling/Dispatching System

Requests for proposals can be secured by contacting Joey Holt, 256-389-0517,  
jholt@nacolg.org

The deadline for receipt of proposals is 4:00 PM on 4 June 2024 at the location listed below. One original signature copy and three (3) copies of the vendor's Technical and Cost Proposal should be submitted in a sealed envelope/package labeled "Scheduling and Dispatching Software System" and sent to:

Attn: Joey Holt  
NACOLG Transit  
103 Student Drive  
Muscle Shoals, AL 35661

This project is financed by a FY 2023-2024 Section 5307/5339 Program Fully Executed Agreement & Fiscal Year 2024 Section 5307/5339 Regular Program Grant Awards and Distribution Codes and is subject to the rules, regulations and requirements of this program. NACOLG retains the right to reject any or all proposals, and to withdraw this solicitation at any time.

Proposals from individuals/entities that are presently disbarred, suspended or proposed for debarment by the State of Alabama or the Federal Government will be disqualified.

The winning vendor must submit their DUNS number.

All respondents are notified that disadvantaged and women owned enterprises are encouraged to submit responses to this request. NACOLG will ensure that respondents to this request will not be discriminated against based on sex, race, color, creed or national origin in consideration of an award.

NACOLG is an equal opportunity employer.

Joey Holt  
Director of Planning & Transportation

Publish: May 17, 2024

## 1.0 Instructions to Vendors

### 1.1 Definitions

**Agency:** Northwest Alabama Council of Local Governments

**ALDOT:** The Alabama Department of Transportation

**Authorized Signee:** The person who is executing this contract on behalf of the bidder/contractor and who is authorized to bind the bidder/contractor.

**Contract:** The legally binding agreement between NACOLG and the successful proposer (Contractor) to perform the services described in this RFP.

**Contracting Officer:** Joey Holt

**Contractor:** The successful bidder who is awarded a contract for providing all labor and materials described in the contract documents.

**FTA:** The Federal Transportation Administration.

**Procuring Agency:** Northwest Alabama Council of Local Governments

**Proposal and Offer:** The price and services offered by the Respondent in response to this RFP.

**Respondent and Proposer:** The offeror or vendor responding to this RFP.

**Request for Proposal (RFP):** A solicitation, through competitive means, of a formal sealed proposal.

**Supplier:** Any manufacturer, company or agency providing units, components or sub-assemblies for inclusion in the product or service to be supplied.

**Work:** Any and all labor, supervision, services, material, machinery, equipment, tools, supplies and facilities called for by the contract and necessary to the completion thereof.

### 1.2 Communications

Communications in connection with this contract shall be in writing only and shall be limited during the period of advertisement to the formal submission of questions in conjunction with the pre-proposal conference. All such written questions shall be delivered by regular, registered, certified, or express mail, courier service, or e-mail addressed to the Transportation Manager of the procuring agency.

### **1.3 Submission Instructions**

#### **1.3.1 Quantity**

The proposer shall submit one original signature copy and three (3) copies of the vendor's Technical and Cost Proposal.

#### **1.3.2 Due Date**

In order to be considered, proposals must be received at the offices of NACOLG by **4:00pm (EDT) 4 June 2024**. Failure of the U.S. Postal Service, or other delivery service, to deliver proposal packages on time shall result in the proposal not being opened or considered. Proposals should be clearly marked "TRANSPORTATION SCHEDULING AND DISPATCHING SOFTWARE SYSTEM" and be delivered to:

Joey Holt  
Director of Planning & Transportation  
NACOLG  
103 Student Drive  
Muscle Shoals, AL 35661  
256-389-0517  
jholt@nacolg.org

#### **1.3.3 Proprietary Information**

Any information contained in the proposal that the proposer considers proprietary must be clearly identified as such. NACOLG will respect requests for non-disclosure of proprietary information to the extent that information so restricted conforms to the Freedom of Information Act.

#### **1.3.4 Forms**

Section 6.0 of this solicitation contains certain forms that are mandatory in the proposal process. These forms must be executed and submitted in their exact format in order for the proposal to be considered responsive. Precise computer reproductions to expedite the proposal preparation process are acceptable.

### **1.4 Questions Concerning the Project**

#### **1.4.1 Verbal and Written Questions**

Prospective proposers are encouraged to submit substantive questions, comments and concerns **in writing** if they desire additional information on the project. NACOLG will not accept questions via telephone in order to ensure fairness in the provision of project information among all prospective vendors. Written questions including emails may be received no later than 4:00 P.M., EDT on May 29th, 2024, will be answered in writing and



distributed to all vendors on the RFP distribution list. Questions should be addressed to Joey Holt, [jholt@nacolg.org](mailto:jholt@nacolg.org) or at the above address.

## **1.5 Proposal Format**

### **1.5.1 General**

The Scope of Services describes, from a functional standpoint, elements of the software system that would aid NACOLG in its daily mission of providing quality Transportation service in an economical manner. It is our intent to provide proposers with the opportunity to offer proven software products with little customization so as to meet our implementation schedule.

NACOLG may not have addressed all functional elements of a particular vendor's software product. Such omissions are not intended to mean that NACOLG does not desire to have that functional element as part of the software system to be purchased under this procurement. A full featured, functionally diverse software package is required.

All submitted proposals must adhere to the following guidelines:

1. Include a Letter of Transmittal signed by the person(s) with the authority to bind the offeror, to answer questions, or to provide clarification concerning submitted proposals.
2. Be typed on 8 1/2" by 11" paper (not digital, not faxed).
3. Include one (1) original and three (3) complete copies.
4. Address, completely and accurately, the specifications and submission requirements found in this RFP.
5. Include completed forms contained in this RFP, including the Cost Proposal Form and a description of required hardware configuration.
6. Be mailed to the designated address in packages clearly marked: "Transportation Scheduling and Routing Software System, to the designated place specified in Section 1.3.2.
7. Be received at the designated place by the date and time specified in Section 1.3.2.

### **1.5.2 Submission of Supplemental Material**

Proposers will be permitted to submit any additional information they consider relevant to the project scope of work and the project at hand. Such supplemental materials, if submitted, should be in addition to the proposal, not contained in the proposal itself.

### 1.5.3 Minimum Requirements – Proposal Construction

At a minimum, each proposal should contain the following elements:

- ***Understanding of the Project*** - Based on information contained in this RFP, as well as information obtained in subsequent addenda, responses to questions submitted by vendors, and other materials available from NACOLG, the proposer should indicate, in written narrative, how the software proposed will facilitate the system's goals for providing cost efficient, customer responsive, demand response transportation to the clients and programs served by NACOLG. Proposers should demonstrate a thorough understanding of FTA requirements as well as those of other major client transportation programs, such as Medicaid and Title III of the Older Americans Act. Proposers should indicate how their software system can work to improve the Transportation system's handling of various tasks associated with Transportation service delivery.
- ***Software System Description*** – Proposers should fully describe the software scheduling system being offered as part of this submission. Benefits gained from installing and using the vendor's product should be described in full. Proposers must list all software components or modules necessary to fully implement the project, including third party software necessary to complete the total installation (*e.g.*, report generation software, SQL, back-up software, remote access software, etc.).
- ***Implementation Plan*** – Proposers should fully describe the proposed implementation plan, detailing all major milestones in the process. A proposed timeframe from notice-to-proceed through live testing, de-bugging, and “live” operation should be developed as an integral part of this proposal.
- ***Quality Assurance Plan*** – Proposers should describe in detail their management strategies for overall quality assurance in the installation, start-up, and operation of the scheduling and dispatching system software. At a minimum, proposers should address:
  - ***Project Management and Staffing*** – Describe the proposed individuals and team approach used to successfully communicate with NACOLG management staff throughout the project. If contractors are used for any part of the installation, customization, or maintenance of the proposed software system, this element of your overall approach must be identified here.
  - ***Quality Control*** – Describe steps and techniques employed by the proposer to ensure the integrity of databases (*e.g.*, street networks, client databases, etc.) that may be required to be imported and/or converted for use in the proposed scheduling system.
  - ***Maintenance, Support, and Upgrades*** – Describe the proposer's network of technical support during the project, focusing both on the critical initial implementation period as well as long-term operation. Describe procedures for rendering support, including the availability of technicians to provide on-site repairs and ability to remotely access, diagnose, and make necessary repairs. Technical support policies and pricing must be explained in detail.

Proposers should also describe its most recent three-year history in terms of system upgrades offered and pricing. Future system upgrade policies must be described and will be a factor in the award.

- **Training** – Proposers should provide a detailed schedule and course outline for the necessary training of NACOLG staff on the proposed scheduling system software. Vendors should assume that up to seven (7) system personnel will participate in software training. This section of the proposal should identify the training course content, the number of courses required, and type of training (classroom, hands-on, etc.) that will be provided, the length of the training session, etc. Proposers should indicate when the training should be provided in the context of the overall implementation time schedule provided above. Qualifications of the staff providing the training should be listed.
- **Experience** – Proposers should provide a corporate profile indicating their qualifications to provide the required software and support necessary to achieve objectives for the project. Proposers must submit a list of other Transportation systems where the proposed software application(s) have been installed. A separate list of the proposer’s last five (5) installations, along with a project contact, address, telephone number, facsimile number, and e-mail address must be provided.
- **Required Forms and Certifications** – The proposer must indicate its compliance with certain Federal and state executive orders, laws, statutes, and regulations to be considered for award:
  - Acknowledgement of Receipt of Addenda (submit whether or not any addenda are issued)
  - Affidavit of Non-Collusion
  - Disadvantaged Business Enterprise Certification
  - Debarment Certification

#### 1.5.4 Cost Proposal

Cost proposals should be submitted in the format stipulated in Section 6.0 of the RFP.

##### 1.5.4.1 Cost Factors Used in Proposal Evaluation

NACOLG is requesting that proposers identify the following items as part of its base cost proposal. Each item must be listed separately:

- **Software Purchase Costs** – The cost of the software and the appropriate number of user licenses offered in the price must be stated by the proposer.
- **On-Site Costs** – All supplemental costs associated with user assessment, installation, database conversion, etc., must be detailed if separate and not included in the software price above. Price proposals must breakdown labor and travel costs.
- **Data Acquisition and Conversion Costs** – If the proposer must acquire databases, street maps, or other items necessary to support installation, these

costs should be identified here. Note: In addition to the core service area, NACOLG may provide services to points in other counties outside the service area. The Transportation system desires to obtain base maps for all areas in which it may provide service.

- *Related Third Party Software Costs* – All other software necessary to operate the scheduling system or to support maintenance of the system recommended by the vendor should be identified. All such products should be purchased by the proposer and licensed to the Transportation system.
- *Training Costs* – If training costs are not included in the software purchase or licensing costs, proposals must identify the labor, materials, and travel costs associated with all required training.
- *Other Costs* – Any other costs not identified above that are integral to the implementation of the proposed scheduling system should be identified.

**THE ABOVE LISTED ITEMS SHALL BE CONSIDERED IN EVALUATION OF THE PROPOSER’S COST FOR THE PROJECT.**

1.5.4.2 Other Project Costs

In addition to the other costs identified above, proposer should identify the following anticipated project costs that will be considered in the cost evaluation process:

- *Hardware Costs* – Proposers are responsible for evaluating NACOLG existing hardware computing environment to determine compatibility with the hardware requirements necessary to operate the proposed Transportation scheduling system software. If hardware acquisition is recommended, the proposer should provide a full breakdown of hardware requirements. Servers should be identified separately from workstations. NACOLG will be responsible for all hardware acquisition necessary to support the vendor’s software. Vendors are asked to submit “minimum,” “recommended,” and “optimal” hardware configurations.
- *Network Software Costs* – If the existing network is deficient in terms of network operating systems, network administration software, etc., the cost of such software should be identified.
- *Maintenance, Support and Upgrade Costs After One (1) Year* – Proposers should identify costs to NACOLG to secure a maintenance and support contract for three (3) additional years (e.g., second through fourth years) of operation. The proposer’s policy for acquisition of future upgrades should be included.
- *Other Costs* – Any other cost not identified above should be identified and indicated by the vendor.

“Other project costs” will not be included in the evaluation of the costs in the review of proposals but must be identified in the cost proposal.

## **1.6 Disadvantaged Business Enterprise**

Please identify any participation in the project by disadvantaged business enterprises.

## **1.7 Contract**

### **1.7.1 Award of Contract**

NACOLG anticipates award of a contract within thirty (30) days after receipt of proposals, with a Notice to Proceed to be issued on or about June 7, 2024.

### **1.7.2 Contract Type**

NACOLG will enter into a firm, fixed price contract with the selected vendor.

## **1.8 Evaluation Methodology**

NACOLG employees selected from the transportation and finance departments and agency administration will conduct a comprehensive and impartial review and evaluation of all proposals meeting the requirements of this solicitation.

### **1.8.1 Evaluation Criteria**

Evidence that the proposed Scheduling Software will meet the transportation needs of NACOLG – 35%  
Experience, expertise, and capacity of proposer – 20%  
Technical Support – 10%  
Responsiveness of proposal– 10%  
Cost – 25%

## **1.9 Proposal Summary**

### **1.9.1 Procurement Schedule**

Advertisement of Request for Proposals	17 May 2024
Deadline for Submission of Questions	29 May 2024
Issuance of Response to Questions/Addenda	31 May 2024
Proposals due	4 June 2024
Proposal Evaluation	5 June 2024
Contract Award	on or before 7 June 2024

### 1.9.2 Proposal's Checklist

In order to facilitate the submission of complete proposals, proposers should consider the following items in preparation of their submissions (this checklist is not required to be submitted with the proposal):

Pre-Submission:

- Request for proposals received and thoroughly read.
- Questions concerning the solicitation documents and project in general submitted to NACOLG by 31 May 2024

Technical proposal prepared including the following elements:

- Description of the proposer's understanding of the project.
- Technical description of the proposer's scheduling software.
- Description of the proposed implementation plan, including the identification of major milestones in the project.
- Quality assurance plan, including details on project management and staffing; quality control; maintenance, technical support, and upgrades.
- Description of the required training program necessary for NACOLG to fully utilize the software.
- Experience statement including a description of the firm's history and user base, including a list of installed sites for each product offering identification and contact information.
- Description of involvement by disadvantaged business enterprise, if any.

The following forms have been executed by an authorized official of the proposer and are included in the technical proposal:

- Acknowledgement of Receipt of Addenda (submit whether or not any addenda are issued)
- Affidavit of non-collusion
- Disadvantaged Business Enterprise Certification
- Debarment Certification

Cost proposal prepared including the following elements:

- Price Proposal Forms

Proposal Submission:

- One original signature copy and three (3) additional copies of the technical and cost proposal along with single copies of any samples, submitted by 4:00 P.M. 3 June 2024.

## **2.0 Project Background**

### **2.1 Overview of the Transportation System**

The Northwest Alabama Council of Local Governments operates demand-response public transportation in the five county NACOLG region. NACOLG Transit provides service for the Shoals Metropolitan area and throughout the rural areas of Colbert, Franklin, Lauderdale, Marion, and Winston counties based on a variable rate when vehicles and drivers are available. Passengers can schedule trips up to 2 weeks in advance or on the same day if drivers are available.

NACOLG Transit runs on average fifteen buses a day for the demand-response service. Buses run 7 a.m. to 5 p.m. Monday through Friday, by appointment only. The fare zones for the Urban System are \$3.00 per one way trip, up to 1.5 miles outside of the city limits of Florence, Muscle Shoals, Sheffield, and Tuscumbia. \$6.00 per one way trip 1.5 – 5 miles outside the city limits and \$9.00 per one way trip 6-10 miles outside the city limits. All rides further than 10 miles past the city limits will be based on a \$9.00 fare + \$2.00 per additional mile and driver availability.

NACOLG Transit provides transportation to public and private non-profit social service agencies under fee for service contracts. Current contracts include the Area Agency on Aging, The ARC of the Shoals, Florence Housing Authority, the City of Hamilton, Riverbend, and the YMCA of the Shoals.

### **2.2 Service Area**

Currently, the service area encompasses 3,364 square miles.

### **2.3 Service Types**

NACOLG provides multiple service types to the general public.

2.3.1 Demand-Response service – clients have to call in and schedule their pick up and drop off locations.

2.3.2 Group Contracted Community Service – partners with the local Senior Center agencies to provide transportation to and from their congregate dining locations.

2.3.3 Non-Emergency Medical Transportation (NEMT) – Transporting General Public Clients to Physician and Therapy Appointments

**2.4 Hours and Days of Service**

NACOLG operates on 10 - hour per day availability. Service begins at 7:00 a.m. and ends at 5:00 p.m. Monday – Friday. Saturday and Sunday service is not currently available.

**Exhibit 1.  
Hours and Days of Operation**

Days	Hours of Operation
	NACOLG
Monday – Friday	7:00 a.m. – 5:00 p.m.
Saturday and Sunday	NO SERVICE

Source: NACOLG, 2024.

As a result of this operating schedule, the Transportation office is open 10 hours per day, 5 days a week.

**2.5 Americans with Disabilities Act Compliance**

NACOLG is completely ADA compliant. Each of the system’s 30 vehicles are accessible and service is curb to curb.

2.5.1 Services

Services performed by NACOLG are depicted in Exhibit 1

**Exhibit 1.  
NACOLG  
Services Provided, 2023**

Measure	2020 (Actual)
Demand Response Passengers	25,260
Senior Center Passengers	2309
Contract Passengers	28,261



<b>Total Passenger</b>	<b>55,830</b>
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Source: NACOLG,

## 2.6 Historical Service Delivery Patterns

### Exhibit 2. Service Area Characteristics

<b>Data</b>	<b>NACOLG</b>
Total Population	235,785 est. in service area
Total Area of Service	Approx 3364 square miles
Total Passengers 2023	55,830

## 2.7 Vehicle Inventory and Utilization

NACOLG fleet consists of 30 vehicles, all of which are revenue vehicles. The utilization of the 30-vehicle fleet was charted to determine gaps in vehicle usage and operational peaks (Exhibit 5).

### Exhibit 3. Vehicle Utilization

<b>Time of Day</b>	<b>Number of Vehicles</b>
7:00 a.m. – 5:00 a.m.	14

Source: NACOLG.

Operational peaks occur between 7:00 a.m. – 10:30 a.m. and 2:31 p.m. – 4:00 p.m. The highest number of vehicles used on any given day is 19. Contracting opportunities use all vehicles at different times/days.

## 2.8 Objectives for this Project

### 2.8.1 Overview

NACOLG seeks to continue to expand and improve its transportation operations while maintaining or increasing efficiency and customer service/satisfaction measures in service delivery. Specific areas of improvement sought in the implementation of automated scheduling and dispatch software include:

- Passenger/client database management
- Response time/no-show management/trip denial documentation
- Periodic re-optimization of standing orders
- Improve on-time performance
- Subscription management
- Performance monitoring/evaluation

### 2.8.2 Passenger/Client Database Management

. In addition to being able to recall more details for each client for purposes of trip booking and recordkeeping, most scheduling software will contain tools for client management, including the ability to periodically update eligibility. The Transportation system could benefit from this functionality.

### 2.8.3 No-Show/Cancellation Management

The Driver will wait three to five minutes for passengers. Passengers who do not make themselves available within that window will be considered a no-show. If a passenger no-shows it is the dispatcher's responsibility to instruct the driver when to leave.

It is expected that automated scheduling software will make tracking no-shows with greater efficiency than can be accomplished doing so manually.

## 3.0 Technical Specifications

### 3.1 General Overview

NACOLG seeks to improve the efficiency and effectiveness of its transportation services consistent with the objectives established in Section 2.14. **Note: In reviewing some vendor's formats, we have found that many programs offer many options that would not provide significant benefit to the size and function of our operation. We ask that the vendors show the ability to disable/hide the functions that will not advance our interest in establishing a software based dispatching system.**

### 3.2 Technical Specifications

#### 3.2.1 GIS and Mapping Functions

##### 3.2.1.1 Service Area

GIS and mapping functions shall be provided as part of the software system proposed by the vendor. At a minimum, the service area maps shall encompass the entire state. Additional maps shall be provided, at NO additional cost, to ensure that all geographic locations served by NACOLG are included.

Mapping capabilities and the dispatcher's abilities to identify approximate current locations, based on last known point in the schedule, is considered essential by NACOLG.

##### 3.2.1.2 GIS Functionality

The software must incorporate GIS capabilities and allow user access to map views of the entire country; individual routes or runs, and/or bus stops; specific street address; or other specified user-defined zoom levels.

In addition to providing support to the software's primary scheduling and customer information functions, the GIS functionality of the proposed software must support other GIS analyses. NACOLG desires that the software be capable of:

- printing/producing camera ready printed output
- providing geographically based query functions
- displaying census or other demographic/socio-economic data in thematic layers to assist staff better understand area characteristics

System shall be capable of exporting data and graphic images in to other software platforms. If the software is limited to basic mapping functions, then data shall be exportable to standard GIS software enabling external GIS analyses. System shall be capable of printing maps to system printers or other devices (plotters, etc.).

#### 3.2.1.3 Map Features and Attributes

Access to maps should be seamless from within the scheduling software (e.g., user should be able to generate map with single mouse click or menu selection).

Vendor shall be responsible for supplying a fully up-to-date map complete with all attributes necessary for point-to-point scheduling using coordinate geography (not zones). Street network shall permit definition of segment characteristics, such as speed limits, one-way direction, etc.

System shall permit definition and display of physical features that act as barriers to transportation.

Vendor shall be responsible for providing frequent updates to the maps.

#### 3.2.1.4 Geocoding

Service area map shall contain definitions of street segment name and address ranges. System shall have full geocoding capability allowing NACOLG to enter an address and select from a list of suggested locations while viewing the address on the map. System shall be capable of handling various abbreviations of names (e.g., St. for Street, etc) in the geocoding process. System shall permit manual assignment of an address, by selecting a position on the map, in the event an address cannot be geocoded based on existing map address range attributes.

#### 3.2.1.5 Distance Computation

Systems shall have the capability of auto-calculating distance between points or along a specified portion of the street or route network.

#### 3.2.1.6 Graphical Display of Trips

For any trip reservation, system shall be capable of providing, using the GIS capabilities of the software, a map image of the trip origin and/or destination on the reservation screen.

### 3.2.1.7 Client Database

#### 3.2.1.7.1 Existing Client Database

As NACOLG does maintain a current client database, the selected proposer (as soon as practical after notice to proceed) shall be responsible for providing a data conversion of all existing data. This shall include client, driver and vehicle information, existing reservations, and all captured data used for billing and reporting purposes over, at least, the past year.

#### 3.2.1.7.2 Database Attributes

The client database shall be capable of providing a full range of data elements for each client in the system. Information should include full identification, address, contact, third party/emergency contacts, disability status, mobility aides used, program affiliation, and third-party contract payee options.

#### 3.2.1.7.3 Client History

Client records should present past and future reservation history without having to run a separate report.

### 3.2.2 Trip Reservations

#### 3.2.2.1 Real Time Trip Details Entry

System shall permit trip booking while NACOLG personnel are on the phone with the client/customer. System must be capable of processing both subscription (standing-order) and demand response trips in this manner.

System shall permit NACOLG reservation staff to access client records by entering client last name. Current protocols involve booking trips using client first and last name.

Pop-up windows or list boxes shall be used to display lists of clients for easy access and selection. Once selected, pertinent data from the client database file shall be accessible to the reservation clerk, either through on-screen display or pop-up window.

Reservation screen must be capable of displaying the pickup and drop-off location on a map while displaying the direct drive time and direct drive distance.

#### 3.2.2.2 Default and Common Pick-Up Address

System shall default to the client's home address as the pick-up location. System shall provide ability to enter alternative addresses through key stroke entry or through use of list boxes of alternative pick-up addresses associated with that client (*e.g.*, common travel destinations of that customer).

#### 3.2.2.3 Client Trip Destinations

System shall be capable of displaying, through pop-up window, list box, or similar alternative, a list of most frequent client travel destinations and/or recent destinations of travel for easy insertion into the destination field. User should be able to select destination from these fields and populate trip destination fields through this selection process.

#### 3.2.2.4 Additional legs to a reservation

System shall be capable of booking additional legs to a reservation from one screen eliminating the need to open a new screen to create a third leg, fourth leg, etc. or additional reservations for other days.

#### 3.2.2.5 Mapping

System shall be capable of displaying the point-to-point map within the reservation screen.

#### 3.2.2.6 Advance Reservations

System shall be capable of accepting trip reservations for a period of at least up to 180 days in advance of the requested trip date.

#### 3.2.2.7 Standing Order Trip Entry

System shall be capable of accepting standing orders. System shall permit day of the week type travel dates and monthly calendar based travel date, (*e.g.*, first and third Wednesday of each month).

System shall be capable setting finite limits on the length of subscription orders.

Systems shall permit NACOLG personnel to “turn off,” and/or “turn on” on a temporary basis, a client’s standing order. System shall permit entry of both a start date and end date of the time period when the client will or will not take the standing order trip.

#### 3.2.2.8 Trip Reservation Editing

System shall provide means for a NACOLG customer service representatives to easily and quickly access existing trip reservations for the client in order to edit travel destination, trip dates, and/or travel times.

System shall permit cancellation of any trip in the system in advance consistent with NACOLG policies on trip cancellations. System shall maintain a cancellation record, by client, to facilitate management of cancellation policies.

#### 3.2.2.9 Suspended Service

System shall be capable of setting an expiration date to a client’s eligibility for service on Transportation vehicles. System shall permit an end date of when the client’s ridership privileges are suspended. During this period, system shall not permit trip booking, providing a pop-up alarm for the customer service representative. A report shall be available to run a list of upcoming clients with ineligibility.

#### 3.2.2.10 Personal Care Attendants, Companions, and Escorts

System shall be capable, during the course of the reservation entry process, of allowing customer service agents to add personal care attendants and companions to the trip order.

### 3.2.3 Scheduling

#### 3.2.3.1 Manual Scheduling

NACOLG is seeking a system to allow manual scheduling of trips. This process shall be constructed by a drag and drop (or comparable) function while viewing all trips and rides for a given day. The scheduler must be able to view reservation information such as; pickup and drop-off address (to include city), pickup and drop-off times, mobility aid, and will call status without opening each clients reservation. The system shall update the capacity of each trip during the scheduling process to display the number of rides, wheelchairs, children, escorts and stretchers.

#### 3.2.3.2 Unscheduled Trips

System shall permit trips to be placed in a designated section to remain unassigned to a specific run. This can be accomplished through a user manual setting of the trip to “unassigned” or “will-call” category or similar means.

#### 3.2.3.3 Same Day Trip Orders

System shall be capable of taking trip orders on a same day basis.

#### 3.2.3.4 Schedules

System shall be capable of producing schedules, by run, in chronological order, indicating projected arrival time of NACOLG vehicles at each origin and destination.

Once generated, system shall be able to display all schedules for all runs on a given day. Display shall contain all pertinent run data and contain necessary menu and edit tools to provide manual adjustments, as necessary, to the scheduled runs.

#### 3.2.3.5 Manual Override

System shall provide the capability of NACOLG scheduling staff to manually move trips after schedule development. When such overrides are made, the system shall record and time stamp the override action in the trip record (or in an associated database) in order to a historical account of changes to the original (booked) reservation.

#### 3.2.3.6 Vehicle Assignment

In assigning passengers to vehicles and/or vehicles to system runs, system shall be capable of recognizing the need for accessible vehicles, vehicle capacity, etc. in making said assignments.

#### 3.2.3.7 Editing Schedules

System shall allow the adding of trips to a previously generated schedule or re-assigning trips

from one run to another.

### 3.2.4 Dispatching

#### 3.2.4.1 Access to Dispatch Information

Systems shall allow the dispatcher access to run itineraries based on run number, vehicle number, or client name. System shall be capable of displaying the run number, number of passengers on the run, scheduled arrival time, estimated time of arrival and any special circumstances. Information displays should associate with the time of day (*e.g.*, 10:00 A.M., events are displayed at the top of the list window when the dispatcher makes queries at 10:00 A.M.).

#### 3.2.4.2 Cancellations/No-Shows

System shall be capable of allowing the dispatcher to process late cancellations (cancellations received after system policy time) and no-shows.

#### 3.2.4.3 Same Day Reservation Changes/Add-Ons

System shall be capable of automatically displaying to the dispatcher/scheduler cancellations, same day reservations, and will-call return trips waiting for vehicle assignment (*e.g.*, trips reservations made but not yet assigned/scheduled).

#### 3.2.4.4 Removal of Vehicles from Service

If the dispatcher is advised that a vehicle is not fit for revenue service, system shall be capable of programming a vehicle substitution on the affected run(s).

## 3.3 **MOBILE DATA/ AUTOMATIC VEHICLE LOCATION SYSTEM**

System shall be capable of tracking agency vehicles and communicating electronically with their drivers. The number of vehicles that would need to be tracked will vary slightly on any given day but will average in excess of 21 vehicles. NACOLG desires to precisely determine the vehicles' location, speed and mileage. This data will also need to be archived for future reference as the need arises. All data and locations must be viewable on the mapping system built into the dispatching software.

3.3. Dispatchers must be able to distinguish individual vehicles on the Dispatchers' monitors or have two separate monitoring data screens respectively. One monitoring location would need to track all vehicles simultaneously. The system needs to have the ability to fully interface with dispatching software at a minimum:

3.3.1 Driver login to the mobile unit transmits odometer and timestamp to the dispatching software.

3.3.2 Mobile application must incorporate a fully customizable pre- and post-trip inspection.

3.3.3 Trip tickets can be easily sent to the mobile units.

3.3.4 Arrival and Perform time and mileage timestamps for each stop is logged and sent to the dispatching software and recorded in the trip tickets.

3.3.5 Drivers are notified or alerted through the mobile unit of changes to manifest/trip list.

3.3.6 Cancelations, no shows, completed trips, etc.. performed by the driver must be updated automatically with the dispatching software.

3.3.7 The system should present the estimated time of arrival (ETA) for the next scheduled trip on the primary dispatch screen.

### **3.4 Billing and Reporting**

#### **3.4.1 Reports**

Software should be capable of generating a range of management and service reports necessary to permit sufficient oversight of the Transportation service.

#### **3.4.3 Custom Reporting**

Software should allow for a custom report generator. Custom reports shall have the capability to be saved as templates to be run at a later date without having to recreate.

#### **3.4.4 Billing**

Software should be capable of generating a range of invoices by funding source. Necessary multiple billing structures must be customizable to permit sufficient oversight of the Transportation service.

#### **3.4.5 Medicaid Billing**

Software should be capable of an electronic integration with state Medicaid trip broker(s).

#### **3.4.6 Exporting**

Software should be capable of exporting all reports to a minimum format of Excel and PDF.

### **3.5 Electronic Fare Collection (EFC)**

#### **3.5.1 EFC**

The software should provide an integrated account-based electronic fare collection (EFC) system to reduce its current dependence on cash and/or tickets.



### 3.5.2 Setup

The software should allow for a specified dollar amount, or specified number of rides, or specified period of time.

### 3.5.3 Design

The solutions should allow for custom designed physical passes or custom designed digital passes.

## **3.6 Passenger Reminder Notifications**

### 3.6.1 Day Before

The software should support a passenger reminder system to notify via voice, email, or SMS, each rider's next day pickup time.

### 3.6.2 On the way

The software should support a passenger reminder system to notify via voice, email, or SMS, each rider when the driver is on the way.

### 3.6.3 Custom Messages

The software should support the ability to custom create the outbound message for the next day pickup time and when the driver is on the way

### 3.6.4 Report Logs

The software should support the ability to run a log of all calls, emails or SMS that have been processed or are in the queue to be processed along with details pertaining to each.

## **3.7 Online/Mobile Application for Passenger Trip Management**

### 3.7.1 Description

Please describe your product offering in regards to online or mobile application reservation methods.

### 3.7.2 Registration

The software should support the ability to invite or deactivate a passengers access to the application.

### 3.7.3 Accessibility

The software should support the ability to access the application via a website and via a mobile application for both Android and IOS operating systems.

### 3.7.3 Third-Party Access

The software should support the ability for third-party partners to access the application to create reservations on behalf of a group of passengers.

## **3.8 Bus Surveillance**

### 3.8.1 Camera Integration

Camera system that works with dispatching software, including 6 cameras for each vehicle.

## **3.9 Hardware**

The proposer shall specify necessary hardware to effectively create an optimal computing environment and document additional hardware and software necessary for installation at our location. NACOLG will acquire all necessary hardware through local procurement options. Vendor, as soon as practical after notice to proceed, shall provide a complete list of technical specifications for computer hardware that will generate best performance in the software's runtime environment.

Proposers are responsible for providing information on the IT infrastructure resources that will be necessary for NACOLG to implement the vendor's proposed technology solution. This may include, but not necessarily be limited to:

Workstation specifications (e.g., minimum configuration necessary to support optimal operation of installed vendor products, including RAM, processor speed, hard drive size, etc.)  
Telecommunication; Other infrastructure, as necessary.

NACOLG will be responsible for all computer hardware (workstations, routers/hubs, network infrastructure) acquisition necessary to support the vendor's software/technology solutions. Accordingly, bidders should not include these costs in their bid proposals. Vendors are asked to submit "minimum," "recommended," and "optimal" hardware configurations.

## **4.0 Quality Assurance Plan**

### **4.1 Project Manager**

#### **4.1.1 Designation of Manager**

The proposer shall name at least one (1) individual from the firm who shall have complete authority and control over all aspects of customization, data conversion, installation, testing, and training. This individual shall be named in the proposal and a resume of the individual's qualifications to oversee this project shall be detailed. A list of other project installations directly under the control of this individual shall be named in the proposal.

#### **4.1.2 Single Point of Contact**

The proposer's project manager shall be the sole point of contact between the vendor and NACOLG for all business matters concerning the purchase, customization, installation, testing, and training phases of this project.

NACOLG recognizes that other individuals will lead some phases of work during the project. It is our intent, however, to have one individual in an authoritative position to represent the proposer in all aspects of the project.

### **4.2 Products Offered**

#### **4.2.1 Current Version**

NACOLG requires the proposer to offer the latest, tested release version of each software product/module included in this proposal.

#### **4.2.2 Lists of Installed Sites**

For each product or module offered to fulfill the scope of services under this RFP, the proposer shall provide a list of the five (5) sites where the product is currently being used.

For each site, the proposer shall list:

- Name of the Transportation system
- Local project manager
- Date of contract award
- Status of the installation (awarded, under development, testing, "live operation")
- Date in which the Transportation system began "live" operation

## **4.3 Technical Support**

### **4.3.1 Scope**

NACOLG requires that the proposal offer one full years of full technical support as part of its price proposal. This technical support shall include, but not necessarily be limited to:

- Toll-free, phone support with service technician/engineer during all normal administrative business hours maintained by NACOLG.
- Provision of diagnostics/repairs via remote control access to system hardware/software
- On-site technical support when required.
- Product upgrades, new releases, patches, etc. when issued by the vendor throughout the contract period.

### **4.3.2 User Groups/Newsletters/Technical Bulletins**

Proposer shall immediately include NACOLG, after notice of award, to all mailing lists to receive product newsletters, e-mail announcements, bulletins, or other technical matters concerning all software products offered.

If the proposer operates a web-based program of support, NACOLG shall be given access rights upon notice of award.

If the proposer offers training classes, refresher courses, or sponsors organized user groups, such support shall be listed in the vendor's proposal.

## **4.4 Installation, Testing, and Acceptance**

### **4.4.1 Access to NACOLG Office Locations**

Throughout the period of software installation, NACOLG shall designate a local project manager to coordinate the vendor's local installation efforts. All contact with NACOLG regarding project matters, site visits, project schedule, training, etc. shall be coordinated through this project manager.

### **4.4.2 Installation**

The proposer's implementation schedule shall document major milestones during the development, customization, and installation phases of the project. Upon completion of the installation phase, the vendor shall notify NACOLG, in writing, of the readiness of the system installation for testing.

The vendor may stage installation to best ensure compatibility of all integrated scheduling products.

### **4.4.3 Testing**

Upon notification of that the system is ready for testing, NACOLG and the vendor will

schedule a date for performance testing. During this period, NACOLG will operate, with respect to Transportation scheduling software, in dual mode. NACOLG will continue to use its current manual method for actual scheduling of Transportation trips. For other software, testing shall commence when notified by the vendor that the software is ready for testing.

#### 4.4.4 On-Site Representation

Proposer shall have the Project Manager and/or a duly qualified software engineer on-site during the initial testing of all software products.

#### 4.4.5 Testing Period

NACOLG shall operate in test mode for a minimum of two weeks, up to a maximum of 30 days, during the testing period. During this time, NACOLG shall compile a list of issues, bugs, software glitches, etc. that shall be the responsibility of the vendor to correct during an additional 30-day period.

##### 4.4.5.1 Errors, Corrections, and Fixes

If, after Transportation system testing, software does not perform to specifications or vendor representations, vendor shall be given 30 days after notification of the problem to remedy the issue.

##### 4.4.5.2 Final Testing

Upon satisfactory fix of all software bugs, integration problems, etc., NACOLG will again commence a final testing period to verify that the vendor has addressed the identified problems.

#### 4.4.6 Acceptance

After final testing is completed to the satisfaction of NACOLG, the Project Manager will issue a letter of acceptance to the vendor.

### **4.5 Training**

#### 4.5.1 General

Vendor shall be required to train NACOLG staff to proficiency on all software products offered. All training shall be conducted at NACOLG offices of the Transportation system and all training schedules shall be coordinated with NACOLG project manager.

#### 4.5.2 Training Program

Vendor shall be required to provide a combination of classroom and “hands-on” training for all software products offered. Training content and duration shall be stated specifically in the proposer’s written offer in response to this procurement.

#### 4.5.3 Computer Hardware for Training

It shall be the responsibility of NACOLG to provide the computers necessary for the selected vendor to provide all “hands-on” modules of software training.

#### 4.5.4 Class Size

Vendor shall examine NACOLG organization charts to assess the potential number of staff who will be required to attend vendor training on the various software products.

#### 4.5.5 Training on Ancillary Software

If the complete system offered by the vendor relies on third party software (*e.g.*, pcAnywhere, etc.), it shall be the responsibility of the vendor to provide training, in structure and in content, on that software equal to that provided for its own products.

## **5.0 General Terms and Conditions**

### **5.1 General Terms and Conditions**

#### **5.1.1 Addenda**

All changes in connection with this proposal will be issued in the form of a written addendum and sent to all known Respondents not less than two (2) days prior to the proposal due date. Signed acknowledgement of receipt of each addendum must be submitted with each proposal. Oral instructions clarifications, and additional information supplied by NACOLG representatives are not binding.

#### **5.1.2 Late Proposals/Modifications or Withdrawals**

Proposals received after the deadline designated in this proposal document shall not be considered and shall be returned unopened. Proposals may be withdrawn or modified prior to the proposal opening. All such transactions must be submitted in writing and received prior to the proposal opening.

#### **5.1.3 Proposals Binding**

All proposals submitted in accordance with the terms and conditions of this RFP shall be binding upon the Proposer for sixty (60) calendar days after the proposal opening.

#### **5.1.4 Safety**

All practices, materials, supplies, and equipment shall comply with the Federal Occupational Safety and Health Act, as well as any pertinent Federal, State and/or local safety or environmental codes.

#### **5.1.5 Disclaimer of Liability**

NACOLG will not hold harmless or indemnify any Contractor for any liability whatsoever.

#### **5.1.6 Hold Harmless**

The Contractor agrees to protect, defend, indemnify and hold NACOLG, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, suites, causes of action, and judgments of every kind and character in connection with or arising directly or indirectly out of this agreement and/or the performance thereof. Without limiting the generality of the foregoing, any and all such claims, etc., relating to personal injury, infringement of any patent, trademark, copyright (or application for any thereof) or of any other tangible or intangible personal or property right, or actual or alleged violation of any other tangible or intangible personal or property right, or actual or alleged violation of any applicable statute, ordinance, administrative order, rule or regulation, or decree of any court, shall be included in the indemnity hereunder. The Contractor further agrees to investigate, handle, respond to, provide defense for and defend any such claims, etc., at his/her sole

expense and agrees to bear all other costs and expenses related thereto (including attorney fees and court costs), even if such claim is groundless, false or fraudulent.

#### 5.1.7 Governing Law

All contractual agreements shall be subject to, governed by, and construed according to the laws of the State of Alabama.

#### 5.1.8 Anti-Discrimination Clause

No respondent to this request shall in any way, directly or indirectly, discriminate against any person because of age, race, color, disability, sex, national origin, or religious creed.

#### 5.1.9 Conditional Proposals

Conditional proposals are subject to rejection in whole or in part.

#### 5.1.10 Cancellation of Contract

5.1.10.1 NACOLG reserves the right to cancel any contract resulting from this procurement for cause by written notice to the Contractor. Cause for cancellation will be documented failure(s) of the Contractor to provide services in the quantity and/or quality required. Notice of such cancellation will be given with sufficient time to allow for the orderly withdrawal of the Contractor without additional harm to the participants or NACOLG

5.1.10.2 NACOLG may terminate any contract resulting from this procurement, in whole or part, whenever NACOLG shall determine that such termination is in the best interest of NACOLG. Any such termination shall be effected by delivery to the Contractor of a notice of termination specifying the extent to which performance under the contract is terminated, and the date upon which such termination becomes effective. In the event of any termination, NACOLG shall pay the agreed rate only for services delivered up to the date of termination. NACOLG has no obligation to the Contractor, of any kind, after the date of termination. The Contractor shall deliver all records, equipment, and materials to NACOLG within seven (7) days of the date of termination.

#### 5.1.11 Subletting of Contract

The contract derived from this RFP shall not be sublet except with the written consent of NACOLG. No such consent shall be construed as making NACOLG a party to such subcontract, or subjecting NACOLG to liability of any kind to any subcontractor.

#### 5.1.12 Assignment /Transfer of Interests

There shall be no assignment/transfer of interests or delegation of the Contractor's rights, duties, or responsibilities under the contract derived from this RFP without the prior written approval of NACOLG.



#### 5.1.13 Licenses, Permits, and Taxes

The successful Contractor shall be appropriately licensed for the work required as a result of the contract. The cost for any required licenses or permits shall be the responsibility of the Contractor. The Contractor is liable for any and all taxes due as a result of the contract.

#### 5.1.14 Regulatory requirements

The Contractor shall comply with all Federal, State, and local licensing and/or regulatory requirements (including permits) for the provision of Transportation services.

#### 5.1.15 Equal Opportunity

The Contractor will at all times abide by the equal opportunity provisions of the Civil Rights Act of 1964 as amended.

#### 5.1.16 Responsible Firms

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals.

#### 5.1.17 Acceptance/Rejection of Proposals

NACOLG reserves the right to accept or reject any or all of the proposals submitted, waive informalities and technicalities, and negotiate any or all elements of the proposals. Upon further analysis of need and analysis of costs resulting from responses to this proposal, NACOLG reserves the right to award or reject any portions of the proposed system.

#### 5.1.18 Lack of Funds

Should NACOLG fail to appropriate funds for this contract, said contract shall be terminated, at no charge to NACOLG, when existing funding is exhausted. In such instance, NACOLG will provide thirty (30) days advanced notification to the Contractor.

#### 5.1.19 Protest Procedure

Any dispute/protest resulting from the procurement of this proposal or the process leading up to the procurement of this proposal shall be brought to the attention of Joey Holt, 256-389-0517, 103 Student Drive, Muscle Shoals, AL 35661 [jholt@nacolg.org](mailto:jholt@nacolg.org). All protests must be in writing and include the name of the protestor, solicitation/contract number or description and a statement of grounds for protest. A pre-bid protest must be filed no later than 24 hours before bid opening. A pre-award protest must be filed within two business days following bid opening. A post-award protest must be filed within seven business days following the contract award.

#### 5.1.20 Disadvantaged Business Enterprise:

The bidder/contractor agrees to ensure that DBE's as defined in 49 CFR Part 23, as amended, have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with Federal funds provided under the agreement which results from the Purchaser's acceptance of the proposer's offer. In this regard, all bidders/contractors shall take all necessary and reasonable steps in accordance with 49 CFR Part 23, as amended, to ensure that DBE's have the maximum opportunity to compete for and perform contracts. Bidders/contractors shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of Department of Transportation assisted contracts.

#### 5.1.21 Severability

In the event any provision of the contract is declared or determined to be unlawful, invalid or unconstitutional, such declaration shall not affect, in any manner, the legality of the remaining provisions of the contract and each provision of the contract will be and is deemed to be separate and severable from each other provision.

#### 5.1.22 Conservation

The selected Contractor shall recognize mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 USC Section 6321 et seq).

#### 5.1.23 Environmental Violations

For all contracts and subcontracts in excess of \$100,000, the selected Contractor agrees to comply with all applicable standards, orders, or requirements issued under Section 306 of the Clean Air Act (42 USC 1857 (h)), Section 508 of the Clean Water Act (33 USC 1368), Executive Order 11738, and Environmental Protection Agency Regulations (40 CFR Part 15) which prohibits the use under nonexempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities. The selected Contractor shall report violations to FEDERAL TRANSPORTATION ADMINISTRATION (FTA) and to the US EPA Assistant Administrator for Enforcement (EN0329).

#### 5.1.24 Interest of Members of or Delegates to Congress

No member of or delegate to the Congress of the United States shall be admitted to any share or part of the contract or to any benefit arising there from.

#### 5.1.25 Cargo Preference

46 U.S.C. 1241(b) (1) and 46 CFR Part 381 impose cargo preference requirements on the shipment of foreign made goods, requirements therein apply to the contract arising from this procurement.

#### 5.1.26 Davis Bacon Act and Copeland Act

The selected Contractor shall comply with the provisions under the Davis Bacon Act (40 USC 276a to a 7) as supplemented by the Department of Labor regulations (29 CFR, Part 5). The Contractor shall also comply with the provisions under the Copeland "Anti Kickback" Act (18 USC 874) as supplemented in Department of Labor regulations (29 CFR, Part 3).

#### 5.1.27 Publication, Reproduction and Use of Material

No custom material produced in whole or in part under the contract shall be subject to copyright or patent in the United States or in any country. NACOLG, ODOT, and the Federal Transportation Administration (FTA) shall have authority to publish, disclose, distribute and otherwise use, in whole or in part, any custom materials prepared under the contract.

#### 5.1.28 Debarred, Suspended, or Ineligible Contractors

The Proposer certifies by submission of a response to this RFP (proposal), that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal, State, or local department or agency.

#### 5.1.29 Independent Price Determination

The Proposer certifies by submission of a response to this RFP (proposal) that it has not colluded, conspired, connived, or agreed, directly or indirectly, with any proposer or person to refrain from proposing, and further, that it has not in any manner, directly or indirectly sought by agreement, collusion, communication, or conference, with that of any person, to fix the proposal amount herein or that of any other Proposer, or to fix the proposal amount herein or cost element of said proposal amount, or that of any other proposer, or to secure any advantage against NACOLG or any person interested in the proposed contract.

#### 5.1.30 Intelligent Transportation Systems (ITS)

- 5.1.30.1 As provided in SAFETEA-LU section 5307(c), apart from certain exceptions, "intelligent transportation system projects carried out using funds made available from the Highway Trust Fund, including funds made available under this grant to deploy intelligent transportation system technologies, the proposer shall conform to the national architecture, applicable standards or provisional standards, and protocols developed under SAFETEA-LU, section 5307, subsection (a). To facilitate compliance with SAFETEA-LU section 5307(c), 23 U.S.C. 512 note, the selected vendor assures it will comply with all applicable provisions of Section V (Regional ITS Architecture) and Section VI (Project Implementation) of FTA Notice, "FTA National ITS Architecture Policy on Transportation Projects," at 66 FR 1455 et seq., dated January 8, 2001, and other FTA policies that may be issued in connection with any ITS project it undertakes financed with funds

authorized under Title 49 or Title 23, United States Code, except to the extent that FTA expressly determines otherwise in writing.

5.1.30.2 With respect to any ITS project financed with Federal assistance derived from a source other than Title 49 or Title 23, United States Code, the proposer assures that it will use its best efforts to assure that any ITS project it undertakes will not preclude interface with other intelligent transportation systems in the region.

5.1.31 Term of Payment

The Contractor shall submit an invoice based on the vendor's proposed payment scheduled submitted with the proposal and as negotiated with NACOLG to contract execution. Payment will be conditioned upon successful completion, to NACOLG's satisfaction, of all applicable work necessary to consider a project milestone complete. Payment by NACOLG will be made within sixty (60) days of receipt of an approved invoice and a fully executed NACOLG voucher.

## **6.0 Proposal Forms and Certifications**

### **6.1 Required Forms**

#### **6.1.1 Certification of Receipt of Addenda to the Request for Proposal**

All persons or firms submitting a proposal in response to this RFP must certify receipt of any addenda issued by NACOLG under this solicitation.

#### **6.1.2 Price Proposal Form**

##### **6.1.2.1 Required Forms**

All proposals must be accompanied, under separate sealed envelope, the required price proposal forms contained in this RFP. Refer to Section 1.0 for specific submittal instructions. Price Proposal Form contains specific categories that must be submitted by the proposer for purposes of price evaluation by NACOLG. If a particular cost item is included as part of the price proposal for another item, the proposal shall so state.

##### **6.1.2.2 Additional Items**

If a proposer determines that a specific or integral component of their offer is not specifically identified on NACOLG price proposal form, the proposer shall list the item under “Other” to ensure a complete price proposal is submitted by the vendor.

##### **6.1.2.3 Electronic Format**

This proposal and related forms are available in electronic format from the Transportation Services Manager, NACOLG. Requests for documents in electronic format are not subject to the communication limitations set forth in Section 1.4.1. Telephone, e-mail, or written requests shall be accepted any time during the advertising period.

### **6.2 Required Certifications**

Forms for each required certification are contained in this Request for Proposal and are required for a proposal to be considered responsive to these specifications.

6.2.1 Affidavit of non-collusion

6.2.2 Disadvantaged Business Enterprise (DBE) Certification – Non-Vehicle Purchases

6.2.3 Debarment Certification

6.2.4 Special Provisions for projects financed under the American Recovery and Reinvestment Act

### **6.3 Federal Clauses Addendum**

6.3.1 Vendor will comply, when appropriate, with all obligations of Federal Clauses addendum.

**Certification of Receipt of Addenda to the Request for Proposal**

Failure to submit this form in a properly executed manner will result in the bid/proposal being found non-responsive and rejected. This certification required for all procurements.

Acknowledgement of Receipt of Addenda

The undersigned hereby acknowledges receipt of the following addenda to the above referenced RFP:

Addendum Number: \_\_\_\_\_, dated: \_\_\_\_\_

Addendum Number: \_\_\_\_\_, dated: \_\_\_\_\_

Addendum Number: \_\_\_\_\_, dated: \_\_\_\_\_

Name of Individual, Partnership or Corporation:

\_\_\_\_\_

Address:

\_\_\_\_\_

Name of Authorized Person:

Signature:

\_\_\_\_\_

Title of Authorized Person:

Date:

\_\_\_\_\_

**Failure to submit this form in a properly executed manner will result in the bid/proposal being found non-responsive and rejected. This certification required for all procurements.**

## Price Proposal Forms

Vendors should complete the form below to the best of their ability. Vendors may supply a separate price proposal form of their preferred layout for additional clarification.

ITEM/Description	Unit Cost	Units	Total	Vendor Explanation/Substitution.
<b>Software</b>				
Web based Scheduling System Software license for NACOLG Application				
Automated Scheduling				
Mobile Data Terminal Software				
Passenger Reminder Software				
Electronic Fare Collection Software (EFC)				
Passenger Facing Online/Mobile App				
Bus Surveillance System / Integration				
Additional Optional Software/Hardware (List)				
<b>Data Acquisition/Conversion</b>				
GIS/Map Sourcing/Enhancement Costs				
Other				
<b>On-Site Direct Costs</b>				
Installation				
Implementation ("Go live")				
Follow-Up Site Visit (1)				
Additional (Hourly or Daily Rate)				
<b>Training Costs</b>				
Staff Training Costs				
<b>Technical Support Costs</b>				
Included in Initial Contract (Describe)				
Annual or Ongoing Fees (Describe)				
Other Maintenance Fees (Describe)				
<b>Subtotal</b>				
<b>Total Cost</b>				

Proposers should document recommended hardware on a separate sheet in their proposal if applicable.



**6.2.1 Affidavit of Non-Collusion**

I hereby swear (or affirm) under the penalty of perjury:

- (1) That I am the bidder (if the bidder is an individual), a partner in the bidder (if the bidder is a partnership), or an officer or employee of the bidder having corporation authority to sign on its behalf (if the bidder is a corporation);
- (2) That the attached bid or bids have been arrived at by the bidder independently and have been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other vendor of materials, supplies, equipment or services described in the invitation to bid designed to limit independent bidding or competition;
- (3) That the contents of the bid or bids have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the bid or bids, and will not be communicated to any such person prior to the official opening of the bid or bids, and;
- (4) That I am not on the Comptroller General's List of Ineligible Contractors.
- (5) That I have fully informed myself regarding the accuracy of the statements made in the affidavit.

Signed:

\_\_\_\_\_

Firm:

\_\_\_\_\_

Subscribed and sworn to before me

this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Notary Public

My Commission Expires \_\_\_\_\_ 20 \_\_\_\_\_

Proposer's Federal Employer Identification No. \_\_\_\_\_  
(As used on employer's quarterly Federal Tax Return)

**6.2.2 Disadvantaged Business Enterprise (DBE)  
Certification – Non-Vehicle Purchases**

Policy: It is the policy of the U.S. Department of Transportation and the Alabama Department of Transportation that DBE's as defined in 49 CFR Part 23 as amended, shall have the maximum opportunity to participate in the performance of contracts financed in whole or in part with Federal and/or state funds under the agreement which results from the Purchaser's acceptance of the proposer's offer. Consequently, the DBE requirements of 49 CFR Part 23, as amended, apply to that agreement.

DBE Obligation: The bidder/contractor agrees to ensure that DBE's as defined in 49 CFR Part 23, as amended, have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with Federal funds provided under the agreement which results from the Purchaser's acceptance of the proposer's offer. In this regard, all bidders/contractors shall take all necessary and reasonable steps in accordance with 49 CFR Part 23, as amended, to ensure that DBE's have the maximum opportunity to compete for and perform contracts. Bidders/contractors shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of Department of Transportation assisted contracts.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Firm: \_\_\_\_\_

**Failure to submit this form in a properly executed manner will result in the bid/proposal being found non-responsive and rejected. This certification required for all procurements except for those in which motor vehicles are being purchased.**

**6.2.3 CERTIFICATION OF PRIMARY PARTICIPANT REGARDING  
DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

The Primary Participant, \_\_\_\_\_ (major third part Bidder), certifies to the best of its knowledge and belief, that it and its principals:

- A. Are not presently debarred, suspended, proposed for Debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- B. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or Local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- C. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph B of this certification; and
- D. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or Local) terminated for cause or default.

(If the Primary participant is unable to certify to any of the statements in this certification, the participant shall attach an explanation to this certification.)

**The primary participant, \_\_\_\_\_, certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understand that the provisions of 31 U.S.C. Sections 3801 *et seq.* are applicable thereto.**

\_\_\_\_\_  
**Signature and Title of Authorized Official**

**The undersigned chief legal counsel for the \_\_\_\_\_ hereby certifies that the \_\_\_\_\_ has authority under state and local law to comply with the subject assurances and the certification above has been legally made.**

\_\_\_\_\_  
**Signature of the Applicant's Attorney**

\_\_\_\_\_  
**Date**

Vendor Name: \_\_\_\_\_

Vendor DUNS # \_\_\_\_\_

Print Name of Authorized Signature: \_\_\_\_\_

Authorized Signature for Vendor: \_\_\_\_\_

Date: \_\_\_\_\_

Item(s) Purchased: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_