EL DORADO COUNTY TRANSIT AUTHORITY

REQUEST FOR INFORMATION

for

DEMAND RESPONSE SCHEDULING/DISPATCHING SOFTWARE

January 3, 2022

SUMMARY

Response Due Date: **January 21, 2022 at 2:00 PM PST**

Submittals: Please submit your written response to this RFI by mail or email:
    Brian James, Planning and Marketing Manager
    El Dorado County Transit Authority
    6565 Commerce Way
    Diamond Springs, CA 95619
    bjames@eldoradotransit.com

Notification: This is a Request for Information (RFI) only. This entire RFI is available on the El Dorado County Transit Authority (El Dorado Transit) website at www.eldoradotransit.com. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights.

RFI Schedule of Events:

RFI Issued:	January 3, 2022
RFI Response Deadline:	January 21, 2022 2:00 PM PST
30-Minute "Zoom" Presentations:	January 24-28, 2022

1. INTRODUCTION

This Request for Information (RFI) is an information gathering process in which the El Dorado County Transit Authority (El Dorado Transit) seeks to collect information and opinions from integrators of transit technology and original equipment manufacturers (OEMs). The Request for Information and the responses provided may be used to assist El Dorado Transit in preparation of a potential grant application, future scope of work and RFP document for designing and implementing demand response/paratransit scheduling and dispatching software and service delivery alternatives.

El Dorado Transit views this Request for Information as an opportunity for parties within the ITS industry to contribute information based on their knowledge and experience. El Dorado Transit encourages participation, acknowledging that participation is voluntary. You may choose to answer all or some of the questions. Please note that this process is independent from any subsequent procurement process and your participation or otherwise will have no bearing on any future procurement process.

2. BACKGROUND

El Dorado Transit is an independent government entity located in Diamond Springs, California. El Dorado Transit provides public transportation on the western slope of El Dorado County with seven (7) local fixed routes, commuter service to Sacramento, and intercity service between Sacramento and South Lake Tahoe. El Dorado Transit has three types of Demand Response services: ADA service, Dial-a-Ride service, and contracted service. The vehicle fleet consists of sixteen (16) commuter coaches, twelve (12) local fixed route buses, twelve (12) demand response buses, and ten (10) demand response vans. El Dorado Transit currently uses RouteMatch as the scheduling and dispatching software. El Dorado Transit's Demand Response services had 32,233 unlinked passenger trips in fiscal year 2019/20.

3. DESCRIPTION

El Dorado Transit is seeking information on the current state of the software market and exploring alternative service delivery options. This is a request for information (RFI) only and does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. The purpose of the RFI is to solicit feedback from experts and other stakeholders on the potential software solutions necessary for the operations of El Dorado Transit's demand response system.

Recognizing that technology is in a period of rapid change, El Dorado Transit is exploring the most effective way to procure technology solutions that will meet varied objectives:
- Meet scheduling, dispatching, and core functional requirements
- Provide enhanced features
- Offer customer interface for on-demand trip scheduling and management
- Provide for integration with rider information and trip planning applications
- Support ease of use, data entry, reporting and customer service needs of agency staff

- Enable El Dorado Transit to produce necessary reports for state and federal requirements

4. PROJECT TIMELINE

El Dorado Transit has determined the following project schedule:

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5. COMMUNICATIONS

Please submit your written response to this RFI by mail or email to:

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bjames@eldoradotransit.com

Responses and written feedback to this RFI are requested as soon as possible, but no later than **2:00 PM PDT on January 21, 2022**.

If submitting a response to this RFI in a non-electronic format, please include three (3) unbound originals of the RFI submission.

6. RESPONSE FORMAT

Responses shall be limited to ten (10) pages, not including Section 1 information listed below. Please be advised that all submissions become El Dorado Transit property and will not be returned. Proprietary information, if any, should be minimal and must be clearly marked.

Section 1: Identification of the Respondent, including name, address, telephone number and e-mail address of the people within your organization who are responsible for the submission and the person(s) to contact for further information or additional questions, if needed.

Section 2: Comments, feedback, and responses to the following:

1. Tell us about your company and the summarize the products you specialize in.

2. What would be the suggested wording in a scope of work to have a vendor describe the components, devices, options, associated software, etc. that is offered?

3. What language would you suggest for requesting details of the prospective bidders role and responsibilities in developing, implementing, and maintaining the software?

4. How is installation of components/devices generally handled? For example, is installation performed directly, by a third party, or is it the responsibility of the transit agency? Should an RFP require the bidder to clarify the installation process?

5. Regarding hardware and software, how should we request these types of items:
   a. Typical warranty information of components and devices
   b. Technical support and training expected to receive
   c. The hosting processes
   d. Reporting (NTD, mileage, KPSs, etc.)

6. Regarding passenger experience, is it practical to ask vendors to provide all these items, or should we separate them out?
   a. Available mobile applications
   b. Online trip scheduling
   c. Real-time GTFS

7. How do vendors like to bid their prices out? Is it practical to require the vendor to split out costs? How should we estimate total capital costs for full deployment of the software?

8. Is it reasonable to consider scalability and future integrations with public micro transit and/or fixed route applications such as intelligent signage or voice annunciation? Is it practical to ask vendors to support future expansion/integration?

9. Is there suggested language on how to request a service agreement? Are there areas of importance that should be evaluated if an agreement is requested? Are there specific sections that we should specify out in an RFP? What is a standard response time for customer service issues?

10. Is there standard industry language that we should include? If so, what are those terms with the related definitions?

11. What additional information should be included in a scope of work or RFP for your firm to submit a competitive proposal?

7. PRESENTATIONS

El Dorado Transit is requesting that responders do a "Zoom" presentation on their products and answer any staff questions that arise. This will give staff a better understanding of available technologies, support services, and general cost information. Presentations will be scheduled from January 24, 2022, to January 28, 2022.