



**Request for Proposal RFP21- 0014**

**On Demand Dispatch Software Solution for Transit**

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# Request for Proposal RFP21-0014

## On Demand Dispatch Software Solution for Transit

### Part 1 – General Information

#### I. Invitation to Proponents

1. This Request for Proposal (“RFP”) is an invitation by the City of St. Albert (“City”) to prospective proponents to submit proposals for the provision of On Demand Dispatch Software Solution for Transit as further described in the RFP particulars (Appendix D – Project Information and Requirements).
2. The City of St. Albert is an urban municipality of approximately 66,082 residents located immediately adjacent to the northwest border of the City of Edmonton. St. Albert is primarily a residential community with a mixture of both old and newer areas, as well as two light industrial parks, commercial areas and numerous recreational parks.
3. The City is pursuing “Smart City” initiatives designed to leverage new technologies such as data analytics, enhanced communication networks, sensors, performance indicators, open data, and other technological initiatives designed to make the City more financially efficient, prepared for growth, and engaged with and responsive to the needs of our residents.

#### II. RFP Contact

1. For the purposes of this procurement process, the “RFP Contact” shall be:

**Michelle Shatula**  
**Purchasing Services,**  
**Telephone: 780-418-6022**  
**Email: MShatula@stalbert.ca**

2. Unless otherwise indicated, proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the City, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent’s proposal.

#### III. Type of Contract for Deliverables

1. The selected proponent will be required to enter into an agreement with the City for the provision of the Deliverables in the form attached as Appendix A to the RFP (the “Agreement”). It is the City’s intention to enter into the Agreement with only one (1) legal entity. The term of the Agreement is to be for a period of approximately three years, with an option in favour of the City to extend the Agreement on the same terms and conditions for up to two additional one-year terms.
2. The Agreement for the provision of the system will be in effect for an initial term of approximate three (3) year period after go-live, commencing with tentative contract award in August 2021 with a tentative go-live date of November 1, 2021 to December 31, 2024.

#### IV. RFP Timetable

1. The project timetable is as follows:

Issue Date of RFP	<b>May 11, 2021</b>
Deadline for Questions	<b>May 20, 2021</b>
Submission Deadline	<b>June 10, 2021 @ 2:00:00 PM MT</b>
Anticipated Execution of Agreement	<b>August 2021</b>
Irrevocability Period	<b>90 days</b>

2. The RFP timetable is tentative only and may be changed by the City at any time.

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**Part 2 - Standard Terms and Conditions of the Proposal Process**

***PLEASE REFER TO THE CITY OF ST. ALBERT WEBSITE (link below) FOR THE CITY'S STANDARD TERMS AND CONDITIONS SHALL APPLY TO THIS PROPOSAL PROCESS:***

<https://stalbert.ca/dev/purchasing/terms/>

[End of Part 2]

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#### Part 3 - Proposal Format, Content, Submission and Evaluation Information

##### I. General

1. Prices shall be provided in Canadian funds, inclusive of all applicable duties and taxes except GST, which should be itemized separately.
2. Unless otherwise indicated by the City, rates quoted by the proponent shall be all-inclusive and shall include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery to the City, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
3. The City of St. Albert is a Net 30 Day account and all proposals will be proposed as such. Proposals requiring payment in less than 30 days may be rejected, however, early payment discounts will be considered.
4. The quantities shown on the Proposal Form are to be considered approximate only and are intended to provide a basis for comparison of the proposals. Payment to the successful proponent under the contract will be made only for the actual measured pay quantities of work performed or materials furnished in accordance with the contract. The scheduled quantities of work to be done and materials to be furnished may each be increased or decreased. Such increase or decrease, regardless of the extent of the increase or decrease, shall not, in any way, invalidate the unit prices submitted.
5. No Incorporation by Reference. The entire content of the proponent's proposal should be submitted in a fixed format, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.
6. Notwithstanding the information contained in this proposal package, it is your sole responsibility to:
  - i) review and become familiar with this Request For Proposal package and any associated documents, and to
  - ii) review the operations, facilities and determine work conditions, and potential options.
7. Prior to the submission of proposals, each vendor shall satisfy himself/herself that she/he is fully conversant with the requirements and any other conditions, which may affect the execution of the contract.

##### II. Business Licensing

1. The City of St. Albert fosters a safe and healthy business practice and requires businesses to hold a valid Business Licence when conducting business within the boundaries of the City of St. Albert.
2. The City's business licensing requirements can be found on the City of St. Albert website: <https://stalbert.ca/dev/business/stalbert/licensing/> . Alternately any questions regarding the City's Business licensing requirements may be directed via email to: [licensing@stalbert.ca](mailto:licensing@stalbert.ca) or by phone at 780-459-1618.

##### III. Mandatory Submission Requirements

1. In order to qualify for inclusion of detailed scoring, a Proponent must be able to satisfactorily demonstrate that they meet qualifications/requirements identified in their response.
  - i) Proposal materials shall be prepared and submitted in accordance with IV. Form of Proposal.

#### IV. Form of Proposal

1. To facilitate ease of evaluation and to ensure each proposal receives full consideration, proposals should be organized in the format and sequence stated in this section. Your firm's proposal should address the following points, in sequence, each section to be clearly titled and separated from the other sections. Incomplete or improperly formatted submissions may be disqualified. A Proponent should satisfactorily demonstrate that they meet the following qualifications/requirements:
  - i) Appendix B – Submission Form – a completed and appropriately authorized copy of the attached 'Submission Form'.
  - ii) Appendix C -Price Schedule – a completed copy of Appendix C – Price Schedule shall be provided with pricing for software solution, licensing (if applicable), implementation, and training. Breakdown pricing as follows:
    - a. Ongoing services – Provide a per year price breakdown with a total price for the 3-year term, for the ongoing services. Include details on costing model(s) being proposed, examples are as follows:
      - i. Cost per month / per bus;
      - ii. Cost per bus / per hour bus
      - iii. License fees (if applicable)
    - b. One-time costs
      - i. Initial purchase price
      - ii. Identify the implementation and initial setup fee, and if training is a component of implementation please indicate number of hours, as such.
      - iii. Training - identify number of hours proposed with approach to meet training requirements listed in Appendix D , it is assumed training will be provide on a virtual platform.
      - iv. Travel and related costs (if applicable) – Identify number of persons and hours and days to be considered. Allowable disbursements are meals with receipts during travel and while providing On site services, Hotel accommodation shall be a maximum of \$170 /nt;and Air travel shall not exceed \$350 return ; if more than one person is anticipated to travel please make note in your submission.
      - v. Optional - If applicable or offered, a price for StAT white labelled app vs. off-the-shelf app provided by the vendor.
      - vi. If applicable, identify and include items not already identified that may be applicable for the success of the project.
    - c. The City will not entertain a payment model where a commission is provided for each booked trip.
  - iii) Firm Experience/Team Qualifications
    - a. Provide a brief description of your company's location, size, products and services, number of years in business and corporate structure and relevant experience in implementing the Software solution and ISO certifications .
    - b. Provide a list of the key members of the team that would be assigned to the City's account, identify the proposed roles and responsibilities to each resource, including name, qualifications, related experience. Where sub-Contractors are used by your company (if applicable), include their name and their relevant experience to the project.
    - c. Identify the location of the technical support team and the office that would provide services to the City during and after implementation.
  - iv) Project Methodology Plan, Schedule
    - a. Provide a work plan for how the project will proceed. This will include but not be limited to your implementation methodology/approach, major milestones, deliverables and a sample project schedule.
    - b. Indicate project start lead time (from award of contract to start of implementation).
    - c. Describe how collaboration with the City will be handled, and any innovative or value-added services that would be included.
    - d. Provide details of requirements from the City of St. Albert, which may include facilities, equipment, and resources that need to be provided by the City, if any, for successful completion of the project.

- e. System Functionality - Indicate how their system/software will upload data to a web interface and where the web interface will be hosted. Will the solution rely on a City network or be independent?
- f. Security - provide information on the security, tamper resistance, encryption, etc. of your system,
- g. Accountability - provide details on the accountability of your system, reports, audit trails, etc.
- h. Backup or Contingency Plans - Describe your firm's back-up or contingency plans in the event of a partial or total system failure,
- i. Support Services - describe the support/services that are provided with your election system.
- j. Training - indicate how much City staff training will be required and how this will be accommodated,
- v) Communication Plan -Provide details on how communication would occur between the City and your company during implementation and after. Indicate how much onsite and offsite support would be provided, when the support would be provided and the qualifications of the individuals providing the support.
- vi) Proponents should indicate if a licensing model is used, or if the work will be performed under a professional services approach.
- vii) Appendix G– Technical and Functional Requirements – a completed copy of the attached Appendix G– Technical and Functional Requirements with supporting documents. Where a specification, term or condition is identified as 'mandatory' by the City in the ITT documentation will be considered compulsory. Ensure a yes or no response is provided beside each item within Appendix G, including where 'mandatory' is already indicated.
- viii) Appendix E – Reference Form - completed copy of the attached Reference form.
- ix) Appendix A – Form of Agreement - Provide a copy of your proposed software agreement to be consider for use for the proposed services.

2. Bidders should make their responses as concise as possible.

## V. Proposal Submissions

1. Three (3) complete, separately bound copies of your hard copy proposal response will be required plus one digital/electronic copy (USB stick preferred). Proposals are to be submitted in an envelope, sealed and clearly marked as follows:

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complete with your firm's name and return address. Email and fax quotations will not be accepted.

3. Your proposal will be considered if received not later than **2:00:00 p.m., (local time) June 10, 2021** at:

**City of St. Albert Purchasing Services  
Customer Service Centre  
St Albert Place  
Main Floor, 5 St Anne Street  
St. Albert, AB T8N 3Z9  
Attention: Michelle Shatula**

Proponents are completely responsible for ensuring that their proposals reach the correct final location prior to the submission deadline.

4. Proponents are to review **Appendix F – Covid-19 Tender Submission Instructions**, for detailed instructions for Proposal delivery.

5. Requests for information, clarifications, amendments, extensions or any other material change that may affect the content of the proposals or the submission deadline will not be considered by the City after the Deadline for Questions as indicated in Part 1.
6. Any and all new information made available prior to the submission deadline will be released to all known vendors.

**VI. Evaluation of Submissions**

1. The intent of the evaluation process is to select the firm best suited to provide the requirements as detailed in Appendix D.
2. Proposals will be opened in private following the proposal Submission Deadline. The results will not be released until the City has awarded a contract.
3. It is essential that the team proposed for this engagement have significant experience with projects of this nature. Failure to adequately demonstrate sufficient team experience and qualifications may result in the disqualification of your submission without evaluation.
4. Proposals will be evaluated based on the following criteria and weights:

	<b>Criteria</b>	<b>Weight</b>
	Mandatory Submission Requirements if applicable) ( <u>must be met in order to be considered for further evaluation</u> )	MUST
	Mandatory Technical Requirements (if applicable) ( <u>must be met in order to be considered for further evaluation</u> )	MUST
1.	Firm Experience/Team Qualifications	10
2.	Project Methodology Plan, Schedule, and Communications	20
3.	Appendix G – Functional and Technical Requirements	40
4.	Appendix C – Total Price	30
5.	References	Pass/Fail
6.	Proponents Form of Agreement	Acceptable/ Not acceptable
	<b>TOTAL</b>	<b>100</b>

5. Following the submission of proposals, the City reserves the right to contact vendors for the purpose of clarification of proposal content or to seek further related information.
6. Following the initial proposal review and evaluation, the City may elect to shortlist the highest evaluated vendors and request presentations. Although the city will endeavour to provide as much advance notice as possible, it is expected that all firms should be prepared to provide a presentation, which includes the members of your project team, on short notice (1 week or less).
7. The City reserves the right to contact any current or previous client, whether referenced or not, to obtain information required regarding the quality-of-service provision and to use this information in its sole discretion in the evaluation of the submissions.

**VII. Award of Contract**

1. This contract will be a “total price” contract based on, and invoiced in accordance with, the information provided in Appendix A.



**VIII. Payments**

1. It is the City's expectation that payments will be tied to specific deliverables as mutually determined and agreed upon with the successful proponent and City administration.
2. The invoices will provide complete details of the services provided and the corresponding costs associated with each.

(End of Part 3)

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**APPENDIX A – Form of Agreement**

<To be negotiated with the successful Proponent>

[End of Appendix A]

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**APPENDIX B – Submission Form**

**I. Proponent Information**

Please fill out the following form, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Proponent Contact (Name and Title):	
Proponent Contact Phone:	
Proponent Contact Email:	
Date:	
G.S.T. Registration Number:	

**II. Price:**

**Total From Appendix C – Price Schedule: \$ \_\_\_\_\_**  
**(Canadian, Excluding GST)**

**III. Standard Terms and Conditions of the Tender Process**

1. The Proponent has reviewed the 'Standard Terms and Conditions of the Tender Process' as posted to the City of St. Albert website (<https://stalbert.ca/dev/purchasing/terms/>) and understands and agrees with same.

**IV. Offer**

1. The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting a Proposal, the proponent agrees and consents to the terms, conditions and provisions of the RFP, including the Form of Agreement and offers to provide the Deliverables in accordance therewith at the rates set out in this completed Submission Form.

**V. Rates**

1. The proponent has submitted its rates in accordance with the instructions in the RFP and in this Proposal Form and further detailed in the Price Schedule. The Proponent confirms that it has factored all of the provisions, including insurance and indemnity requirements, into its pricing assumptions and calculations.

**VI. Addenda**

1. The Proponent is deemed to have read and accepted all addenda issued by the City prior to the Deadline for Issuing Addenda. The onus is on proponents to make any necessary amendments to their proposals based on the addenda. The proponent is requested to confirm that it has received all addenda by listing the addenda numbers, \_\_\_\_\_. Proponents who fail to complete this section will be deemed to have received all posted addenda.

**VII. No Prohibited Conduct**

1. The proponent declares that it has not engaged in any conduct prohibited by this RFP.
2. If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.
3. Otherwise, if the statement below applies, check the box.  
 The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.
4. If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

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**VIII. Disclosure of Information**

1. The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the City to the advisers retained by the City to advise or assist with the RFP process, including with respect to the evaluation this proposal.

**IX. Execution of Agreement**

1. The proponent agrees that in the event its proposal is selected by the City, in whole or in part, it will finalize and execute the Agreement in accordance with the terms of this RFP.

***UNSIGNED AND/OR INCOMPLETE PROPOSALS WILL NOT BE ACCEPTED***

NAME:

**(Please Print)**

SIGNATURE:

I have the authority to bind the proponent.

[End of Appendix B]

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**APPENDIX C – Price Schedule**

1. Each proposal must include pricing information that complies with the instructions set out in Part 3, IV. Form of Proposal of this
2. Provide a price schedule of the components required as identified.

<b>Qty</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Unit Price (CAD)</b>	<b>Est. QTY</b>	<b>Extended Total (CAD)</b>
<b>A</b>	<b>On-Going Services</b>				
1	Year 1 – services for 2 buses operating concurrently		\$		\$
2	Year 2 – services for 2 buses operating concurrently		\$		\$
3	Year 3 – services for 2 buses operating concurrently		\$		\$
	<b>Subtotal of On-going Services</b>				\$
<b>B</b>	<b>One-Time Items</b>				
1	Software Solution – Initial purchase	LS	\$	1	\$
2	Implementation	LS	\$	1	\$
3	Training – provided by one person	Hour	\$		\$
4	Travel and accommodation per person	Day	\$		\$
5	Optional – St AT white labelled app	LS	\$	1	
6	Additional items		\$		\$
	<b>Subtotal of One-time Items</b>				\$
	<b>Total (excluding GST)</b>				\$

[End of Appendix C]

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#### APPENDIX D – Project Information and Specifications

##### I. Background

1. St Albert Transit (StAT) has a mid-sized transit system currently operating five commuter routes into Edmonton and nine local routes within St Albert connecting at two transit centres.
2. Pre-COVID commuter ridership to and from Edmonton in 2019 was 816,466 and was drastically reduced in 2020 by 70 – 80%. This decline in ridership will likely continue into 2021.
3. Currently, On-Demand Transit operates off-peak which includes weekday evenings, Saturday evenings, and all-day Sunday & statutory holidays with hourly connections made to and from Edmonton at both transit centres.
4. A key focus of an On-Demand Transit service, like the fixed route local service, is the requirement and confidence of intermodal connectivity and timed transfers at the transit station with Edmonton commuter routes.
5. Seven municipalities in the Edmonton Region, including St. Albert, will form the Regional Transit Services Commission by approximately September 2022 and Edmonton Transit Service (ETS) will be included 5 years thereafter.
6. While StAT does operate a paratransit (Handibus) service, the paratransit service will remain outside the scope of the RFP (no co-mingling of services)
7. Transit operators are currently contracted, the City of St. Albert retains ownership of the units, maintenance, schedule design, and setting of fares.

##### 8. Current Technology Environment

- i) 40-foot New Flyer buses are utilized to provide the service and are outfitted with USB charging ports to power four Galaxy Tab A (2018, 10.5, LTE) tablets – Model SM-T597W already in the City's possession.
- ii) Due to conflict of interest with upcoming regional SmartFare project, payment for fare shall not be required via the app, excised if possible, and trips must be booked free of charge.
- iii) Currently, On-Demand Transit service hours offered are inverse of staffed hours in the office, therefore the system must be independent and able to function, dispatch, and reallocate trips to maintain schedule adherence without constant human intervention by a dispatcher.
- iv) The St Albert Transit office hours are Monday to Friday (excluding holidays), 8:00 a.m. – 5:00 p.m., and customers without access to technology call the StAT customer service line to prebook a trip. There is not a desire to contract a call centre outside of this timeframe within the scope of this project.

## **II. Scope of Work**

1. Provide an automated self-dispatching solution to:
  - i) allocate and redistribute customer's booked trip with associated customer app (deliverable A), web portal (deliverable B), and dispatcher dashboard (deliverable D)
  - ii) to communicate to vehicles currently in operation via driver/operator app (deliverable C);
  - iii) during On Demand Transit operations inverse to staffed office hours,

NOTE: Trip allocation and redistribution must be automated without ongoing human intervention or supervision.

3. The overall goal of this project is to maximize efficiency and customer convenience of the transit system during off-peak periods.
4. Have tools available to offer service to developing neighbourhoods where fixed route, scheduled service cannot yet be supported by the population.

## **III. Deliverables**

1. The Contractor shall provide the following deliverables with functionalities identified below:
  - i) As detailed in Appendix G -Technical and Functional Requirement:
    - A. Mobile phone application (customer app)
    - B. Customer-facing website for booking, compatible with the app and user accounts, for managing, and modifying/cancelling trips; and functional with all current browsers.
    - C. Driver/operator application for providing operator instructions for pick ups/drop offs compatible with existing City of St Albert Galaxy Tab A (2018, 10.5, LTE) tablets – Model SM-T597W
    - D. Administrative website, compatible with the customer-facing website and app, for managing accounts and trips.
  - ii) Initial import of StAT bus stop locations and establishment of transit zones
  - iii) Initial training and orientation of StAT staff and operators. Depending on COVID-19 travel restrictions, this may need to be done virtually but ideally in-person. Training shall include Comprehensive written training material must also be provided to StAT for ongoing maintenance, diagnosis, and troubleshooting.
  - iv) Optional ASSET – Ability to book trips via through telephone outside StAT office hours without use of contracted call centre. Similar to a Teletype service automated without use of Smartphone.

## **IV. Current On Demand Transit Schedule**

1. StAT On Demand Transit Services operates during off peak periods 363 days per year with potential for expansion into developing neighbourhoods:
  - i) 10 hours per weekday (2 buses from 18:45 – 23:45) – 250 days per year;
  - ii) 10 hours per Saturday (2 buses from 18:45 – 23:45) – 52 days per year;
  - iii) 28 hours per Sunday and statutory holidays (2 buses from 5:45 – 19:45) – 61 days per year;

- iv) transit vehicles serve two transit centres and approximately 390 bus stops in the City of St. Albert;
- 2. Service shall be provided to existing bus stops with the potential for the expansion to “virtual” bus stops in developing neighbourhoods;

**V. Material Disclosures**

- 1. The material disclosures that apply to this RFP, if any, are set out below:
  - i) project does not encompass in app payments.
  - ii) project does not encompass Paratransit (Handibus) and commingling is not within Scope;
  - iii) project does not encompass usage of a contracted call centre for when the StAT office is closed.

**VI. Service Provider Responsibilities**

- 1. The successful Service Provider will be expected to:
  - ii) Enter into an agreement with the City of St. Albert by use of a Service Agreement (Appendix A).
  - iii) Design the tools and processes required to complete the Deliverables.
  - iv) Deliver and oversee the implementation.
  - v) Plan, administer and monitor/supervise any data collection process and undertake such process in compliance with the requirements of the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, c. F-25.
  - vi) Provide all resources to effectively complete all deliverables.
  - vii) Identify and co-facilitate with the City representative as required.
  - viii) Provide information to the City to complete a Privacy Impact Assessment (PIA)

**VII. City Implementation Responsibilities**

- 1. The City will be responsible to:
  - i) outfit City-owned transit fleet with tablet power charging via USB port;
  - ii) provide LTE-capable tablets for software and maintain and replace equipment as required;
  - iii) provide buses that will be used in the delivery of the service;
  - iv) provide operators of the buses and technology,
  - v) ensure ongoing and future training of future operators through the City's is completed.

[End of Appendix D]



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**APPENDIX E – References**

Provide the following contact information for three reference firms where your company has provided **similar services** within the last year. The City reserves the right to contact any organizations or individuals to verify proponent's performance, past or present. Include in your response the name of the firm, the personal contact's name, the phone number, the number and the length of time the services have been provided in this location by your company

Name of the Client:	Project Title/Delivery Date:
Client Contact Name:	Client Contact Phone Number & Email:
Description and Relevancy:	

Name of the Client:	Project Title/Delivery Date:
Client Contact Name:	Client Contact Phone Number & Email:
Description and Relevancy:	

Name of the Client:	Project Title/Delivery Date:
Client Contact Name:	Client Contact Phone Number & Email:
Description and Relevancy:	

[End of Appendix E]

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#### APPENDIX F – COVID – 19 RFP/Tender Submission Instructions

##### **Hard Copy Submission in person:**

The City of St. Albert currently does not have a process in place for the electronic submission of proposal/tender documentation. As such, bidders are instructed to deliver their hardcopy documents to St. Albert Place (5 St. Anne Street, St. Albert, Alberta) in the quantities as outlined in their RFP/Tender instructions. The process for submitting proposal/tender documentation shall be the following:

St. Albert Place Customer Service Counter is closed to the public during the COVID-19 pandemic revised Provincial closures. The City will NOT be accepting proposal/tender submission documents at the front counter of Customer Service on the 1<sup>st</sup> floor as in previous years.

Bidders are instructed to bring in their physical proposal/tender documents to **St. Albert Place** prior to their respective closing times, however, all documents will now be received **inside the main lobby of St Albert Place** by coming to the entrance at the **eastside (front) entrance to St. Albert Place.**

A station will be setup with signage identifying which project is closing at that location. The station will be open from **12:00 PM to 2:00 PM** on the date of RFP/ Tender submission closing. Please refer to additional information in the addendum to ensure you arrive for the correct 2hr window. At the station there will be a City staff member in personal protective equipment prepared to receive bid documents.

All submissions **MUST** be in an **enclosed and sealed envelope package with clear markings regarding the contents of the package including RFP/Tender number and bidder's name.**

**Masks are required in all St Albert facilities as per AHS guidelines and City of St Albert bylaw.**

Depending on the number of bidders arriving at any given time, you are instructed to form a single file line at the station you will be submitting at and maintain a 2m separation from the persons around you. Markings located on the floor will be provided as guides to ensure proper spacing is being maintained.

Upon receiving a bidder's package, a City staff member will mark the package as "Received", timestamp the package and place it into a container. Once the bid closing time is reached, the container with all bid submissions will be closed, sealed, marked as to its contents and placed in quarantine for 72 hours prior to opening. A web-based clock showing the official time will be clearly visible during this entire time. The National Research Council Canada official clock may be found at <https://nrc.canada.ca/en/web-clock/>.

Please note there is a strong possibility of the arrival of multiple bidders very close to the bid closing time. We encourage you to be judicious and take the opportunity to give yourself plenty of time in advance of the closing time to prepare for submission and ensure your submission is properly and timely received.

These are challenging times that require unprecedented measures, and your understanding is appreciated. 'Physical Distancing' (keeping a distance of 2m apart from other persons) practices as well as good hand hygiene practice and covering coughs and sneezes **MUST** be observed while delivering.

More information related to physical distancing and other measures to minimize the spread of COVID-19 may be found at:

Government of Alberta - <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Alberta Health Services - <https://www.albertahealthservices.ca/topics/Page16944.aspx>

**Courier Submission:**

*Bidders who are interested in submitting their hardcopy documents via courier Service are advised to send their bids in several days in advance to ensure delivery prior to RFP/Tender Submission closing and make sure **all packages reference the tender number and name on the courier package.***

*Bidders must provide the following instructions given below to the courier company:*

- a) All courier deliveries are to be delivered to the loading dock on the South side of St Albert Place*
- b) The delivery person will need to call security at 780-497-9957*

*Security will come to the loading dock and sign for the package and timestamp the package.*

**\*Note: Do not use UPS at this time.**

*Thank you for your cooperation.*

[End of Appendix F]

## **Request for Proposal RFP21-0014**

### **On Demand Dispatch Software Solution for Transit**

#### **APPENDIX G - Technical and Functional Requirements**

1. Proponents are instructed to complete the attached Appendix G – Technical and Functional Requirements.xlsx
2. The Solution proposed should meet the specifications to successfully execute the itemized activities and deliverables as described in Appendix D - Project Information and Specifications
3. Any specification, term or condition that is indicated as 'mandatory' by the City in the ITT documentation will be considered compulsory. Ensure a yes or no response is provided beside each item within each Appendix, including where 'mandatory' or 'major' is indicated.

**RFP21-0014**  
**On Demand Dispatch Software for Transit**  
**APPENDIX G - Technical and Functional Requirements**

The Solution should meet the following specifications to successfully execute the itemized activities and deliverables as described in Appendix D - Project Information and Specifications

**Instructions:**

1. Proponents are required to complete this form, as part of their response. A 'Yes' or 'No' response is required in Columns D, for each specification.
2. Provide an explanation of how your firm's solution meets the specification in Column E -Details.
3. Proponents are asked to keep their responses specific to the requirement when responding, however if necessary use a separate page with reference to the appropriate number will be accepted.

Item #	Specification	Req/Opt	Y/N	Details
<b>A</b>	<b>Mobile phone application (customer app)</b>			
1	App can book future (prescheduled) trips.	<b>Mandatory</b>		
2	App can book ASAP (On-Demand) trips.	<b>Mandatory</b>		
3	Free download from at a minimum Apple Store and Google Play. Provide list of additional locations if available.	<b>Mandatory</b>		
4	Application must have capability for a customer /user to make an account to book and verify their account either by e-mail or SMS text prior to being able to use the service.	<b>Mandatory</b>		
5	Ability to book origin and destination stops with a requested pick up time.	<b>Mandatory</b>		
6	Ability to select pickup/drop off stops with customer by <b>Stop ID</b> .	<b>Mandatory</b>		
7	Ability to select pickup/drop off stops with customer by <b>map</b> .	<b>Mandatory</b>		
8	Ability to select pickup/drop off stops with customer by <b>stop name or landmark</b> .	Desired		
9	Customer must have ability to reset password without external assistance.	<b>Mandatory</b>		
10	App should show vehicle location and estimated time to arrival upon enrouting to next imminent customer pickup.	<b>Mandatory</b>		
11	App must have capability to notify customers when their pickup is enroute by one or more of the following methods: <b>a) via push notification</b> <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>b) via IVR</b> <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>c) via SMS text</b> <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	<b>Mandatory</b>		
14	Ability to book a "drop off before" time.	Desired		
15	Ability to limit/corral specific stops, such as transit centres to discrete pre-set (example hourly) pickup times.	Desired		
16	Ability to view history of previously booked trips.	Desired		
17	Re-book previously favored trips.	Desired		
18	Display identification for vehicle enroute to pick up (i.e. Bus 863 or license plate).	Desired		
19	Ability to book subscription or recurring trips.	Desired		
20	Ability to accommodate STAT branding, logos, and/or colours.	Desired		
21	Proven and demonstrable compatibility with the TransitApp through API or General On-Demand Feed Specification (GOFs).	Desired		

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Item #	Specification	Req/Opt	Y/N	Details
<b>B</b>	<b>Customer-facing website</b>			
1	Website can book future (prescheduled) trips.	<b>Mandatory</b>		
2	Website can book ASAP (On-Demand) trips.	<b>Mandatory</b>		
3	Customer must verify their account either by e-mail or SMS text.	<b>Mandatory</b>		
4	Ability to book origin and destination stops.	<b>Mandatory</b>		
5	Ability to select pickup/drop off stops with customer by <b>Stop ID</b> .	<b>Mandatory</b>		
6	Ability to select pickup/drop off stops with customer by <b>map</b> .	<b>Mandatory</b>		
7	Ability to select pickup/drop off stops with customer by <b>stop name or landmark</b> .	Desired		
8	Customer must have ability to reset password without external assistance.	<b>Mandatory</b>		
9	Customer must be able to view estimated pickup and arrival times.	<b>Mandatory</b>		
10	Capability for Customers to cancel their trip without penalty.	<b>Mandatory</b>		
11	Built-in calendar to show days and spans of offered On-Demand service.	<b>Mandatory</b>		
12	Website <b>capability to display real time</b> vehicle location and estimated time to arrival upon enrouting to next imminent customer pickup.	<b>Mandatory</b>		
13	Ability to book a "drop off before" time.	Desired		
14	Ability to limit/corral specific stops, such as transit centres to discrete pre-set pickup times.	Desired		
15	Ability to view history of previously booked trips.	Desired		
16	Display identification for vehicle enroute to pick up (i.e. Bus 863 or license plate).	Desired		
17	Ability to book subscription or recurring trips.	Desired		
18	Accommodation of StAT branding, logos, and/or colours.	Desired		

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**Instructions:**

1. Proponents are required to complete this form, as part of their response. A 'Yes' or 'No' response is required in Columns D, for each specification.
2. Provide an explanation of how your firm's solution meets the specification in Column E -Details.
3. Proponents are asked to keep their responses specific to the requirement when responding, however if necessary use a separate page with reference to the appropriate number will be accepted.

Item #	Specification	Req/Opt	Y/N	Details
<b>C</b>	<b>Driver / Operator Application</b>			
1	Compatible with existing City of St Albert Samsung Galaxy Tab A (2018, 10.5, LTE) tablets – Model SM-T597W.	<b>Mandatory</b>		
2	Driver logon to application.	<b>Mandatory</b>		
3	Map showing current location and destination with pan and zoom ability.	<b>Mandatory</b>		
4	Ability to board (quantify) and “no-show” customers.	<b>Mandatory</b>		
5	Ability to book “walk-up” customers, ideally without account creation (anonymous), and enter their desired destination via map, Stop ID, and, stop name.	<b>Mandatory</b>		
6	Turn-by-turn navigation either by built in application or partner application.	Desired		
7	Ability for transit operator to see next upcoming stops and passenger manifest..	Desired		
<b>D</b>	<b>Administrative Website</b>			
1	Ability to create account on customer’s behalf.	<b>Mandatory</b>		
2	Ability to reset passwords on customers behalf.	<b>Mandatory</b>		
3	Ability to add, modify, and cancel rides.	<b>Mandatory</b>		
4	Ability to view in-progress rides.	<b>Mandatory</b>		
5	Ability to investigate and diagnose customer complaints for missed pickups.	<b>Mandatory</b>		
6	Add stops and zones, modify service span and days of service.	<b>Mandatory</b>		
7	Ability to export monthly ridership reports including all times and origin/destinations of riders.	<b>Mandatory</b>		
8	Ability to rapidly redistribute trips in the event of a breakdown or accident to other vehicles.	<b>Mandatory</b>		
9	Ability to “blackout” certain stop pairs, during certain periods, to avoid duplication of service provided by the one evening local fixed route.	Desired		
10	Ability to block off roads not suitable for transit vehicles.	Desired		
11	Ability to apply templated operator/vehicle runs/assignments to multiple calendar days.	Desired		
[End of Appendix G]				