Blacksburg Transit

2800 Commerce St

Blacksburg, VA 24060

REQUEST FOR INFORMATION

RFI Number: 2021-BT-01

Title: Demand Response Scheduling/Dispatching Software RFI

RFI Issue Date: 12/1/2021

Deadline for Questions: 12/30/21 by 5 pm EST

Responses to Questions will be issued by: 1/7/2022

Response Due Date: 01/23/2022 by 5 pm EST

Contents

1.0 Purpose

This request for information (RFI) is an information gathering process in which Blacksburg Transit (BT) seeks to collect information and opinions from integrators of transit technology and original equipment manufacturers (OEMs). This request for information and the responses provided may be used to assist BT in the preparation of a future scope of work and RFP document for designing and implementing demand response/paratransit scheduling and dispatching software and service delivery alternatives. A list of preliminary functional specs can be found here: www.ridebt.org/rfi. Be prepared to explain how your product meets or exceeds our needs.

2.0 Background

Blacksburg Transit (BT) is an independent government entity located in Blacksburg, Va. BT provides public transportation services in and around Blacksburg and Christiansburg, Va with 18 fixed routes and demand response/paratransit services. BT has 2 types of demand response services: an ADA service in Blacksburg and a curb to curb public transportation service in Christiansburg. The current bus fleet is made up of 53 fixed-route coaches and 19 paratransit BOCs. BT currently uses RouteMatch as the scheduling and dispatching software and everything is hosted on servers that are on site. The vehicles have TripSpark Rangers already installed on them, but BT is open to options that do not utilize the Ranger. BT's demand-response services had 28,453 unlinked passenger trips in fiscal year 2019. In the coming years, BT plans to expand demand-response services, and the expected increase in trips annually is about 10,000. With this planned service expansion, BT is seeking more information on the current state of the software market and exploring alternative service delivery options. More information about BT is available at our website www.ridebt.org.

3.0 Disclaimer

This is a request for information (RFI) only. This RFI is issued solely for information and planning purposes – it does not constitute a request for proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit BT to contract for any supply or service whatsoever. The information provided in the RFI is subject to change and is not binding. Furthermore, BT is not at this time seeking proposals and will not accept unsolicited proposals. No formal price quote is requested as part of this RFI. Responders are advised that BT will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense.
Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted www.blacksburg.gov/purchasing.

4.0 Response Format

Responses shall be limited to 21 pages.

Please be advised that all submissions become BT property, are eligible for FOIA, and will not be returned.

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.

Name, title, address, telephone number and email address of the person to contact for further information or additional questions, if needed.

SECTION 2

Comments, feedback and responses to the draft of our functional specs found here: www.ridebt.org/rfi

SECTION 3

1. How many years has your company been in business?
2. How long have you been creating software for the NEMT, ADA and Demand Response industries?
3. What is your company's primary line of business?
4. Please provide a brief overview of your company (mission statement, business philosophy, management structure, organizational chart, etc.)
5. How many employees do you have?
6. What is the total years of experience your employees have in creating software for the ADA, NEMT and Demand Response industries?
7. State the type of ownership of your company. Where is your company headquartered and what other locations do you have that support your software services? Do you have a register agent in Virginia?
8. Provide status of any current or pending litigation against your company that may directly affect the ability for you to deliver your product and services.
9. Explain, in one page or less, how the proposed will differentiate you from other companies and why BT should choose your company as a vendor of NEMT, ADA and Demand Response software.
10. Please list the unique features that provide your company a competitive edge over other software programs in the industry.
11. Please Describe your process for ensuring that your product meets FTA/NTD definitions and local State definitions for handling and accounting Revenue, Non-Revenue, and Non-Service data

SECTION 4

Please provide a list of three (3) current customers (title, phone, and email) using similar solutions to what your organization is providing in response to this RFI.

5.0 RFI Response Instructions and Contact Information

Questions should be submitted via email to twitten@blacksburg.gov by 5 pm EST on 12/31/2021. Responses to questions will be posted by 1/7/2021.

All responses and any questions are to be submitted via email, to the attention of:

Tim Witten
ITS/Special Projects Manager
Twitten@blacksburg.gov
Phone: 540-443-1571

Responses and written feedback to this RFI are requested as soon as possible, but no later than **5 PM EST** on 01/23/2022.