



MEMORANDUM

March 18, 2019

To: Vendors

From: Jeanne Geiger, Deputy Director

Subject: Request for Proposals

The Alamo Area Metropolitan Planning Organization (AAMPO) is seeking qualified vendors to provide an online, real time carpool matching service with a viable and accurate method of gathering data on vehicle miles saved and emissions reductions achieved through carpooling and other transportation modes of the individuals participating in the program within the study area. The complete scope of services is outlined in the attached Request for Proposals for the **Alamo Commutes: Web Based Carpool Matching and Alternative Transportation Tracking Service.**

Electronic proposals are due to the AAMPO by 12:00 noon (CT), Thursday, April 18, 2019.

Please submit any questions you may have in writing to the attention of Jeanne Geiger by e-mail to geiger@alamoareampo.org, not later than 5:00 p.m., Friday, March 29, 2019. Responses will be posted on the AAMPO's website at www.alamoareampo.org as soon as possible but no later than 5:00 p.m. Tuesday, April 2, 2019.

It is the proposers' responsibility to visit the AAMPO's website for any updated information on this project.

Request for Proposals

Subject: Alamo Commutes: Web Based Carpool Matching and Alternative Transportation Tracking Service

Request for Proposal Issued: Monday, March 18, 2019
Responders are responsible for periodically visiting the Alamo Area Metropolitan Planning Organization's (MPO) website at www.alamoareampo.org for any updated information on this project.

Deadline for Questions: 5:00 p.m. (CT), Friday, March 29, 2019
Questions will only be accepted in writing to the attention of Jeanne Geiger at geiger@alamoareampo.org. Responses will be posted on the MPO's website at www.alamoareampo.org by 5:00 p.m. (CT) Tuesday, April 2, 2019.

Proposal Due: Thursday, April 18, 2019, 12:00 p.m. (noon) (CT)

Number of Copies: One electronic document (pdf) less than 8 MB e-mailed to geiger@alamoareampo.org

Background and Purpose:

The Alamo Area Metropolitan Planning Organization (AAMPO) is the designated MPO for the San Antonio-New Braunfels urbanized area. The AAMPO study area is comprised of Bexar, Comal and Guadalupe Counties and a portion of Kendall County as shown in Figure 1. AAMPO is responsible for the implementation of the Alamo Area Commute Solutions Program, also known as Alamo Commutes.

The Alamo Area Commute Solutions Program has been in existence since 1997. Alamo Commutes encourages commuters to make smart, multimodal transportation choices through partnerships with employers, universities, and public agencies. Alamo Commutes provide free services, including on-site events, workplace assessments, ride matching services, and emergency rides home. Data indicates that 79% of San Antonio commuters drive alone and 86% of commuters throughout the entire study area drive alone each day. Additionally, in July 2018, Bexar County was newly designated nonattainment for ozone. With the Alamo Area MPO being responsible for transportation conformity the program's goals to decrease traffic congestion, improve air quality, and create a better quality of life in the Alamo Area become more important than ever.

Proposal Content

Proposals will contain, at a minimum, the following documentation:

1. Cover Letter - This should include a brief summary of the key points of the proposal and the approach to accomplishing the project. The name, address, and telephone number of the firm, as well as the primary contact person's name and that person's e-mail address, should also be included.
2. Methodology - This should include the Responder's approach to tasks to accomplish the work outlined in the Scope of Work. This section should demonstrate an understanding of the project and the regional transportation system. This section is limited to 15 pages and no less than 11 point font.
3. Key Personnel – One-paragraph summaries of qualifications and experience should be submitted for all personnel assigned to the project. The assignment of personnel must specifically contain the percent of time by personnel for each task included in the Scope of Work. The successful responder to this RFP must understand and communicate that they are expected to provide qualified personnel to accomplish each portion of the work for this project. The MPO and/or its representative(s) will maintain the right to request the removal of any personnel found, in their opinion, during the course of work on this project, to be unqualified to perform the work.
4. Management Plan - The management plan must contain a schedule of work that reflects the timing of deliverables and other significant milestones in the completion of the project; a percent of time by task for the Responder and each subcontractor (if needed); and the means by which the project would be coordinated with other related work. The purpose of the management plan is to specify the distribution of emphasis between tasks and the distribution of participation between the Responder and each subcontractor for each task described in the Scope of Work. (Refer to the form in Attachment A. This form is available on the MPO's website as an Excel document and it must be completed and submitted with the proposal for the proposal to be considered. **The form can be modified as necessary.**
5. Related Work - Work closely related to that described in the Scope of Work which has been performed by the specific personnel assigned to this project should be briefly outlined in the proposal. **Emphasis should be placed on work undertaken in the past four years only.**

Criteria for Evaluation

The proposals will be evaluated based on the following criteria with relative weights in parenthesis:

1. Qualifications and previous related experience of key personnel to be assigned to this project. (20%)
2. Understanding of work requirements as outlined in the scope of work and capacity to address the scope of the project and understanding of federal and state planning requirements. (20%)
3. Demonstrated knowledge of the study area. (10%)
4. Firm's previous related work experience within the past four years which includes citing previous experience in similar studies or projects. (20%)
5. A detailed Management Plan demonstrating the ability to meet time schedules in the contract for this project and the ability to complete the project on the required schedule. (20%)
6. Useful features offered beyond the scope of the project (10%)

Budget

The source of funding for this project is from the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and TxDOT. The budget for the initial 26 months of this project is \$150,000.

Selection Procedure

The selection committee, established by the Transportation Policy Board, will review proposals based on the evaluation criteria. Their recommendations will be forwarded to the MPO's Transportation Policy Board. Firms, at the discretion of the selection committee, may be selected for oral presentations and interviews. The contract award will be made by the MPO Transportation Policy Board, however, the MPO reserves the right to reject any and all proposals. The selection committee will be comprised of one representative from each of the following entities:

- AAMPO – 2 representatives
- Bexar County – 1 representative
- City of New Braunfels – 1 representative
- City of San Antonio – 1 representative
- City of Seguin – 1 representative
- TxDOT San Antonio District – 1 representative
- VIA Metropolitan Transit – 1 representative

Project Oversight

The Transportation Policy Board has established a selection committee. The responsibility of this committee is to make a recommendation on the service provider selection.

Duration of Contract

This contract will cover a 26 month period. The time period for providing services is from July 1, 2019 through August 31, 2021, with the provision to extend the contract period an additional two years through August 2023 with an additional negotiated budget amount.

Disadvantaged Business Enterprise Participation

Based on the project's Federal funding, type of work, location, overall and item cost estimate values, subcontracting opportunities, certified DBE firms in vicinity of the project location, and size of the project, the Texas Department of Transportation has assigned a race-conscious DBE goal of **Zero (0.0%)** percent for this project proposal.

TxDOT has suggested and encouraged race-neutral DBE participation in this study.

Compliance with Federal Regulations

The Responder's attention is called to the fact that this contract is subject to a financial assistance contract between the MPO and FHWA and FTA of the USDOT and TxDOT. The contract to be let, therefore, is subject to the terms of the contract between the MPO, USDOT and TxDOT. The successful Responder will be required to comply with, in addition to other provisions of the Request for Proposal, the conditions required by all applicable Federal and State regulations, including the following:

1. Equal Employment Opportunity - Successful Responder will be required to comply with all applicable Equal Employment Opportunity Laws and Regulations.
2. Title VI Assurances - Successful Responder will be required to comply with all requirements imposed by Title VI of the Civil Rights Act of 1964 (49 U.S.C. Section 2000d), the Regulations of DOT issued thereunder (49 C.F.R. part 21), and assurances by the MPO thereto.

Debarment Certification

The Responder and any subcontractors must complete and submit with the proposal the "Certification of Lower-Tier Participant". (Attachment B)

Scope of Work

The following Scope of Work identifies the major components of the project effort that the responder will undertake.

Prerequisite Conditions

Responders must document their ability to seamlessly transfer the current system's users to a new system with minimal disruption, and

1. Current users must not be required to provide significantly additional information to access the system.
2. Current users must be able to maintain their earned points and rewards – equivalent to the new system.
3. Current users must receive a notification via email, internal message, and other reasonably available channels that they will be transferred to a new system. This will be done in coordination with the current provider.
 - a. In the notification message, users must be provided with contact information for the provider if they have questions.

Web Site and Mobile Application Parameters

Responders are asked to document their ability to provide the following.

1. The Responder must have both a website and a mobile application that performs the required features outlined below:
 - a. The website must be viewable on highly used internet browsers, including Google Chrome, Mozilla Firefox, Internet Explorer, and Safari – at a minimum.
 - b. The website must be mobile responsive on multiple device types, including a mobile phone and tablet.
 - c. The website and mobile app must be Americans with Disabilities Act (ADA) compliant, providing ease of use for visually and hearing impaired individuals and other persons with disabilities.
 - d. The website must be available in Spanish.
 - e. The website must have the option of establishing sub-sites for employers, universities and other organizations.
 - f. The website must be accessible via the web using a standard PC with no special software.
 - g. The website and mobile application must be white-label branded to match the Alamo Commutes program.
 - h. The website and mobile application must be open to all residents of the AAMPO study area, including Bexar, Comal, and Guadalupe County, as well as a portion of Kendall County.
 - i. The website and mobile application must be sufficiently scalable to accommodate database growth up to 50,000 users.

- j. The website and mobile application must be sufficiently secure. The proposer must be prepared to show their security certificate and detail their security procedures.
 - k. The mobile application must be available for download and usage by both iOS and Android users.
2. Describe your ability to provide the Preferred features:
- a. The website should have a dedicated client URL.
 - b. The mobile app must be available in Spanish.

Web Site and Mobile Application Features

Responders are asked to document their ability to have both a website and a mobile application that perform the required features outlined below:

1. The Responder must be able to provide carpool and other trip matching options. User match features must include:
 - a. Required features
 - i. Depending on the amount of information provided by the user, ride matching may be based on origin/destination address, employer or organization name (for commute trips), arrival/departure times, days of the week, and date (for one-time trips).
 - ii. Users have access to sort through personal preference options, such as gender, smoking/non-smoking, rider only and others.
 - iii. Users can select that they want to be matched with colleagues of the same organization or employer only.
 - iv. Include options to expand the search parameters, such as expanding the radius of the origin and destination or adding route matches “on the way”.
 - v. Safeguards must be in place to protect users’ anonymity. For example, users must not be able to view other users’ full names, street address or personal email address.
 - vi. Users must be able to internally message possible matches through the software.
 - vii. Users must be able to block other users from viewing their profile or contacting them.
 - b. Preferred features
 - i. Users must be able to conduct searches for one-trip matches as well as their regular commutes.
 - ii. Users must be able to search for trip partners in other transportation modes, including cyclists, walkers, and transit riders.
2. Responders must be able to provide the following trip-planning features.
 - a. Required features
 - i. Users must be able to plan multimodal trips using an internally navigable map.
 - ii. Users must be able to interact with maps that include information on:

1. Transit routes
2. Bus stops
3. Park & Rides/Park & Pool lots
4. Bike share stations
5. Bike parking
6. Bicycle facilities (bike lanes etc.)
7. Car share locations
8. Electric vehicle charging locations
- iii. Users must be able to compare trips by mode. For example, the difference in time, emissions, distance, and other factors between traveling by bike, car, transit, and walking.
- b. Preferred features
 - i. Maps should display real-time travel estimates based on mode, such as when the next bus will arrive.
 - ii. Integrate with other applications including but not limited to:
 1. Google Maps
 2. Apple Maps
 3. Waze
 4. Uber
 5. Lyft
 6. BCycle (Swell Cycle)
 7. VIA Go Mobile
 8. Bird
 9. Lime
 10. Blue Duck
 11. Zipcar
3. Responders must be able to provide the following trip recording features.
 - a. Required features
 - i. Users must be able to record one-time trips as well as regular commutes taken by carpooling, vanpooling, transit, walking, cycling/scootering, as well as trips saved by telecommuting or a compressed work schedule.
 - ii. Users must be able to see their transportation statistics, including money saved, gallons of gas saved, emissions reduced, Vehicle Miles Traveled saved and other factors.
 - iii. Users must have the ability to record multimodal trips.
 - iv. Users who have not recorded any trips within a set interval (e.g., 3 months) are automatically reminded to do so via email, mobile push notification, or text message.
 - v. Users must be able to automatically record regular trips, such as their commute, without having to manually log it.
 - b. Preferred features
 - i. Users who have not recorded any trips within a set interval (e.g., 3 months) should have their account suspended due to inactivity. The account can be reopened simply by logging in.
 - ii. Users must be able to passively log their trips via GPS enablement, rather than manually log their trips.

1. If users are able to passively log their trips, they must be able to edit trips before and after they are taken.
 2. If this feature is not currently available, users must present a plan for achieving passive trip logging within one year of contract signing.
4. Responders must be able to provide the following rewards and incentives for users.
 - a. Required features
 - i. The responder must provide a method for offering and managing incentives for users who record trips taken or saved by alternative transportation modes.
 - ii. The responder must be responsible for soliciting the rewards from vendors.
 - iii. Rewards must be immediately redeemable via the mobile app.
 - iv. The points earned by each user should be prominently displayed on their profile.
 - v. Users must be able to filter and sort through their rewards, including their proximity to the reward vendor, cost in points, type of reward etc.
 - b. Preferred features
 - i. The responder must provide rewards that are equally accessible throughout the study area.
 - ii. Users should be able to earn badges and other special recognitions for their trip logging.
 - iii. The responder should be able to provide special incentives and challenge modules for special events.
 - iv. Employers and organizations should be able to provide their own rewards. For example, a discount at the university bookstore or paid time off.
 - v. In addition to rewards, the responder should be able to provide raffles that users can enter to win.
5. Responders should be able to provide the following Emergency Ride Home (ERH) features.
 - a. Required features
 - i. The Emergency Ride Home (ERH) program must be integrated into the trip recording software. The ERH eligibility will be validated by the recorded trips.
 - ii. The ERH must be easily accessible and prominently displayed to new and returning users.
 - iii. The ERH program must not be eligible to users that have recorded telecommute or compressed scheduling trips.
 - iv. The responder's software must be able to accommodate third party transportation providers, such as Uber, Lyft and MyTaxi, to distribute ERH redemption codes/vouchers.
 - v. The ERH voucher must be immediately redeemable by the user.

6. Responders should be able to provide the following communications features.
 - a. Required features
 - i. The Alamo Area MPO and Alamo Commutes must be able to contact users, per their discretion.
 - ii. Users must have the option to choose their communication modes, including email, text message, and mobile push notification.
 - iii. Users must be able to contact software technical support via phone and email, with a 1 business day response time (maximum).
 - iv. Users must be able to internally message other users and possible matches, without linking to their personal email account.
 - v. The Alamo Area MPO and Alamo Commutes must be able to survey users bi-annually, at a minimum.
 - b. Preferred features
 - i. The Alamo Area MPO and Alamo Commutes should be able to survey segments of users. For example, users who bike, members of particular organizations, ERH users etc.
7. Responders should be able to provide the following features for challenge modules.
 - a. Required features
 - i. The Alamo Area MPO and Alamo Commutes must be able to conduct at least three challenges every year.
 - ii. The proposer must be responsible for setting up and managing the challenge module.
 - iii. The challenge module must be available on both the website and mobile app.
 - iv. Per the Alamo Area MPO and Alamo Commutes' discretion, the challenge must be able to be limited by commute mode, date range, and organization.
 - v. The Responder must have an easily accessible leader board that will show participants the challenge leaders by number of trips taken, VMT saved, emissions reduced etc.
8. Responders should be able to provide the following data accuracy, access and administrative features.
 - a. Required features
 - i. The Responder must demonstrate their protocol for finding and eliminating duplicate accounts, duplicate or inaccurate trips, and inactive users.
 - ii. If the Responder allows users to set up automatically recording trips, the bidder must demonstrate their protocol to verify the validity of the trips.
 - iii. The Responder must demonstrate their process for calculating emissions reductions.
 - iv. The Responder must designate a dedicated account manager to the Alamo Area MPO.
 - v. The Responder must demonstrate their ability to respond to Alamo Area MPO and Alamo Commutes inquiries within one business day.

- vi. The Responder must demonstrate their data and server backup plan to ensure little down time.
 - vii. The Responder must include an initial training plan for up to 5 Alamo Area MPO and Alamo Commutes administrators, and periodic trainings on an as-needed basis.
 - viii. The Responder must demonstrate their security protocols to protect user privacy.
 - ix. The Alamo Area MPO must have access for at least three staff members to the administrative dashboard.
 - x. The administrative dashboard must have sort and filter features, including by the geographic area, trip mode, organization, time frame, carpool matching requests etc.
 - xi. Users must be able to contact the Responder, during regular business hours at minimum, via phone and email if they have an issue with their account.
- b. Preferred features
- i. Users should also be able to contact the Responder via an internal chat feature, during regular business hours at minimum.
 - ii. Sub-sites should also have administrative access to the dashboard for their respective organization.

Attachment A
Contract Task Summary

	Task 1		Task 2		Task 3		Task 4		Task 5		Task 6		Total	
Firm	Number of Work Hours	Percent Effort												
Personnel														
Prime (Firm Name)														
Name, Title														
Name, Title														
Name, Title														
Prime Total:														
Sub 1. (Firm Name)														
Name, Title														
Name, Title														
Subconsultant Total:														
Sub 2. (Firm Name)														
Name, Title														
Name, Title														
Subconsultant Total:														
Sub 3. (Firm Name)														
Name, Title														
Name, Title														
Subconsultant Total:														
Total:														
**Please provide the above information in a similar format for all key personnel that will be working on this study.														
The intent of this form is to determine the level and relative distribution of effort between firms and key personnel.														

**Lower Tier Participant Debarment Certification
(Negotiated Contracts)**

_____, being duly
(insert name of certifying official)
sworn or penalty of perjury under the laws of the United States, certifies that
neither _____, nor
(insert name of lower tier participant)

its principals are presently:

- debarred, suspended, proposed for debarment,
- declared ineligible,
- or voluntarily excluded from participation in this transaction by any Federal department or agency.

Where the above identified lower tier participant is unable to certify to any of the above statements in this certification, such prospective participant shall indicate below to whom the exception applies, the initiating agency, and dates of action.

Exceptions will not necessarily result in denial of award, but will be considered in determining contractor responsibility. Providing false information may result in criminal prosecution or administrative sanctions.

EXCEPTIONS:

Signature of Certifying Official

Title

Date of Certification

See Reverse for Information

Certification Information

This certification is to be used by contractors pursuant to 49 CFR 29 when any of the following occur:

- **any transaction between the contractor and a person (other than a procurement contract for goods and services), regardless of type, under a primary covered transaction**
- **any procurement contract for goods or services when the estimated cost is \$25,000 or more**
- **any procurement contract for goods or services between the contractor and a person, regardless of the amount, under which the person will have a critical influence on or substantive control over that covered transaction. Such persons include principal investigators and providers of federally-required audit services.**

***A procurement* transaction is the process of acquiring goods and services.**

***A nonprocurement* transaction is the granting of financial assistance to entities to assist the grantor in meeting objectives that are mutually beneficial to the grantee and grantor.**

A COPY OF THIS CERTIFICATION IS TO BE FURNISHED TO AUTHORIZED REPRESENTATIVES OF THE STATE OR THE U.S. DEPARTMENT OF TRANSPORTATION UPON REQUEST.