



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

Winner 2000 - 2009 Achievement of Excellence in Procurement Award
National Purchasing Institute

Cecil S. Moore, Director



REQUEST FOR QUOTE NUMBER: 11RD81099YB

WILL BE RECEIVED UNTIL 10/27/2011 at 2:00 P.M., EST.

DESCRIPTION: Transportation Management System Software
Department of Information Technology

Effective September 1, 2008, the Department of Purchasing & Contract Compliance will only accept responses to quotes electronically using our on-line Vendor Self Service system at www.fultonvendoreselfservice.co.ga.us. You must be a registered vendor in order to respond to quotes.

ANY QUESTIONS REGARDING PURCHASING PROCEDURES OR THE SPECIFICATIONS SHOULD BE ADDRESSED ONLY TO THE PURCHASING CONTACT PERSON LISTED BELOW. BIDDERS MAY NOT HAVE CONTACT WITH COUNTY OFFICERS, ELECTED OFFICIALS OR COUNTY EMPLOYEES REGARDING THIS BID PRIOR TO AWARD OF PURCHASE ORDER. VIOLATION OF THIS INSTRUCTION WILL RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.

Table with 3 columns: CONTACT NAME: Rodney Dority, E-Mail Address: Rodney.dority@fultoncountyga.gov, Telephone Number: (404) 612-5821

All information requested on this sheet must be completed. Unless specifications indicate "NO SUBSTITUTE", items determined by Fulton County to be "EQUAL OR BETTER" will be given full consideration. All prices QUOTED must be "FOB DELIVERED" unless otherwise requested, and must be submitted in the format requested. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.

Company Name:

Company Address:

City State Zip Code

Telephone Number: Fax Number: E-Mail Address:

RESPONSES MUST BE SUBMITTED ON-LINE AT www.fultonvendoreselfservice.co.fulton.ga.us BY THE TIME AND DATE INDICATED.

Person submitting QUOTE: (Please Print) Date

Title

*Signature of the person submitting QUOTE:

*The individual submitting this e-quote must have binding authority to submit contracts on behalf of the responding company. By submitting a response, vendor agrees that their quote is an offer to sell. All bidders shall comply with all Fulton County purchasing laws, policies, and procedures, as well as relevant state and federal laws—including compliance with EEOC hiring guidelines and requirements under the Americans with Disabilities Act.

**REQUEST FOR QUOTE
GENERAL TERMS AND CONDITIONS**

The following provisions are hereby made a part of this Request for Quote. Any contract or purchase order awarded as the result of this request shall be governed by these General Terms and Conditions. By submission of your responses to this quote, vendor agrees to furnish the product(s) and/or service(s) pursuant to these conditions.

1. **GENERAL.** These provisions are standard for all County contracts. The County may delete or modify any of these standard provisions for a particular contract or purchase order by indicating a change in the special instructions or provisions. **Any vendor accepting a purchase order award as the result of this request agrees that the provisions included within this Request for Quote shall prevail over any conflicting provision within any standard form contract of the vendor.**
2. **SUBMISSION OF RESPONSES.** Responses must be submitted for quotes on-line via the Vendor Self Service system at <https://fultonvendorelfselfservice.co.fulton.ga.us/webapp/VSSPROD/Advantage>. Response to quotes must be received no later than 2:00 p.m. on the date indicated.
3. **AMENDMENTS TO THE REQUEST FOR QUOTE.** Any amendment to pricing is valid only if in writing and issued by the County.
4. **NON-COLLUSION.** Bidder certifies that this bid is made without prior understanding, agreement or connection with any other corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. Bidder further understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that person signing is authorized to sign this bid or proposal for the bidder.
5. **CONFLICT OF INTEREST.** Vendor states that no County officer or employee, nor any business entity in which they have an interest: a) Has an interest in the contract awarded; b) Has been employed or retained to solicit or aid in the procuring of the resulting contract; c) Will be employed in the performance of such contract without immediate disclosure of such fact to the County.
6. **BASIS OF AWARD.** The County shall award to the overall lowest responsible and responsive vendor complying with the provisions of the Request for Quote. The following criteria may be considered by the County in selecting the most advantageous quote: a) Ability to perform the service required within the specified time; b) Conformance to specification; c) The quality of performance in previous contracts; d) Financial ability to perform the contract; e) Item pricing; f) vendor references. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.
7. **SAMPLES.** Samples of items when required, must be furnished free of expense to the County and upon request, be returned to the Vendor at the Vendor's expense. Samples of selected items may be retained for comparison purposes.
8. **NEW.** All items bid must be new. Used, rebuilt and refurbished items will not be considered unless specifically authorized by Fulton County in the written specifications.
9. **BRAND NAME SPECIFICATIONS AND APPROVED EQUIVALENTS.** Unless otherwise specified, manufacturer's names, trade names, brand names, information and/or catalog numbers listed in the specifications are intended only to identify the quality and characteristics desired. They are not intended to limit competition. The Vendor may offer any equivalent product which meets or exceeds the specifications. If quotations are based on equivalent products, the quote must: a) Indicate the alternate manufacturer's name and catalog number; b) Include complete descriptive literature and/or specifications; c) Include proof that the proposed equivalent will meet the specifications. The County reserves the right to be the sole judge of what is equal and acceptable to meet its needs in all respects. If Bidder fails to name a substitute, goods identical to the published standard must be furnished.
10. **INDEMNIFICATION.** Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless the County, it's Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or arising out of any act or omission by contractor, it's directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection with it's acceptance, of the performance, or nonperformance, of it's obligations under this agreements.

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11. **TAXES.** Fulton County is exempt from the State of Georgia sales tax and exemption certificate will be furnished upon request.
12. **DELIVERY.** All prices must be FOB Destination, unloaded inside and assembled unless otherwise indicated.
13. **RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT.** If any item furnished by the Vendor fails to conform to specifications, or to the sample submitted by the Vendor, the County may reject it. Upon rejection, the Vendor must promptly reclaim and remove such item without expense to the County, and shall immediately replace all such rejected items with others conforming to such specification and samples. If the Vendor fails to do so, the County has the right to purchase in the open market a corresponding quantity of any such items and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual cost to the County. If the Vendor fails to make prompt delivery of any item, the County has the right to purchase such item in the open market and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual replacement cost to the County. The rights and remedies of the County identified above are in addition to any other rights and remedies provided by law or under the purchase order.
14. **INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting purchase order or master agreement. All invoices must include the purchase order number or master agreement number. Failure to comply may result in delayed payments. The County payment terms are Net 30 days unless a cash discount is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County and the correct invoice is received in the office specified on the purchase order.
15. **LEGAL REQUIREMENTS.** Federal, State, County and local ordinances, rules and regulations, and policies shall govern development, submittal and evaluation of quote and disputes about quotes. Lack of knowledge by any Vendor about applicable law is not a defense.
16. **ASSIGNMENT.** Any purchase order awarded shall not be assignable by the Vendor without the express written approval of the County, and shall not become an asset in any bankruptcy, receivership or guardianship proceedings.
17. **REJECTION OF BID.** Bids may be considered irregular and may be rejected if they show omissions, alternations of form, additions not called for, conditions, limitations, unauthorized alternate bids or other irregularities of any kind. The County reserves the right to waive minor technicalities or irregularities of bid.
18. **TERMINATION.** In the event any of the provisions of the purchase order are violated, the County may serve written notice of its intention to terminate the purchase order. Such notice will state the reason(s) for such intention, and unless within ten (10) days after serving notice upon the contractor, such violation has ceased and satisfactory arrangements for correction made, the purchase order shall, upon expiration of ten (10) days, be terminated. Further, the County reserves the right to terminate for its convenience any purchase order in whole or in part upon giving thirty (30) days prior written notice to the other party.
19. **DEBARMENT.** If a Bidder is presently debarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency which prohibits your firm from participating in any procurement, the Bidder must provide the County with that information as part of its response to this solicitation. Failure to fully and truthfully provide the information required, may result in the disqualification of your bid from consideration or termination of the purchase order, once awarded.
20. **RIGHT TO PROTEST.** Any actual or prospective Bidder who is aggrieved in connection with a solicitation or award of a contract/purchase order must submit its protest in writing to the Director of Purchasing & Contract Compliance, 130 Peachtree St. S.W., Suite 1168, Atlanta, GA 30303. A protest must be submitted to the Director of Purchasing & Contract Compliance in writing within 14 days after such aggrieved entity knows or should have known of the solicitation, the award of contract/purchase order to another or other acts giving rise to a protest. An oral protest or a protest to an official, employee, user department, or other person apart from the Director of Purchasing does not comply with Fulton County Code Section 2-324 and does not toll the protest time period.

REQUEST FOR QUOTE SPECIFICATIONS
Quote Number: 11RD81099YB
Opening Date: 10/27/2011 at 2:00 p.m. EST

Transportation Management System Software
Department of Information Technology

1. DESCRIPTION

Fulton County, Georgia ("County") is soliciting quotes from qualified vendors to provide a web-based transportation management system for the Housing and Human Services Department (HHSD).

Fulton County HHSD desires to partner with the successful organization for the delivery, installation, training and on-going license maintenance for a hosted web based Transportation Management System.

Fulton County HHSD is seeking a solution that will be provided via Software as a Service (SaaS) meaning that the solution shall be hosted (infrastructure) at an alternate location and not a County facility.

2. CONTACT PERSON

Please contact, Rodney E. Dority, Procurement Officer at (404) 612-5821 or by e-mail Rodney.dority@fultoncountyga.gov with any procedural or technical questions. All questions should be submitted in writing to the Purchasing contact person. Any responses made by the County will be provided in writing to all Bidders by addendum. No verbal responses shall be authoritative.

You must be registered in the County's AMS System in order for the Department of Purchasing & Contract Compliance to issue your company a Purchase Order or to receive payments. If you are not a registered vendor you may access and complete the vendor application via the County's Vendor Registration website (www.fultonvendoreselfservice.co.fulton.ga.us). You must provide a copy of your current Business License in order to complete the vendor registration process.

If your company is a registered vendor, you can respond to all quotes online and in real time on this website.

3. PRODUCT/SERVICE SPECIFICATIONS AND PRICING

The system must also provide and maintain the following Work Components; Data Management, Mapping, Automated Scheduling, Mobile Data communication Interfaces.

- Data Management
 - Must have ability to input and store passenger/rider information including name, address, age, special assistance, mobility type, emergency contact, notes, eligible accounts
 - Must include initial import of existing client data
 - Must have the ability to setup and suspend subscription routes and rides

- Must have ability to bill by the ride, mile, hour, fare, or any combination of these choices
- Must have the ability to provide detailed customizable third party billing and reporting
- Must have the ability to provide detailed individual passenger billing
- Must have the ability to generate reports to include, at a minimum
 - Daily Validation
 - Revenue Data
 - Operation Statistics
 - Vehicle Utilization
 - On-Time Performance
- All Reports, Bills, and Drivers Manifest must be exportable to Excel, PDF, RTF, and TXT
- Must have the ability to provide multiple drivers manifests formats to choose from
- Must provide multiple dispatches and trip logs formats to choose from
- Must provide the ability to perform audits that can catch common clerical errors during the billing and reporting processes
- Must include availability for up to 10 user accounts, which may consist of up to 5 administrative accounts
- Mapping
 - Must provide GPS tracking ability using one of the industry standard GPS tracking modules such as NAVTEQ, NAVStreets or an approved equal for mapping routes
 - Must provide continuous updating of mapping data on a quarterly basis at a minimum
 - Mapping data must contain GIS data for the county and region
- Automated Scheduling
 - Must provide real time scheduling
 - Must be able to determine the most efficient routes to transport riders
 - Customize the load time, wait times, pickup and drop-off time windows
 - Must have the functionality to determine which vehicle would be best suited to pickup
- Mobil Data Communication Interface
 - The software must be fully interfaced with the one of the industry's best proven Mobile Data Communication (MDC) units
 - Implementation must include a total of 10 vehicle installed MDC units
 - MDC Units must provide a detailed view of where vehicles are located while witnessing the vehicles speed, idle time, on-time or behind schedule status, and available passenger and wheelchair space
 - Must allow dispatchers and drivers to add, move, validate, or cancel rides on the MDC unit automatically
 - MDC unit must display up-to-date maps and deliver turn-by-turn voice prompts that help drivers quickly reach their destination
- Legacy Data
 - The system must allow for the import of legacy data which is currently formatted in an Excel spreadsheet. There are approximately 1500 rows of data. The data consist of the following fields:

Field Name	Type	Comments
Last Name	General	n/a
First Name	General	n/a
Address	General	n/a
Address 2	General	n/a
City	General	n/a
State	General	City is abbreviated
Zip	Special (Zip), Number, General	~99% of rows are are 5-digit
Phone Number	Special (Phone Number), General	formatted with () and formatted without ()
Sex	General	spelled out and abbreviated; some blank
WC	General	Contains yes/no/y
DOB	Date	some blank
Mailing Status	General	n/a
Emergency Contact (Name)	General	some blank
Emergency Contact (Phone)	Special (Phone Number)	formatted with () and formatted without ()
Referred By	General	n/a

- Hosted Solution
 - Transportation Management System must be a hosted solution. No hardware or software will be installed on the County's premises, with the exception of web browser on user's workstations.
 - The system must be configured to meet the needs of Fulton County.
 - The physical location (data center) of the hosted solution must have a data backup and restore procedure
 - Upgrades, updates, and enhancements must be included in the annual service cost.
 - The provider must provide ongoing maintenance, which include, but not limited to:
 - upgrades to hardware
 - updates to system software (operating system) and application software
 - software patches and fixes
 - The provider must have testing policies and procedures for any aforementioned maintenance task.
 - The provider must return all Fulton County specific data and associated databases upon termination of the contract at no additional cost to Fulton County Government.
 - Product must comply with the requirements of Fulton County standards for access from the Internet

- SLA (Service Level Agreement) and Customer Support
 - The system must be available during Fulton County operating hours of 8:30am – 5:00pm EST (Eastern Standard Time).
 - All upgrade, updates, and enhancements must be implemented in a way that would require the system to be unavailable during Fulton County operating hours of 8:30am – 5:00pm EST.

- The provider must offer unlimited customer and technical support for all users through a toll-free phone number at no additional cost.
- At minimum, customer support must be provided one hour before, after and during Fulton County operating hours of 8:30am – 5:00pm EST.

4. PRICING SHEETS

	Cost
Installation, Setup, Training	
Software License: Administrative x __5__	
Software License: Standard x __5__	
Annual Maintenance and Support Fee	
Hosting	
Options:	
Import of Legacy Data	

5. SPECIAL CONDITIONS/INSTRUCTIONS

N/A

6. INSURANCE & RISK MANAGEMENT PROVISIONS

N/A

