

SW Prime Software Replacement Request for Quotes (4/8/2019)

Southwest Transit (SWT) is requesting quotes to potentially replace its current software for its highly successful microtransit service – SW Prime. The SW Prime service currently operates 13 peak vehicles and is expected to grow significantly in the next five years. SWT owns, operates, and maintains its SW Prime fleet. Therefore, SWT is seeking quotes for microtransit software only.

Preferred specifications of the software are provided below. As part of your quote, please identify any of the preferred specifications that cannot be met by your product, as well as any specifications/capabilities your product can provide above and beyond the list of preferred specifications. Clarifying statements regarding any of the preferred specifications to help SWT better understand your software's current and planned capabilities are encouraged. If selected, your responses to the preferred specifications will be included as part of any agreement for contracted services moving forward.

Please provide separate quotes for the following licensing periods: 1 year, 3 years, & 5 years. SWT reserves the right to further negotiate any quote provided.

Preference will be given to quotes that propose an annual flat fee for services. Per-vehicle or per-ride fee quotes for services will be accepted but are not preferred.

Quotes should separately identify as a separate line item any needed setup/startup costs, as well as the time period required for setup/startup. The software must be configured and ready to go live by 9/25/19.

Quotes are required to be submitted by e-mail only to Matt Fyten at mfyten@swtransit.org by Monday, May 13th, 2019 at 4:00pm Central Daylight Time.

Should SWT decide to change its SW Prime software, the preferred quote will be approved by the SWT Commission at its 5/23/19 or 6/27/19 meeting. If approved, the selected vendor must have its software configured and ready to go live by 9/25/19.

More information on SWT's SW Prime service can be found at www.swtransit.org/sw-prime.

Preferred Specifications:

Operations Side:

1. Automatic driver assignment and vehicle routing with manual assignment override by dispatcher for any aspect.
2. Ability to set overall service days and hours of operation.
3. Ability to dynamically batch both on-demand and scheduled rides (Dynamic meaning scheduled rides would be assigned based on time, current position and routing of vehicles, not just time alone).
4. Ability to set the degree to which scheduled rides will be prioritized over on-demand rides
5. Ability to set limits on how much in advance a ride can be scheduled.
6. Ability to schedule rides based on pick up time OR drop off time.
7. Ability to set holidays or outages to prevent booking of rides online.
8. Ability to create multiple services areas (zones) that have date and time dependencies.
9. Ability to create multiple service areas (zones) that allow for different fixed fare sets.
10. Ability for service areas to be on-demand rides only, scheduled rides only, or both.

11. Service area must be able to support the following rules:
 - a. In zone rides only
 - b. Only pick up or drop off in zone
 - c. Zone to zone rides
12. Ability to automatically force a ride to a transfer point when traveling between zones.
13. Ability to set Max Ride Time.
14. Ability to add custom locations with aliases with custom directions (ie. Gate E or West Door)
15. Allow online credit card payment and keep a credit card on rider account for automatic payments
16. Driver Management: Add or Remove drivers from system
 - a. User name assignable by dispatcher
 - b. User name WILL NOT be forced to be an email address
 - c. Picture of driver will be attached to driver account and will be displayed to the rider.
17. Vehicle Management: Add or Remove Vehicle from system
 - a. Vehicle ID number
 - b. Vehicle Capacity
 - c. Vehicle Type (ability to add or delete types)
 - i. Bus
 - ii. Van
 - iii. SUV
 - iv. Car
 - d. ADA lift equipped (Yes or No)
 - e. Bike Rack equipped (Yes or No)
 - f. Color of Vehicle
 - g. Ability to dedicate vehicle to a service area (zone)
18. Ability to pull reports with the following information:
 - a. Detailed (Manifest for each trip)
 - i. Request time
 - ii. Origin
 - iii. Destination
 - iv. Origin City
 - v. Destination City
 - vi. Rider Name/Email/Phone number
 - vii. # of passengers
 - viii. Driver Assigned Time
 - ix. Driver Arrival time
 - x. Driver Pickup or No-Show time
 - xi. Drop off time
 - xii. Rider wait time
 - xiii. Rider ride time
 - xiv. PMT – Passenger Miles Traveled
 - xv. VMT – Vehicle Miles Traveled
 - xvi. Time of Cancel or No Show (if canceled or no-showed)
 - xvii. Mode of ride request – Web, App, Dispatch, Kiosk, Walk up
 - xviii. Fare payment Method
 - xix. Wheelchair/Bike Rack use
 - b. Summary
 - i. Total Rides
 - ii. Total Riders
 - iii. Total Cancels

- iv. Total No shows
- v. Average Pickup Time
- vi. Average Ride Time
- vii. Average PPISH – Passenger per service hour
- viii. Average PMT – Passenger Miles Traveled
- ix. Average VMT – Vehicle Miles Traveled
- x. Total rides from City
- xi. Total rides to City
- xii. Total Empty Dead Head Miles (With no passenger(s) on board)
- xiii. Total Empty Dead Head Time
- xiv. Total Revenue Miles (When passenger(s) is on board)
- xv. Total Revenue Time

19. Live Map with Vehicle and Passenger locations

- a. Include ability to view itinerary for each vehicle.
- b. Display passenger status and location (Unassigned, Assigned, Driver Arrived)
- c. Display driver/vehicle status and location including load count
- d. Live Traffic information
- e. Overlay/Display Service Areas
- f. Map/Satellite/Street View
- g. Display routing information on map for each vehicle

20. Dispatch Dashboard:

- a. needs ability to manually enter rides requested via phone, including:
 - i. Phone Number
 - ii. Name of Rider
 - iii. Origin Address
 - 1. Ability to select from most used location list
 - iv. Destination Address
 - 1. Ability to select from most used location list
 - v. Number of Riders
 - vi. Payment Method
 - vii. Comments
 - viii. ADA Lift/Bike Rack needed
- b. Ability to change Origin or Destination address after it has been booked.
- c. Needs to show manifest of current live rides (sortable by columns)
 - i. Active Ride Summary
 - 1. Total Active Rides
 - 2. Total Drivers Online
 - 3. Current System ETA
 - ii. Current List of Active Rides with data from 9a. (see above)
 - iii. Ability to change driver tasks from dispatch screen
 - 1. Arrive
 - 2. Pickup
 - 3. Cancel
 - 4. No-Show
 - 5. Drop Off

21. Ability to set multiple fare structures including effective time/date (ie. Reduced Fare Day)

22. No-Show Tracking and passenger blocking

- a. Ability to track a passenger's no-show history and block that passenger from riding until no-show is paid for.

23. iPad Kiosks installed at Park and Ride lobbies must allow passenger to book ride with the Origin trip hard coded for that Park and Ride location.
 - a. A temporary PIN will be assigned to the rider for them to:
 - i. see ETA
 - ii. Cancel current ride
24. All Rides Page
 - a. Searchable database of all trips from start of system.
 - b. to display a Rider's history
25. Driver App
 - a. iOS/iPad compatible (please note operating system used if not iOS)
 - b. Display the current trip information
 - i. Rider Name
 - ii. Number of Passengers
 - iii. Fare Type (s)
 - iv. Fare Total
 - v. Origin Location
 - vi. Destination Location
 1. Including Business Name
 - vii. Map highlighted directions
 - viii. Turn by turn navigation
 - ix. Ability to enter walk up rides
 - x. Audible and pop up alerts of changes in driver itinerary

Customer Side:

26. Web access to allow rider:
 - a. Manage Account
 - i. Name
 - ii. Phone Number
 - iii. Email address
 - iv. Home Address
 - v. Favorite Places
 - vi. Credit Card on File
 - b. Request a ride
 - i. Phone Number
 - ii. Name of Rider
 - iii. Origin Address
 1. Ability to use Current Location
 2. Ability to select from most used location list
 - iv. Destination Address
 1. Ability to select from most used location list
 - v. Scheduled or On-Demand Ride
 - vi. Number of Riders
 - vii. Payment Method
 - viii. Comments (Editable by Dispatcher)
 - ix. ADA Lift/Bike Rack needed
 - c. Track current ride real time on a map with ETA
 - d. Receive notification of bus status via phone call or text
 - i. Arrival of bus
 - ii. No-Show of passenger

- iii. Ride has been canceled
 - e. Payment History
 - f. Ride History
 - g. Ability to leave feedback after ride (1 star to 5 star rating and optional comment section)
 - h. Ability to view our Rider Guide and accept it prior to setting up account.
 - i. FAQ Section
- 27. App Access
 - a. Same as Web Access (item 19) but on a mobile device
 - i. Allow app to run inside our SW Transit app via API or Mobile Web