**CIRTA Regional Administrative Capacity and Coordinated Technology Initiative**

**RFP #2021-1**

**Introduction:**

**The Central Indiana Regional Transportation Authority (CIRTA)** seeks to award a contract to one consulting firm to provide management consulting expertise for the purposes of identifying regional participation efforts in improving efficiency, improving customer experience, and increasing value to taxpayers for the delivery of regional transportation services. Consulting services are sought to facilitate a process with regional providers of public transportation services within the 10 county CIRTA service area that identifies administrative functions and resources that could be shared in promoting a more unified regional public transportation system and defines the desired outcomes and specifications for an integrated dispatching technology system that supports seamless, customer focused mobility among multiple transportation providers in Central Indiana. This project consists of two (2) components:

**1 - Regional administrative and capacity initiative**

Purpose is to assess regional capacity for opportunities to integrate operational and administrative functions among public transportation providers in the CIRTA service area. Effort will assess roles, functions, strengths, weaknesses, opportunities, and threats to providers in establishing how CIRTA can partner in functions and efforts to maintain and improve coordinated mobility solutions and efficiency within the region.

**Desired Outcomes:**

* Clearly defined approach for CIRTA to utilize/partner and or coordinate regional mobility services and or activities with optimum value to taxpayers possibly through collaborative provider efforts and sharing of available resources.
* Identify resources that can be shared in the region
* Detailed recommendations and implementation plan on what resources and how they can be shared in creating a collaborative use of existing resources within the region.

**Deliverables:**

* Stakeholder engagement plan
	+ Regional elected officials
	+ Agency executive management teams
	+ Agency transportation staff
* Success definition of desired outcomes
* SWOT of current systems as framed by the success definition
* Stakeholder engagement
* Opportunity analysis
* Assessment and analysis of current provider administrative functions supporting transportation services identifying key functions and resources that can possibly be shared in the region.
* Development and recommendation of provider support capabilities and expertise structures based on collaborative resource use and how CIRTA can partner in utilization of efforts within the region.
* Identify how resources can be shared
* Benefit / cost analysis
* Draft and Final Report
* Implementation and integration plan for collaborative resource use

**2 - Regional technology, reservation and dispatch initiative**

Purpose is to assess regional technology needs with the regional providers of public transportation services within the 10 county CIRTA service area that identifies an integrated reservation, trip planning, fare collection and dispatching system. Effort will assess and define desired outcomes of these systems to create an RFP for said technology as well as an implementation and integration plan.

**Desired Outcomes:**

* Clear definition of successful outcomes for a technology backbone to improve and enhance coordination among mobility providers in Central Indiana taking into consideration all facets of transportation establishing technology/system requirements that can be used by all providers.
* Detailed implementation plan for the procurement and integration of desired solution.
* Specifications and procurement support for desired solution including specific draft RFP details for said software procurement.

**Deliverables and Activities:**

* Review and analysis of systems and technology currently deployed in Central Indiana for:
	+ Reservations
	+ Trip planning
	+ Dispatching
	+ Fare collection/paperless/electronic fare options
	+ Passenger real time mobile APP identifying where the vehicle is on the route being either a paratransit trip or fixed route operation.
	+ Other relevant systems that contribute to seamless regional mobility for customers and improved reliability and navigability of transit service in Central Indiana
	+ Identify multi county use and monitoring capabilities to improve efficiencies
* Present multiple options/solutions and associated costs
* Identify systems that allow flexibility in options/choices and system growth
* SWOT of current systems as framed by the success definition
* Stakeholder engagement
* Opportunity analysis
* Specification development
* Validation of specifications
* Draft and final specifications
* Draft and final procurement RFP document
* Proposal evaluation and technical support
* Contract negotiation and support
* Potential amendments could include
	+ Implementation management and oversight
	+ Testing
	+ Training

**Submission Criteria**

Proposing firms must submit one (1) electronic copy via e-mail to drhodes@cirta.us. Respondents shall limit responses to twelve (12) pages [six (6) double sided or twelve (12) single sided], 8½ by 11-inch standard sheet size, 11-point minimum font.

All proposals must be submitted no later than 12:00 p.m. on March 17th, 2021. Proposals should be labeled with “RFP #2021-1CIRTA: Regional Administrative Capacity and Coordinated Technology Initiative” and sent to the attention of: DeAndre Rhodes Sr. at drhodes@cirta.us.

Under no circumstance will any proposal be accepted later than the time or date detailed or at any other location than that specified. This restriction is absolute and includes, but is not limited to, failure of a private delivery service or the United States Postal Service to deliver documents in a timely or scheduled manner. Proposals received after the due date and time will be returned un-opened.

There will not be a pre-proposal meeting for this procurement. All questions regarding this RFP must be submitted in writing via email to drhodes@cirta.us by 10:00 a.m. on February 25th 2021. Responses to written questions will be posted by 4:00 p.m. March 4th, 2021. Interviews of the most qualified consultants may be required in order to make an informed selection, but CIRTA reserves the right to choose a consultant solely based on qualifications/review, as well as to not make any selection. Should consultant interviews be required, it is anticipated that they will take place the week of March 22nd 2021.

Recommendation for consultant selection is expected to be made at the April 13th meeting of the CIRTA board.

**Evaluation Criteria:**

Proposals shall be evaluated based on the following criteria in order of priority with weights included below:

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| --- | --- |
| **Criteria** | **Weighting** |
| Firm experience and qualifications | 40 |
| Quality of technical response to the SOW | 20 |
| Staff qualifications, availability, references | 20 |
| Fee Estimate | 20 |
| **Total Points** | **100** |

**Scope Overview:**

Under the direction of **CIRTA** the Consultant(s) may be called on to perform any combination of the tasks listed below within each specified service area in which they are awarded a Task Order. For each identified project, **CIRTA** will provide the general scope of work. Consistent with the proposal submission and this solicitation, the successful proposer will develop and negotiate the specific scope of work, budget, deliverables and schedule. These details shall be agreed upon in writing by the successful proposer and **CIRTA** and will be memorialized by individual Task Orders for each separate project.

The Consultant will likely work with Agency staff as an integrated part of a team to advise **CIRTA** on industry best practices; develop and implement tools and approaches to facilitate the review, prioritization and selection of agency projects/activities that have the most Return On Investment (ROI) under these specific tasks; lead **CIRTA** through the implementation steps required to improve business practices related to people, process, budget, finance, and systems; and develop and implement strategies in the areas of organizational planning, business process re-engineering, communication, workforce transition, information technology, financial administration, training, and management as they pertain to the key tasks. Given the breadth of activities critical to **CIRTA’s** mission, many different areas of a consulting firm’s expertise may be utilized by **CIRTA**.