

April 6, 2021



Request for Qualifications Transportation Demand Management Software

1. PURPOSE: CommuteSmart New Hampshire (CSNH) is seeking proposals from qualified software development vendors to provide transportation demand management (TDM) software for use in New Hampshire.

2. BACKGROUND: CSNH is a TDM program serving the State of New Hampshire. We are dedicated to encouraging and assisting people to choose sustainable transportation options in place of driving single occupancy vehicles. We actively support the development and provision of strategies and policies to reduce travel demand across the state, while promoting alternate modes of commuting such as walking, bicycling, carpooling, telecommuting and using public transportation. CSNH is a partnership between the state's regional planning commissions, state agencies, and various non-profit transportation-oriented programs, working in collaboration with transit providers and businesses.

The State of New Hampshire has an estimated total population of 1,359,711, 53% of which are considered workforce population and are over the age of 16 (2019 ACS 5-Year Estimates). These 714,588 individuals spend an average of 27.5 minutes commuting to work each day, although some spend much longer. As reported by U.S. Census Bureau Center for Economic Studies, 18.4% of residents in 2018 commuted to the neighboring states of Massachusetts, Vermont, and Maine on any given workday. Additionally, there are approximately 34 municipalities within the State that have fixed route transit service, and only a handful have frequencies greater than 60 minutes.

As part of the CSNH program, several commuter challenges are held annually throughout the year. These challenges include the use of an online trip logger and leaderboard.

3. SCOPE OF SERVICES: CSNH is seeking to acquire comprehensive, user-friendly web-based travel and trip planner software with robust reporting and administrative capabilities for use in New Hampshire. With its investment in a software platform, CSNH seeks to encourage participation in statewide TDM programs and initiatives, and to facilitate the delivery of TDM services throughout the state.

The following summarizes the requirements for this acquisition. Proposals should provide a detailed technical summary of the proposed software and services, describing the inclusion of, or approach to, the features and functionalities listed in the following expectations. This summary should be based upon the respondent's past experience with similar projects, in addition to knowledge of TDM best practices.

The respondent is expected to include innovative approaches or solutions to the functionalities and capabilities described here. The respondent is also encouraged to include descriptions of product features and emerging technologies that may not be listed.

Requirements:

- The software must be secure, comprehensive, and web-based. The software should also be easily navigated and have mobile-friendly capability. Ideal software would have a mobile app component.
- The software must include ridematching capabilities, vanpool integration, and trip tracking functions. Capability to host commuter challenges with a real-time leaderboard is desired. The ability to expand functionality in the future to include multi-modal trip planning is desired but not required.
- The software must include the ability for the user to edit their profile, including matching preferences, personal information, and login credentials.
- The software should include tracking and reporting tools, including the ability to create and download reports with statistics on program registration, alternative commute mode usage, and environmental impacts.
- The contracted vendor is expected to provide software hosting services and perform ongoing maintenance. The vendor is expected to provide an initial software orientation during implementation, as well as periodically when platform features are introduced or updated. The vendor is also expected to provide technical assistance to CSNH staff as needed regarding the use and function of existing software features and troubleshooting.

Other desired features (not required):

- The software has the ability to accommodate urban and rural settings, including local transit routes, services, and programs.
- The software has the ability to integrate with other applications, such as social media platforms and sport trackers for trip reporting.
- The software provides and fulfills rewards and/or incentives for users, encouraging trip tracking and reporting.
- The software allows for overlay of CSNH branding.
- The contracted vendor will assist in the transition of accounts for individual profiles from the existing system, if necessary.
- The software is accompanied by a mobile application available for both IOS and Android.

4. BUDGET/FUNDING: CSNH intends to award a one-year contract with the option of up to two additional years. Any contract renewal will include an updated scope and work plan.

The funding for this program is provided through CSNH's Community Technical Assistance Program (CTAP) provided by the New Hampshire Department of Transportation and through the New Hampshire Office of Strategic Initiatives. The total contract budget will be determined by the final negotiated price between CSNH and the selected vendor. The contract award for this work is contingent upon CSNH receiving adequate funding for this purpose. CSNH reserves the right to award all or part of the available funds for this project.

5. CONTENT FOR QUALIFICATION SUBMITTAL: Interested vendors may respond to this RFQ in either Microsoft Word compatible format or a PDF file. Submittals should include the following information:

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- a. Name of vendor and any sub-contractors, including the name, title, phone number, mailing address, and email address of contact at vendor.
- b. Qualifications and technical competence of vendor in the type of work required.
- c. Understanding of proposed scope of services, including a detailed description of technical approach to the proposed requirements.
- d. Description of experience on similar projects, including three references.
- e. Resumes of individuals who will be responsible for implementation of contract (Project Manager and immediate team)
- f. Any other pertinent information.

6. VENDOR SELECTION: CSNH will review submittals of qualifications and develop preliminary ranking of vendors based on this information. CSNH will invite a short list of vendors to participate in virtual interviews to determine final selection of a preferred vendor. All other vendors will be notified in writing of the selections. Following the interviews, each short listed vendor will be ranked in accordance with the criteria identified below, and a preferred vendor will be selected and invited to submit a full proposal and a final project scope and fee will be negotiated.

Selection criteria:

- a. Relevant experience and resource capacity of vendor to perform required services
- b. Evaluation of proposed personnel
- c. Demonstration of project understanding
- d. Assessment of anticipated project approach
- e. Statement of availability and schedule
- f. Reference check

7. ANTICIPATED TIMELINE: All dates are tentative, provided for planning purposes and are subject to change.

Publish Request for Qualifications	April 6, 2021
Submittals Due	April 23, 2021, 4:00PM
Short list of vendors to be contacted for interviews	April 28, 2021
Interviews to be conducted	May 10, 2021 – May 13, 2021
Selection of highest ranked vendor and invitation to submit cost proposal	May 17, 2021
Negotiation of final scope of services and cost; contract executed	May 21, 2021 – June 4, 2021
Target date for commencement of work	June 11, 2021

CSNH hereby notifies all firms that it will affirmatively ensure that in any contract entered into pursuant to this request for qualification, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, religion, national origin, sex, age or disability in consideration for an award.

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8. SUBMISSION: Interested vendors should submit their response of qualifications by 4:00PM on April 23, 2021. All submittals should be submitted electronically in either Microsoft Word compatible format or a PDF file and submitted to Katie Nelson at knelson@cnhrpc.org.

9. GENERAL TERMS AND CONDITIONS

CSNH assumes no responsibility or liability for costs incurred by the Proposers in responding to this invitation or in responding to any further request for interviews, additional data, etc.

CSNH reserves the right to accept or reject any or all submissions/proposals or accept any submission/proposal that CSNH deems advantageous in its sole discretion regardless of the price quoted. CSNH also reserves the right to waive any non-material irregularities or information in any submission/proposal, and to accept or reject any item or combination of items.