



Full Access and Coordinated Transportation, Inc. (FACT)

Notice of Request for Proposal

FACT RFP # 2020 – 1

Website Development FACTSD.ORG

RFP Release Date:

Friday, January 31, 2020

Proposal Due Date:

Friday, February 14, 2020

SCOPE OF WORK

FACT's website is for the general public, seniors and people with disabilities and special needs. It also needs to reach transportation professionals, FACT's partners, funding agencies and peers.

Website will be developed in WordPress. It will comply with mandated Accessibility standards. Will be compatible with all devices (desktop, tablet, mobile phone etc.).

PURPOSE

Mainly it needs to be able to respond as intuitively and quickly as possible to inquiries from the public about any of the transportation services available in San Diego County. FACT has a database of 175 (approx.) transportation services; the website will have a search tool (Find a Ride) which will allow visitors to specify origins and destinations and search for transportation option(s) from the database that could meet those specific travel parameters. The parameters would also include cost of ride, time of day, day of week, public, municipal or private, free or paid services, and use any other appropriate filters that would allow the user to look for the most suitable travel option possible. The rider should be able to conduct the same search using a MAP instead of origin and destination. The MAP would clearly delineate FACT's service area – County of San Diego.

Since FACT is the Mobility Manager for San Diego County, the website look and functionality should be focused on mobility and as the service caters to seniors and those with special needs, the appearance and content should be intuitive, user friendly, simple and clear.

The website should also inform partners and peers about FACT's Organization, Board of Directors, Advisory Committee (CAM), Meetings schedule, Calendars, Minutes and records and Agendas. A well-organized dashboard will quickly direct any visitor to the metrics that are reported to the public/board of directors.

FUNCTIONS:



- A Accommodate Status updates on:
- News
 - Jobs and Business Opportunities
 - Contracting opportunities
 - Board and Staff profiles
 - Outreach Events, Training workshops
 - FACT Services:
 - RideFACT, Service Policies, Code of Conduct, Non-Discrimination Policies
 - FAQ
 - Brokerage – vendor list
 - Contracted services
 - Referrals
 - CTSA services
 - Consulting
 - The Database must be easily exported into a csv or excel file for staff use
 - The Find A Ride tool should interact with google transit for on demand schedules
 - The Find A Ride tool should search for transportation by zip code and city
- B FORMS:
- Reservation requests – may require riders to have log in access
 - Brokerage Vendor registration form
 - Training Workshop registration form
 - Contracted Service Interest Form
 - FACT Newsletter sign up
 - Donation
 - Find A Ride

Please direct any questions to and email your proposal to FACT's Office Manager, Cynthia Pedersen at cpedersen@factsd.org.