

Request for Proposals (RFP) FACT RFP# 2025-2
Trip Management and Dispatch Software
Facilitating Access to Coordinated Transportation (FACT, Inc.)

Issue Date: March 11, 2025

Response Due Date: March 18, 2025

1. Introduction

Facilitating Access and Coordinated Transportation (FACT Inc.) is a non-profit transportation and mobility services provider based in Oceanside, CA. FACT serves predominantly seniors and persons with disabilities throughout San Diego County. FACT seeks proposals from qualified and cost-effective software providers to procure a paratransit dispatch software solution that includes a mobile booking app and a contactless fare payment option. FACT dispatched approx. 40,000 one-way trips to the vendors in its brokerage during the Fiscal Year ending June 2024. During the upcoming fiscal year 40,000 – 70,000 one-way trips are anticipated.

2. Project Overview

The proposed software will enable FACT to efficiently dispatch trips to:

- Vendors (transportation service contractors) within FACT's brokerage network (6-10 vendors)
- FACT's dedicated vehicles (Unless it is integrated into the core product, please provide an optional price for this module)

The software must also allow FACT to monitor and adjust scheduling from its centralized dispatch center.

3. Scope of Work

The selected software solution must include the following core functionalities:

3.1 Trip Management and Dispatching

- New client intake and reservations management
- Real-time and advance trip booking (up to 7 days in advance)
- Trip dispatching to vendors and dedicated vehicles
- Centralized trip monitoring and modification
- 24/7 operational support for dispatching

3.2 Software Accessibility and Integration

- Vendor access to dispatch software for all brokerage members
- Mobile booking application for riders
- Contactless payment option
- Public and client agency tracking access for ride monitoring
- Compatibility with FACT's full-time call center operations

3.3 Reporting and Data Management

- Real-time data reporting and analytics
 - Detailed trip tracking, trip history, and reporting by funding sources
 - Compliance with federal, state, and county grant requirements
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4. Technical Requirements

- Cloud-based or hosted solution with web and mobile accessibility
- Secure and scalable infrastructure

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- User-friendly interface for both dispatchers and clients
- API integrations with third-party transportation providers (if applicable)

5. Contract Terms

- Initial contract duration: Two (2) years
- Option for up to three (3) additional one-year extensions
- FACT is not seeking trip-based pricing; quotes should include software licensing, setup costs, and any one-time expenses.

6. Proposal Submission Requirements

Interested vendors must submit the following:

- Company background and relevant experience
- Description of proposed software solution and key features
- Implementation timeline and training support details
- Pricing breakdown (licensing, setup costs, and ongoing maintenance)
- References from similar projects

All proposals must be submitted by March 25, 2025 to: **Christian Hernandez** chernandez@factsd.org

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

1. **Experience and Qualifications** (25%)
2. **Quality and Feasibility of Proposed Services** (25%)
3. **Technology and Integration Capabilities** (15%)
4. **Cost Effectiveness** (25%)
5. **References and Past Performance** (10%)

VI. Terms and Conditions

- FACT reserves the right to reject any or all proposals.
- FACT may request additional information or conduct interviews with shortlisted firms.
- The selected vendor must comply with all applicable federal, state, and local regulations.

We appreciate your interest in this opportunity and look forward to your response.

For further inquiries, or to submit your proposal, please contact Christian Hernandez at chernandez@factsd.org
