



Cherokee County Board of Commissioners
Purchasing Department
1130 Bluffs Parkway, Canton, GA 30114
Phone: (678) 493-6000
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REQUEST FOR PROPOSALS

RFP# 2023-027

Micro Transit for Cherokee County Area Transportation System

THE PROJECT: The Cherokee County Board of Commissioners Purchasing Department (County) is requesting competitive sealed **proposals** in support of a web-based Micro-Transit Software Application for Cherokee County Area Transportation System (CATS), meeting the specifications and as described herein. Funding is being provided by the Federal Transit Authority (FTA) through federal grant monies.

There **will not** be a mandatory meeting to review the requirements.

All times in the solicitation are local times to Cherokee County, Georgia in the Eastern Time Zone.

This Request for Opportunity Description is one of two documents making up this solicitation. The second document is Cherokee County Standard Solicitation Terms and Conditions, which contains all the standard forms potentially required to accompany a submission. Both of these documents together constitute the entire solicitation at the time of issuance.

The County reserves the right to reject any or all bids/proposals, to waive technicalities and to make a selection and final award as deemed to be in the best interest of the County, including using any form of contract it deems most advantageous to the County.

SCHEDULE:

Issued	May 22, 2023
Questions Due*	June 5, 2023 by 4:00 PM
Answers Due	Jun 12, 2023
Bids/Proposals Due*	June 19, 2023 at 10:00AM
Short List	June 26, 2023
Interviews/Presentations*	July 10-14, 2023
Anticipated Award Date	August 1, 2023

THE EXPECTED PERIOD OF PERFORMANCE:

The base period of performance is broken down into two areas; Physical Delivery of Product(s) and Service Delivery. This is a function of the Statement of Work (SOW) and/or specification and reflects if there is physical item or items to be delivered and / or delivery of services. An X in the box corresponding to item 1 below, Physical Delivery indicates a physical item or items are to be delivered and an X in the 2. Delivery of Services indicates that Services are to be performed. Either or both may apply to the work contemplated by this solicitation.

Additionally, should there be an X in the box corresponding item 3. Option Grant, then the County requests the right to extend the period of performance beyond the Base Rate as specified.

1. ☐ NO PHYSICAL ITEMS/GOODS ☒ PHYSICAL DELIVERY OF ITEMS/GOODS REQUIRED:

For Physical Delivery solicitations, the period of performance for an award shall begin with either the placement of Purchase Order or the date indicated on the Agreement. All items to be delivered are to be FOB Cherokee County at the address indicated in the solicitation. Performance shall be complete upon final acceptance by the County. Time is of the essence for the delivery of each item specified. Warranty requested as below:

2. ☐ NO SERVICES REQUIRED ☒ PERFORMANCE OF SERVICES:

For Performance of Services solicitations, the period of performance shall begin with the placement of either a Purchase Order or the date of the Agreement unless the Agreement, the SOW or the Solicitation Terms indicate that performance shall begin upon the issuance of a Notice to Proceed (NTP), in which case the NTP would represent the beginning of performance. Term of services requested are as below:

Services Term:

- ☒ One Year
☐ Two Years
☐ Three Years
☐ Other: With the option to automatically renew for an additional two, one-year terms

3. ☒ OPTION GRANT:

This solicitation contains requested options; please see Statement of Work for details.

SUBMITTAL INSTRUCTIONS:

Interested Bidders/Proposers should carefully review the requirements defined herein and provide complete and accurate submissions that should include the following items (**only items indicated with an “X” in the corresponding boxes are required for this solicitation**):

- | | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Information and Addenda Acknowledgement Form (Appendix A) |
| <input checked="" type="checkbox"/> | Non-Influence and Non-Collusion Affidavit (Appendix B) |
| <input checked="" type="checkbox"/> | E-Verify Affidavit (Appendix C) |
| <input checked="" type="checkbox"/> | References* (Appendix D) |
| <input checked="" type="checkbox"/> | Acceptance of County' Standard Agreement**, as below: (Appendix E) |
| <input checked="" type="checkbox"/> | Professional Services Agreement (Sample provided) |
|
 | |
| <input checked="" type="checkbox"/> | Suspension, Debarment and Litigation Affidavit (Appendix F) |
| <input checked="" type="checkbox"/> | SAM registration is required (Appendix F) |
| <input checked="" type="checkbox"/> | Evidence of/ability to provide Insurance at the limits identified herein, *** |
| <input checked="" type="checkbox"/> | Certifications, Licenses or Registrations as required by law and/or as requested |
| <input checked="" type="checkbox"/> | Pricing on included pricing sheet / bid form |
| <input checked="" type="checkbox"/> | Any other requirements as requested under the scope of work |

Notes:

*The County reserves the right to contact not only those references provided, but may also use previous performance for the County, other contacts it identifies and other sources of information believed to be viable to evaluate capability, viability and performance.

**If Acceptance of County's Standard Agreement is checked, all work/items defined herein are to be quoted according to these requirements. Copies of these agreements can be located at the County's Procurement web page.

***Insurance levels requested are those identified in the County's Standard Agreement, section "I."

****Standard Solicitation Terms Refer to Cherokee County Standard Solicitation Terms and Conditions

EVALUATION CRITERIA:

Bids/Proposals that contain options or additive work above and beyond the base bid will be evaluated financially according to the criteria described in the solicitation. However, should the use of options or additive work proposed exceed the County budget, the County retains its rights to address such situations as described in its Standard Terms for Bid and Proposal Solicitation as well as the right to award based on the base bid only or the base bid plus quoted additive work that is within its budget.

Proposals determined to be Responsive and Responsible will be evaluated on the following criteria:

35%	Understanding and Approach of the Project <ul style="list-style-type: none"> • required feature of the app & software • required staff training & support • required public support with help/ how to videos
40%	Cost Proposal
10%	Logical Layout and Intuitive format
15%	Qualifications and References
100%	TOTAL*

* The County may opt to hold Mandatory in person demonstrations after reviewing written proposals. The County will select a shortlist based on the highest scoring proposals. In person Demonstrations will have the opportunity to earn up to 15 additional evaluation points. Cherokee County reserves the right to make a selection solely based on written proposals and will contact the shortlisted companies for scheduling availability.

References may be contacted should the evaluation team deem them necessary.

Proposals will be scored on the above evaluation criteria. Failure to provide information necessary to evaluate proposal, may result in a lower scoring proposal.

The County reserves the right to reject the bid of any vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or who upon investigation shows is not in a position to perform the contract.

HOW AND WHERE TO SUBMIT BIDS AND PROPOSALS:

The County has two methods for receiving bids and proposals that are mutually exclusive; either electronically or by physical receipt. The box with the "X" below indicates how and where bids or proposals are to be submitted. The County will NOT accept proposals by fax, or e-mail unless authorized, in writing, by the Procurement Director. The solicitation submission deadline will be strictly enforced; no late bids/proposals will be accepted for any reason, please plan accordingly.

A. Electronic Submissions Only:

Proposals are to be submitted electronically ONLY to BidNet Direct. Physical copies are not to be submitted unless approved in advance by the Purchasing Director.

Proposals and all requested documentation to be provided electronically should in the Adobe Portable Document Format (PDF) as ONE file unless otherwise indicated in these solicitation instructions. Documents provided in response to this solicitation are to be named according to the following naming convention:

- a. [Solicitation Number] _ [Vendor Name] _ [Document Type]
Example: "2017-111_ABC Company Proposal"

QUESTIONS/ADDENDA:

Only written inquiries will be permitted during the solicitation period. **Questions are to be submitted via BidNet Direct** for this solicitation no later than the date and time indicated in the Schedule, as may be amended. Answers will be posted via formal Addendum and only released as part of the solicitation documents on BidNet Direct. All interested parties are instructed to monitor BidNet Direct on a regular basis throughout the solicitation period. The final date for posting of Addenda is per the Schedule, as may be amended.

STATEMENT OF WORK AND / OR SPECIFICATION LOCATED ON THE NEXT PAGE

STATEMENT OF WORK AND / OR SPECIFICATION:**STATEMENT OF WORK:**

The intent of this solicitation is to obtain competitive sealed proposals from a qualified Software Solution Provider for up to a 1-year pilot covering routes 1 and 2 highlighted in Attachment A. The County shall determine by the end of the pilot if it desires to purchase/license the piloted software for 3 to 5 years. Should the County determine that it does not wish to continue utilizing the piloted software, it shall not be obligated in any way beyond the pilot timeframe. The piloted software is to support a micro-transit application as defined in this RFP.

Cherokee Area Transportation System (CATS) has participated in the Coordinated Transportation System successfully for sixteen (16) years. This has been accomplished through a team effort. CATS is currently located at 884 Univeter Rd. Canton, GA 30115. Hours of operation are M-F, 6:30 AM – 5 PM. All twenty-one (21) vehicles are equipped with Samsung Galaxy tablets.

Technology Package

The micro-transit technology package must include, at minimum, the following features:

- A. Collect data necessary for reporting to the National Transit Database,
- B. Passenger-facing app with an associated web-based platform,
- C. Software for trip detail processing and route generation,
- D. Onboard technology to direct vehicle operator activity,
- E. Data visualization, reports, and data access,
- F. Operational planning guidance and,
- G. Support Services.

A. National Transit Database (NTD) Reporting

NTD requires reporting for all demand-response trips provided by transit agencies. This reporting includes the total trips provided as well as trips per revenue hour and trips per vehicle hour. Though NTD has not laid out specific micro-transit reporting requirements, it is anticipated that they will at some point in the future. In the meantime, NTD requires reporting of micro-transit as demand-response trips. Cherokee County anticipates that the micro-transit technology provider will adhere to the reporting requirements NTD has currently and in the future. Cherokee County also anticipates that the micro-transit technology provider will work with the NTD reporting software provider to ensure NTD data collection requirements (i.e., data types) are met and that the micro-transit technology platform will generate data in the formats required to facilitate the automated data transfer process to the NTD reporting software (i.e., data formats).

B. Passenger-Facing App with Associated Web-Based Platform

The passenger-facing app and web-based platform must include the following minimum features and functions:

1. Trip planning features and functions with an associated web-based platform

- a) Map displayed prominently on the first step in-app user experience to enable clear communication about allowable origins and destinations for the micro-transit service area, including a search function that enables a potential user to check if their origin and destination fall within the service area,
- b) Statement displayed that the trip will be shared with other people, clarifying that it is not a direct pick-up and drop-off service for individuals,
- c) Advance booking, including the day prior at a minimum,
- d) Clear details provided on the wait time for pick-up and anticipated drop-off time, with a high level of accuracy based on real-time traffic information provided prior to booking.

2. Trip booking/updates features and functions

- a) Specific origins and destinations highlighted/flagged on the map (e.g., transfer points for fixed route/paratransit),
- b) Some origins and destinations are “corralled” to specific pick-up/drop-off points (e.g., curbside instead of driveway, particular place within large development/parking lot, and shopping centers with a single address but multiple stores),
- c) Ability to book group trips (i.e., trips for two or more people),
- d) Ability to book trips on behalf of other people (e.g., family member booking on behalf of someone who is unable to book for themselves, senior services staff booking on behalf of Cherokee County senior center and All DHS clients),
- e) Ability for app users to indicate that they require assistance with mobility devices (e.g., wheelchair lift, onboard securing equipment, etc.) and provide details on what type of assistance is needed,
- f) Ability for the app user to enter special requests of any type,
- g) Connection, potentially through a web link, to CATS real-time fixed-route (future project) data for ease of booking micro-transit trips that transfer to fixed route,
- h) After booking, the app user should have real-time updates on the location of the vehicle along with an updated wait time for pick-up and an updated anticipated drop-off time,
- i) Ability to cancel a trip within a certain time window with no penalty,
- j) Ability to book a two-leg trip with an origin in the micro-transit area and destination in on-demand area,
- k) Ability to accept a two-leg trip with an origin in the on-demand area and destination in the micro-transit area, including coordination with on-demand technology provider for the micro-transit “leg” of the trip by processing trip details.

3. Trip payment features and functions

- a) Facilitation of cashless onboard trip payment,
- b) Technology capability for cashless trip payment included in the app, with options for payment by credit card.

4. General features and functions

- a) “White label” app with the ability to brand as a CATS app,
- b) App available in online app stores for all mobile devices with CATS “white label” brand
- c) Statement on penalties for no-show passengers will be enabled,
- d) Ability for passengers to submit comments, complaints, ratings, and other information through the app/web-based platform via a link to a web form provided by CATS.

C. Software for Trip Detail Processing and Route Generation

1. Trip detail features and functions

- a) Intake of trip details submitted by app users,
- b) Intake of trip details submitted through a phone-based system managed by CATS,
- c) Intake of trip details to facilitate booking a two-leg trip with an origin in the on-demand area and destination in the micro-transit area, including coordination with an on-demand technology provider that would submit trip details on behalf of passengers.

2. Route generation features and functions

- a) Real-time traffic data from reliable sources (e.g., Waze and Google Maps) integrated into route generation algorithm,
- b) Route generation on an on-demand basis (e.g., trips booked in real time) through an algorithm optimized for waiting time and travel time,
- c) Ability for routes to veer outside of the micro-transit area if traffic congestion is better and travel time is reduced as a result,
- d) Ability for software to support an on-time guarantee window.

D. Onboard Technology to Direct Vehicle Operator Activity

1. Onboard software features and functions

- a) Ability for the vehicle operator to register time and location data when they depart from the transit headquarters, when they start the micro-transit route when they end the micro-transit route, and when they return to transit headquarters,
- b) Ability for vehicle operator to register time and location data, as well as various notes (potentially with dropdown box of reasons), when they stop for maintenance needs or other purposes,
- c) Ability for vehicle operator to cancel trips and provide an explanation for why the trip was canceled (e.g., no-show passenger, etc.),
- d) Ability for vehicle operator to register time and location for all pick-ups and drop-offs, in connection with complete trip details from start to finish,
- e) Ability for vehicle operator to see in advance if an upcoming passenger will require assistance with mobility devices (e.g., wheelchair lift, onboard securing equipment, etc.),
- f) Ability to continuously recalculate route to accommodate for drop-offs and pick-ups along the route.

2. Onboard hardware

- a) Tablets that run onboard software and support other functions such as updates from headquarters, etc., to be owned,
- b) Mobile data plan for tablet connection, paid monthly.

E. Data Visualization, Reports, And Data Access

1. Data visualization and reports – Required

- a) Known current NTD data as well as NTD data required in the future (known current data includes date, route, vehicle #, revenue and total hours, revenue and total miles, passengers and passenger miles),
- b) Provide an 'at a glance'/dashboard function that displays reports to CATS staff with the most critical data, including the data types listed below at a minimum, with the ability to specify custom time periods (across a random week, full month, 2-day period, etc.),
- c) Common origin and destination hotspots/concentrations by day and time of day and transfers to transit hubs,
- d) Percentage of trips booked through the app, through phone-based service, and in coordination with paratransit technology provider,
- e) Wait time for pick-up for all trips, the difference between estimated wait time and actual wait time for all trips (e.g., on-time and not on-time trips),
- f) Total travel time (i.e., pick-up to drop-off) for all trips, the difference between estimated travel time and actual travel time for all trips,
- g) Trip cancellations and no-show hotspots/concentrations by day and time of day, as well as methods for diagnosis (e.g., increased wait time due to traffic congestion),
- h) Payment method credit card,
- i) App user profile information and/or anonymized passenger data informally entered by vehicle operator (e.g., paratransit eligibility, age, income level, household size, disability, veteran status, and others),
- j) Mapping of historical routes by day and time of day,
- k) Mapped data generated by vehicle operator (time and location data when they depart from the transit headquarters, when they start the micro-transit route, when they stop for maintenance needs or other purposes, when they end the micro-transit route, and when they return to transit headquarters), including time and location data,
- l) Percentage of passengers requiring assistance with mobility devices (e.g., wheelchair lift, onboard securing equipment, etc.) with details on what type of assistance was needed,
- m) Percentage of passengers entering special requests with details on types of requests made,
- n) Rideshare/shared rides percentage (i.e., percent of vehicle hours with more than one trip/multiple passengers who did not book a "group trip" on a vehicle at the same time, for vehicle hours with no group trips),
- o) Rideshare/shared ride counts (i.e., all vehicle hours with trip counts, broken down by day and hour with group trips factored in),
- p) Key trends including highest single-day passenger count and highest single-day trip count at a minimum,
- q) General information including total passengers carried, total mileage, total trips, average daily passengers, average daily trips, average median and longest wait times, average daily miles driven, average median and longest ride times, passengers per clock hour (broken down into

individual vehicles), and passengers/boarding per revenue hour at a minimum (all of the above should be able to be broken down by any time period requested by CATS staff),

- r) Operational/efficiency data for each trip, including dwell time by stop, paused vehicle time (i.e., vehicles on the road but not accepting trips), deadhead time, revenue time, and other operational/efficiency data,
- s) Customer satisfaction data, including comments, complaints, ratings, and other information submitted through the app/web-based platform,
- t) Tracking and displaying specific performance requirements/targets to be determined at a later date that may not be covered above and additional ad hoc reports as needed.

2. Data access via direct download/export

All data listed above should also be available for direct download. CATS staff should have ongoing access to all data associated with the micro-transit service outside of the dashboard in easily accessible formats and in a continuing fashion to facilitate downloading the data anytime without assistance. All data generated as a result of micro-transit service shall remain the property of Cherokee County. In addition to the data types listed above, the following will also be required for download:

- a) Custom data export to CSV format of known current NTD data as well as NTD data required in the future (known current data includes the date, route, vehicle #, revenue and total hours, revenue and total miles, passengers, and passenger miles),
- b) Full data cycle/trip details for each passenger from start to finish (e.g., trip booking, pick-up, drop-off, etc.),
- c) Passenger comments, complaints, ratings, and other information submitted through the app along with a breakdown of ratings and classification of written feedback for ease of review,
- d) Data indicating the best time for additional vehicle allocation, during established peak times, for example, to enable scaling up and down efficiently and proactively. This could include vehicle staging if there is a gap between trip calls,
- e) Data indicating the best time for shift changes, vehicle refueling, and other service needs, during established non-peak times, for example, to ensure they minimize service disruption.

F. Operational Planning Guidance

Micro-transit service involves making a series of critical decisions. The micro-transit technology provider would be well-positioned to assist CATS staff in making decisions that progress toward CATS strategic direction and specific needs. All guidance below would be required on an ongoing basis, as needed by CATS.

1. Demand for micro-transit trips under a variety of scenarios (i.e., small/medium/large amounts of demand given population with micro-transit access, handling ADA paratransit trips in addition to micro-transit trips given the current number of paratransit-eligible passengers),
2. Modeling of options for handling demand under a variety of scenarios,
3. Recommendation on micro-transit zones, if zones would be needed,
4. Vehicle allocation options based on demand (e.g., total number, core vehicles vs. peak-time vehicles),

5. Staff allocation considerations and needs based on demand (e.g., drivers, dispatchers, supervisors, etc.)

G. Support Services

In order to support the technology package, the following services are required on an ongoing basis, as needed by CATS:

1. Training and tech support

- a) The vendor must assign one or more vendor representatives to coordinate training, provide technical assistance, and support activities such that CATS staff are well-equipped to run all aspects of the technology package. The representative(s) must be available, at a minimum, on weekdays from (6 AM to 5 PM EST) and must be able to communicate in English both orally and in writing,
- b) Must be able provide education, training, and marketing materials to educate the public on the new service.

2. Upgrades, maintenance/warranty, and repairs

- a) Automatic technology upgrades as they become available,
- b) Ongoing maintenance as needed, through a warranty or other contractual guarantees,
- c) Technology fixes and repairs for all malfunctions and bugs.

3. Notification Module Outgoing notifications of pick-up times to customers via automated telephone calls

RFP follow-up questions

1. Does your software allow us to book standing orders?
2. Does your system allow different funding sources?
3. Does your system have the ability to run Micro-Transit and Demand Response service within the same system?
4. Does your system allow drivers to fill out their pre/post trip within your system?
5. Can the dispatcher see all routes at one time?
6. Do you have a tracking system that assists us with vehicle maintenance (i.e. add preventative maintenance odometer readings and calculate when the next oil change is due)?
7. Please explain the process of lunch and breaks in your system.

Software must be able to:

- Scheduling Optimization
- Be able to run customized reports
- AVL (Automatic vehicle locator) / GPS

Other Requirements:

- If using other teams/companies to support all the functions needed for our requirements, please list company name, address, and contact person.

General Characteristics of Products and Services

For the purposes of the RFP, County employee customers/users of the software are referred to as the internal user and customers accessing the software through the County's website are referred to as the external user.

1. Describe the fundamental design of the software application to include the database structure, connectivity and the method of data entry/user interface.
2. Describe your implementation services, with particular emphasis on planning, conversion and process change management. Provide a sample incremental plan.
3. Provide a list of at least 3 current customers using your product in a similar capacity.
4. Identify issues and challenges the County might anticipate in this software implementation and indicate how they are resolved using your system and services.
5. Describe any available technical support services and each associated cost for the internal user. If there are different levels of support services, please describe each level and list the services included. At a minimum support should include:
 - a) Web-based technical assistance
 - b) Phone support during business hours and non-business hours
 - c) Remote diagnostics
 - d) Training opportunities (upon implementation and updates)
6. Provide an outline that the internal user would follow in the below situations:
 - a) Reporting a problem with the software
 - b) Obtaining instruction/clarification on a specific system feature
 - c) Requesting customized reports or services
 - d) Obtaining technical assistance in making changes in the system coding to achieve a specific objective
 - e) Requesting additional instruction or on-site services
7. Provide an outline that the internal user would follow in the below situations:
 - a) Reporting a problem with the software
 - b) Reporting a problem with the user account or log in
8. Proposing Company shall, in its proposal, include:
 - a) Detailed pricing, all pricing that makes up the total cost must be itemized;
 - b) all charges that would occur with each transaction for the Agency and for the end user, all will be considered part of the total price as our consumer bears the cost of this product;
 - c) implementation fees for the product;
 - d) league management fees if separate from the company's product;
 - e) web hosting cost if separate from company's product; and
 - f) preferred method of payment (yearly, quarterly or monthly)

TECHNICAL REQUIREMENTS

General Technical Requirements:

- Provide a description and diagram of the Bidder's proposed technical architecture. Include all database/web/networking hardware, software, tools, and if hosted, information on the data center where the solution is hosted.
- If the Bidder's proposed solution requires any data to be stored off-site (including data "in the cloud") describe how the data is stored in federally compliant data centers residing within the continental United States of America and follows HIPAA standards, and other legally required standards.
- Describe the software licensing model of the solution, including any required third-party licensing.
- Describe how the Bidder's maintains licensed software no more than two supported versions behind the latest release and updated with latest security patches
- Describe any impact to the solution when customizations are made for upgrades and maintenance processes. County prefers to minimize downtime and impact to the users.
- Describe how the proposed solution is scalable and flexible enough to accommodate any changes required by the State and/or federal statute, mandate, decision or policy.
- Describe how the system stores objects such as pictures, documents, PDF files, etc. If an electronic document management system is part of the solution, provide a description of the proposed document system and how it is able to support multiple objects.
- Describe how the proposed solution is responsive to mobile technology and works with mobile devices such as smart phone or tablets. Include what mobile platforms are supported.
- Describe what industry standard browsers are supported by the Bidder's solution

Hosting Requirements:

- The selected Vendor shall supply all hosting equipment (hardware and software) required for performance of the Contract.
- The selected Vendor shall provide secure (SSL, HTTPS, or similar) access to all levels of users (as defined by the County) via the internet.
- The selected Vendor shall use commercially reasonable resources and efforts to maintain adequate internet connection bandwidth and server capacity.

- The selected Vendor shall ensure the maintenance of all hosting equipment (hardware and software) and replace as necessary to maintain compliance with the Service Level Agreements.
- The selected Vendor shall use commercially reasonable efforts to ensure that it and its datacenter Vendors and other vendors performing subcontracted services related to the Service, have, and shall at all times have, in place industry standard physical, technical, human and administrative controls (including but not limited to for intrusion prevention, loss of data, detection and monitoring) reasonably designed to achieve information security of the data processed through the Services. Without limiting the foregoing, the selected Vendor's controls shall at a minimum meet applicable law and the standards set forth in Cybersecurity Framework, NIST SP800-53 rev 4.
- The system must provide tight security controls which meet regulatory, compliance and audit standards. Security must be role-based to the menu, screen, and data field level. Microsoft Active Directory is required for single sign-on and global security administration; LDAP compatibility is sufficient.
- The selected Vendor has the responsibility to ensure that servers are located in a climate-controlled environment. Vendor shall house all servers and equipment in an operational environment that meets industry standards including climate control, fire and security hazard detection, redundancy, electrical needs, and physical security.
- The selected Vendor shall monitor system and error logs and perform preventative maintenance in order to minimize and predict system problems and initiate appropriate action.
- The selected Vendor shall use industry best practice and completely test and apply patches for all third-party software products before release.
- The selected Vendor shall provide ongoing software updates for the proposed solution as they become available and in compliance with the defined maintenance windows. The selected Vendor shall completely test updates; such updates may include bug fixes, patches and other improvements.
- The selected hosted solution Vendor shall conduct a third-party independent security/vulnerability assessment at its own expense on an annual basis and submit the results of such assessment to the County.

- The selected Vendor must agree to third party application and vulnerability security scans on an agreed upon schedule.
- The selected Vendor shall comply with County's directions/resolutions to remediate the results of the security/vulnerability assessment to align with the standards of the County.
- The selected Vendor shall limit logical and physical access to all system components and provide access only to those individuals with a business need for services provided. The selected Vendor shall audit the data center (i) annually through an independent third party auditor and the audit results shall form part of the selected Vendor's SSAE 16 (or similar standard) report, against industry standard controls for data security and disaster recovery, that the selected Vendor shall make available to County upon its reasonable written request and (ii) upon County's reasonable request (not to exceed once in any 12-month period), with reasonable prior written notice (at least 30 days) and under reasonable time, place and manner conditions, County will be permitted to conduct a structured walkthrough of the applicable selected Vendor's data center to review the control environment and security practices relevant to the County Data and to review practices regarding disaster recovery, the selected Vendor's security and/or audit personnel will participate in the structured walkthrough with County. County will treat all records discussed pursuant to any such structured walkthrough as Confidential Information of the selected Vendor per the confidentiality terms of this Agreement.
- The selected Vendor shall employ industry best practice disaster recovery and resiliency procedures to assist in preventing interruption in the use of the system.
- The selected Vendor shall take all necessary measures to protect the data and encryption keys where applicable, including but not limited to the backup of the servers on a daily basis in accordance with industry best practices and encryption techniques.
- The Provider agrees to have appropriate controls in place to protect critical or sensitive data and shall employ stringent policies, procedures, and best practices to protect that data particularly in instances where sensitive data may be stored on a Provider controlled or owned electronic device.
- The selected Vendor shall utilize a secured backup solution to prevent loss of data, back up all data every day and store backup media. Storage of backup media offsite is required.

Stored media must be kept in an all hazards protective offsite storage facility. All back up data and media shall be capable of encryption.

- Termination - The County will have access to the Service to export and retrieve its County Data for one hundred and twenty (120) days after the effective date of termination or expiration. County shall have the ability to access its County Data at any time during the subscription term set forth in this agreement in a readily readable, structured and documented format, such as csv-format or some other standard format offered by the selected Vendor. The selected Vendor shall provide to County certain transition services after termination of this Agreement at the selected Vendor then-current and generally charged hourly rates as the parties may agree in good faith in a mutually-agreed statement of work executed by both parties. Subject to the foregoing and applicable law, the selected Vendor shall have no obligation to maintain or provide any County Data. At County's request upon termination or expiration of the Agreement, the selected Vendor shall, within a reasonable time period, remove, delete, purge, overwrite or otherwise render inaccessible all County Data still remaining on the servers used to host the Service to the extent possible based on the then-current technology available within the Service, unless and to the extent applicable laws and regulations require further retention of such data. The selected Vendor shall provide the County a written and signed statement affirming the deletion, purging, overwriting, and rendering inaccessible all data associated with this Agreement.

System Availability

- The selected Vendor shall make available the system and any custom software on a 24 x 7 basis as established by the solicitation with the exception of approved downtime for scheduled maintenance. All scheduled maintenance must take place during the hours of 12:00 AM and 5:00 AM. Advance notification of a minimum 7 business days must be provided for scheduled maintenance.
- From time to time, emergency maintenance may be required to bring down the system. In such situations, if possible, the selected Vendor shall give advance notice, before the system goes down for maintenance, to the County's Point of Contact and as defined in the Service Level Agreement. The selected Vendor will limit the emergency maintenance to those situations which require immediate action of bringing down the system that cannot wait for

the next scheduled maintenance period. It is expected that the Vendor will rollover to a backup site during any such emergency maintenance.

Error Handling Requirements:

The management of the system requires that all occurrences of errors be logged for review and that critical errors be accompanied by appropriate alerts. Authorized users need to be able to query and review the error log and configure the alerts.

- Describe how the Bidder's proposed solution ensures all errors are written and categorized to an error log. Describe how the Bidder's proposed solution allows for a user to view, filter, sort, and search the error log.
- Describe how the Bidder's proposed solution provides for the generation of standard and customizable error reports.
- Describe how the Bidder's proposed solution has the ability to suppress error messages based upon user-defined criteria.

Database/Data Management Requirements:

- Describe the Bidder's proposed Database architecture including the database software is supported by the proposed application.
- Describe how the Bidder's proposed solution is built upon an integrated data model, such as a Relational Database Management System (RDBMS), with referential integrity enforced. Describe the integrated data model.
- Describe how the Bidder's proposed solution maintains an automated history of all transactions, including, but not limited to: date and time of change, "before" and "after" data field contents, and operator identifier or source of the update.
- Describe the ability for the Bidder to convert data from the current systems utilized into the Bidder's proposed solution. Describe the technology used to complete the conversion.
- Describe the ability for the Bidder's proposed solution to allow for creation of user-defined fields.
- The County intends to generate its required reports from the new system and prefers flexible ad hoc query and reporting tools that are intuitive to users.

- Ability to do queries and ad hoc reporting based on user-defined fields that have been defined.
- Tools and utilities available for data purge and archiving processes based on specific retentions schedules.

Backup and System Recovery

The County requires the ability to create backup copies of the software and to restore and use those backup copies for the basic protection against system problems and data loss. This requirement refers to all application system files, data files, and database data files. The Bidder's proposed solution should provide a comprehensive and easily manageable backup and recovery process that is responsive to County's needs. The Bidder's proposed solution should identify and implement a system recovery plan that ensures component failures do not disrupt services. The plan should be completed, implemented, and tested prior to system implementation. The successful Bidder's solution should specify all needed hardware, software, and tools, and the plan should clearly define all roles, responsibilities, processes, and procedures.

- Describe the Bidder's proposed Backup and System Recovery plan and readiness. Describe the Bidder's service level agreement on returning the solution to service from a backup. Describe the Bidder's proposed backup retention schedules – daily, weekly, monthly, quarterly, etc.
- Describe the Bidder's proposed Disaster Recovery Plan. Describe the Bidder's service level agreement on returning the solution back to operational service.
- Describe how backups of the Bidder's proposed solution are able to be scheduled without user intervention and without interruption to the system.
- Describe how the Bidder's proposed solution provides information on their test and validation process
- If there is a backup failure or downtime, describe the Bidder's proposed method and timing of communication back to the County

Security and Audit

The selected Vendor will provide all Services, using commercially available security technologies and techniques in accordance with industry best practices and the County's security standards, procedures, and requirements, including those relating to the prevention/detection of fraud and any other inappropriate use or access of systems and networks.

- Describe the Bidder's proposed security safeguards integrated into their application and how these safeguards address cyber security.
- The system can integrate with Active Directory Authentication so that end-users do not need separate login.
- Describe how the Bidder's proposed solution meets the requirements for unique user ID access. Include:
 - Specification on configuration of the unique user ID.
 - How the unique user ID is assigned and managed.
 - How the unique user ID is used to log system activity.
 - How the system handles the creation of duplicate user ID accounts.
- Describe how the Bidder's proposed solution meets the standard for administering passwords:
 - Initial Password assignment.
 - Strong Password Requirements.
 - Password reset process.
 - Password expiration policy.
 - Password controls for automatic lockout access to any user or user group after an administrator defined number of unsuccessful log-on attempts.
- Describe how the Bidder's proposed solution supports the use of multi-factor authentication.
- Describe any security processes for managing security updates, and integrated components subject to vulnerability, including anti-virus.
- Describe how the Bidder's proposed solution provides the ability to maintain a directory of all personnel who currently use or access the system.
- Describe how the Bidder's proposed solution provides role-based security and allows restricted access to system features, function, screens, fields, database, etc. Role authentication may occur at the directory level, application level, or database level (depending on database platform). Describe the security administration functions integrated into the proposed system that manage role-based access to system functions, features, and data. Include a description of:
 - How and where the proposed system stores security attributes or roles (e.g., LDAP attributes, database tables, a file).

- The interface between the LDAP and the application, if roles are assigned in an LDAP directory.
- How roles are created and security is applied to the role based on how and where security attributes are stored (if multiple options describe each).
- How groups are defined and how roles and security are applied to each group.
- How access limits are applied to screens and data on screens by role or group.
- How users are created and assigned to one or more roles or groups.
- How role and group creation and assignment activity is logged.
- Describe how the Bidder's proposed solution automatically disconnects based upon inactivity. Describe how the feature is administered and what effect disconnect has on any activity or transaction in process at the time of disconnection.
- Describe how the Bidder's proposed solution protects Confidential and Highly Restricted Data from unauthorized access during transmission. Describe transmission safeguards that are integrated into the proposed system to protect data during transmission, including any encryption technology.
- The proposed system will process Confidential and Highly restricted Data. Describe the Bidder's auditing functions for all data that is viewed or changed. Describe how the Bidder's proposed solution provides System Auditing functions, including but not limited to:
 - The user ID of the person who viewed or made the change to the data.
 - The date and time of the view or change.
 - The physical, software/hardware and/or network location of the person while viewing or making the change.
 - The information that was viewed or changed.
 - The outcome of the event.
- If the Bidder's proposed solution has the ability to override edits, describe how the solution audits all overridden edits and identifies information including, but not limited to, the login ID, date, and time.
- Describe how the Bidder's proposed solution produces daily audit trail reports and allows inquiries, showing updates applied to the data.

- Describe how the Bidder's proposed solution provides an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters.
- Describe how the Bidder's proposed solution supports encryption of data at rest or an equivalent alternative protection mechanism. Describe the proposed encryption of data. If data is not encrypted, describe in detail compensating controls.
- Describe how the Bidder's proposed solution is configurable to prevent corruption or loss of data already entered into the solution in the event of failure.
- Describe how the Bidder's proposed solution, has the ability to restrict access at field level (e.g. SSN, income data)
- Describe how the Bidder's proposed solution, prior to access of any Confidential or Highly Restricted Data, displays a configurable warning or login banner. In the event that a solution does not support pre-login capabilities, describe how the solution displays the banner immediately following authorization.
- Describe how the Bidder's proposed solution recognizes Confidential and Highly Restricted information in screens, reports and views (i.e. PHI and SSN) by restricting distribution and access based upon system security settings and roles. Describe warning banner on printed and viewed reports.
- Describe how the Bidder's proposed solution alerts of potential violations of security and privacy safeguards.
- Describe how the Bidder's proposed solution provides the capability to monitor, identify, and report on events on the information system, detects attacks, and provides identification of unauthorized use and attempts of the system.
- Describe how the Bidder's proposed solution provides a process for archiving and/or destroying data and sanitizing storage media in conformance with County policies and subject to applicable HIPAA, and federal (e.g., Federal Information Processing Standards (FIPS), National Institutes of Standards and Technology (NIST), and State laws.
- Describe how the Bidder's proposed solution has defined and deployed strong controls (including access and query rights) to prevent any data misuse, such as fraud, marketing or other purposes.

- Describe how the Bidder's proposed solution supports removal of a user's privileges without deleting the user from the solution to ensure a history of user's identity and actions.

Data/Information Security Breach Requirements:

“Breach” shall mean any attempted or successful unauthorized acquisition, access, use, or disclosure of data that compromises the security or privacy of such data.

The notice to be provided by Proposer shall be provided without unreasonable delay and no later than within 48 hours of Proposer's discovery of any Breach. A Breach shall be deemed to be discovered on the first day on which the Proposer knows or reasonably should have known of the Breach. The notice to be provided by Proposer shall be made in writing to the County's Information Services Department and shall include the following content: (i) the nature of the Breach; (2) the specific data affected by the Breach; (3) the steps the Proposer is taking to remediate the Breach; and (4) steps the Proposer is taking to mitigate future Breaches. Following notification of the Breach, Proposer shall cooperate with the County's investigation of the Breach and provide any other information regarding the Breach or the data affected which the County may reasonably request. Should notice to individuals whose information was part of County Data be required under any applicable data privacy law, including, but not limited to, individual state data breach notice laws or federal laws such as HIPAA, Proposer shall provide the County with copies of any template notification letters and draft regulatory correspondence for County's prior approval. Proposer shall provide any notifications required under the applicable data privacy laws on behalf of the County at the request of County. The County reserves the right to handle any notifications required and shall notify Proposer if the County will be handling the required notifications. Upon request, Proposer shall provide the County with its cyber-security policies and procedures. Proposer agrees to reimburse the County for any and all reasonable costs associated with the County's response to Proposer's Breach, including any fees associated with the County's investigation of Proposer's Breach, notification costs, and any reasonable offer of credit or identity monitoring product.

Virus, Malicious, Mischievous or Destructive Programming

Proposer warrants that the licensed product as delivered by Proposer does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the licensed products (each a “Virus”).

The County's exclusive remedy, and Proposer's sole obligation, for any breach of the foregoing warranty shall be for Proposer to (a) replace the licensed products with a copy that does not contain Virus, and (b) if the County, has suffered an interruption in the availability of its computer system caused by Virus contained in the licensed product, reimburse the County for the actual reasonable cost to remove the Virus and restore the County's most recent back up copy of data provided that:

- The licensed products have been installed and used by the County in accordance with the Documentation;
- The licensed products have not been modified by any party other than Proposer;

- The County has installed and tested, in a test environment which is a mirror image of the production environment, all new releases of the licensed products and has used a generally accepted antivirus software to screen the licensed products prior to installation in its production environment.

Under no circumstances shall Proposer be liable for damages to the County for loss of the County's data arising from the failure of the licensed products to conform to the warranty stated above.

With respect to data breaches, the selected Vendor shall immediately notify County contact by telephone and email if there is a reasonable probability that there has been a security incident. In the event of conditions described in the previous sentence, the selected Vendor shall promptly notify the Information Security Officer or his or her designee within 24 hours or sooner by telephone or email of such incident. A follow-up written letter shall be sent within the same 24-hour period following the data breach. The selected Vendor shall (1) cooperate with the County as reasonably requested by the County to investigate and resolve the incident, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

If a data breach is a result of the selected Vendor's breach of its obligations under this Agreement, the selected Vendor shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state law; (3) a credit monitoring service required by state (or federal) law; (4) a website or a toll-free number and call center for affected individuals required by state law; and (5) complete all corrective actions as reasonably determined based on root cause.

System and User Documentation

- Describe how the Bidder's proposed solution provides on-line Help for all features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics. Provide a sample copy of five screenshots with on-line help with the bidder's response.
- Describe how the Bidder's proposed solution provides an on-line User Manual with a printable version available. The documentation should include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen. Provide a sample copy of five pages of the user manual with the bidder's response.
- Describe how the Bidder's proposed solution will have on-line Reporting Manual with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report

item/data element, all field calculations defined in detail, and field and report titles. Provide a sample copy of five pages of the Reporting Manual with the bidder's response.

- Describe how the Bidder's proposed solution provides a data dictionary or database schema which can be viewed online and kept updated for each modification. Provide a sample copy of five pages of the Data Dictionary with the bidder's response.

Training Requirements:

- Describe the Bidder's proposed solution training plan. Describe how the bidder develops and provides training material to the County for initial training and updates to training material for enhancements and changes made to the system. The content of these materials should be consistent with the on-line Help, User Manual, and Reporting Manual.

Production, Test, and Training Platforms:

County prefers three separate environments (Production, Test, and Training) in order to operate the solution on an ongoing basis:

Test Environment – A test environment is required that mirrors the live production environment, including hardware and software. All data should be de-identified. This test environment will be used to test application changes before they are deployed to production. This step is an important part of quality assurance, where all changes are tested to minimize the risk of adverse reactions in the production environment. While it is necessary to mirror all of the functions of the production environment, it is not necessary to maintain the same load capacity.

Training Environment – A Training environment is also required that allows County to provide hands-on training to users. This environment would allow the County to maintain unique de-identified data for use in training and conduct training without interference with the test or production environments. This environment will have occasional use.

- Describe how the Bidder's proposed solution supports several environments, include production environment, test environment, and training environment.
- Describe how the Bidder's proposed solution supports non-production environments such as testing and training environments containing de-identified data and not include Confidential or Highly Restricted data.
- Describe how the Bidder's proposed solution provides the ability to refresh any testing or training environment. Describe whether the refresh process can be completed using County resources or whether the process requires services from the Bidder.

Interfaces/Imports/Exports Requirements:

- Describe the Bidder's proposed automated approach to managing interfaces. Describe how the proposed solution's interfaces secure and protect the data and the associated infrastructure from a confidentiality, integrity and availability perspective.
- Describe how the Bidder's proposed solution has the capability to notify System Administrators/system support staff if an interface is not available for any reason.
- Describe how the Bidder's proposed solution provides necessary Application Programming Interface (API), Web Services, and/or secure file transfers to create interfaces to and from the proposed solution.
- Describe how the Bidder's proposed solution supports data exchanges between components in Realtime so that data is always synchronous across the entire solution.
- Describe the solutions ability to export and import data via the application (not directly to/from the database).

System Performance Requirements:

- Describe the Bidder's proposed system performance functionality and monitoring tools.
- Describe the Bidder's expected minimum response times for the following functions, even at peak load. For example, expected response time will be within two (2) seconds 95% of the time, and under 10 seconds for 100% of the time.
 - Record Search Time
 - Record Retrieval Time
 - Transaction Response Time
 - Print Initiation Time
 - Subsequent Page Display Response Time
 - Document Availability
 - Report Generation and Adhoc Queries
- Describe how the Bidder's proposed solution captures system downtimes, along with the causes of the downtimes where applicable. Describe the Bidder's proposed method and timing of communication to County on downtimes.
- Describe how the Bidder's proposed solution supports concurrent users with minimal impact to response time, with the ability to increase the demand on the system by 50% without modification to the software or degradation in performance.

- Describe how the Bidder's proposed solution is available online 24 hours a day and 7 days a week, 99.9% of the time each month. Describe any known timeframes where the system will be unavailable for use.
- Describe how the Bidder's proposed solution provides application performance monitoring and management capabilities, including any key performance indicators (KPI) or other metrics to measure and report system performance for the proposed system.

END OF STATEMENT OF WORK/SPECIFICATION

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Pricing Form:**RFP# 2023-027 Micro Transit Software for Cherokee County Area
Transports**

Pricing for Pilot Program for up to 1 year.

Cost for Setup /Training /Support	
Cost for Software Use	
Other (Proposing Organization to Define)	
Total:	

Option to Maintain- Continue Use for Years 2-5

	Year 2	Year 3	Year4	Year5
Cost for Software Use				
Other (Proposing Organization to Define)				
Total:				

ATTACHMENT A

