

**COUNTY OF MONMOUTH
STATE OF NEW JERSEY
REQUEST FOR PROPOSALS**

Sealed proposals will be received by the Department of Purchasing of the County of Monmouth, New Jersey and opened and read in public in the Purchasing/Finance Conference Room, located on the Second Floor, in the Special Services Complex, 300 Halls Mill Road, Freehold, NJ 07728 on **Wednesday, June 24, 2009 at 10:30 A.M.** for the following:

***PROVIDE TRAPEZE SUPPORT CONSULTING SERVICES
FOR THE MONMOUTH COUNTY DIVISION OF TRANSPORTATION
FOR THE PERIOD OF AUGUST 1, 2009 THROUGH JULY 31, 2011
AS AN EXTRAORDINARY UNSPECIFIABLE SERVICE***

RFP #P-74-2009

Proposals must be received by 10:30 a.m. prevailing time on **Wednesday, June 24, 2009.** The County will not be responsible for late mail deliveries and no proposal will be accepted if received after the time stipulated in this notice. Proposals may be hand delivered or mailed to the Monmouth County Purchasing Department, Special Services Complex, 300 Halls Mill Road, Freehold, New Jersey 07728. They will be opened and read in public in the Purchasing/Finance Conference Room, Second Floor, Special Services Complex, 300 Halls Mill Road, Freehold, New Jersey. Proposals should be accompanied by completed "Proposal Checklist" furnished by the County and must be enclosed in a sealed envelope, bearing the project name and the name and address of the respondent on the out side.

Successful applicants will be required to comply with requirements of N.J.S.A. 10:5-31, et seq. (N.J.A.C. 17:27) (Equal Employment Opportunity) and N.J.S.A. 52:32-44, et seq. (New Jersey Business Registration).

The contractor must comply with the applicable special Pay-to-Play restrictions adopted by the Board of Chosen Freeholders.

The right is reserved to reject any or all proposals if it is deemed to be in the best interest of the County of Monmouth to do so.

By order of the Board of Chosen Freeholders of the County of Monmouth.

BARBARA J. McMORROW, Director
JAMES S. GRAY, JR., Clerk of the Board
GERRI C. POPKIN, Director of Purchasing

**PROVIDE TRAPEZE SUPPORT CONSULTING SERVICES
FOR THE MONMOUTH COUNTY DIVISION OF TRANSPORTATION
FOR THE PERIOD OF AUGUST 1, 2009 THROUGH JULY 31, 2011
AS AN EXTRAORDINARY UNSPECIFIABLE SERVICE**

RFP #P-74-2009

The purpose of this proposal is to provide enhanced support of the Trapeze PASS application with the MDT module.

The administration of up to 60 MDT (Mobil Data Terminals) and the supporting servers and applications. This will be a sizable task in the coming two years with the consideration of the monitoring, training, and support that will be evolved.

The purpose of this Support Service Proposal is to depict an arrangement between the Consultant and Monmouth County Division of Transportation to deliver specific support services, at specific levels of support, and at an agreed-upon cost. This proposal is intended to provide details for the provision of the Paratransit Scheduling System Trapeze PASS, Trapeze MDT System, and HP reports including support services to Monmouth County Division of Transportation and/or any Monmouth County service provider remote or local, utilizing the Paratransit Computer System Trapeze.

SCOPE OF WORK

The following services are provided for database and application maintenance, response, and trouble tickets opened from Monmouth County Division of Transportation and/or a Monmouth County service provider at a remote location.

Regular problem reporting will be provided from Monmouth County Division of Transportation to the Consultant on available metrics.

A trouble ticket will be open by reporting a problem, bug, discrepancy, lost data connection, lost application connection, or any arising problem with the Trapeze Application and the database. A trouble ticket could be opened by phone, email, or direct in to the web site:

<http://www.msnusers.com/MONMOUTH-SCAT/homepage>

Reports are expected to be produced by the Consultant's problem-ticket system, which will detail ticket management performance targets in the Monmouth County Division of Transportation [SCAT]'s Operations management system.

CONTRACT PERIOD

The time period for services to be provided is from August 1, 2009 until July 31, 2011.

LEVEL OF SERVICE

It is anticipated that approximately 960 hours will be required to support this application. The actual time required may be greater than or less than this estimate. Contract is for a fixed amount to be paid quarterly to the consultant.

SERVICES TO BE PROVIDED UNDER THIS PROPOSAL FOR 2009-2011

1. CORRECTIVE APPLICATION OR DATABASE MAINTENANCE:

1.1. DATABASE:

- Analysis of Trouble data originated from all Trapeze tables on SCAT1 server [MMSDATA and MMSMAP].
- Database back up and log file backups
- Database size management
- Database update & tuning
- Database analysis of the root server that can potentially cause problems.
- Bug fixes - the emergency repair of any system operation that does not comply with the current signed and approved system specification. This includes system errors, "hung" or halted screens, or unexpected results within the system that render it unusable for the purpose for which it was designed. All errors should be reported to the Consultant through the previously defined methods, on a timely fashion.
- Configuration and Maintenance of Database servers (production and test)

1.2 TRAPEZE PASS APPLICATION SUPPORT

- Trapeze Upgrades and hot fixes installation and configurations on servers and workstations
- Trapeze Pass Application training for Schedulers, Dispatchers, Reservationists and Road supervisors
- Trapeze Application errors resolution on the following modules:
 - Clients interface
 - Booking and trip administration interfaces
 - Dispatching interface
 - Schedule editor Interface
 - Monitor interface with AVL enhanced capabilities
 - MDT center interface with AVL and event enhanced capabilities
 - Trapeze Pass system configuration (system properties, polygons, and scheduling parameters)

- Data management & transformation
 - o Advanced queries development for data updates

1.3 TRANSPORTATION SERVICES ANALYSIS

- Run productivity and cost efficiency analysis
- Origin-to-destination analysis distance and time
- Transfer analysis
- Vehicle utilization review
- Vehicle inventory Capacity configuration
- Run segment analysis
- Run Template management
- Subscription Management and analysis
- Complaint module analysis

1.4 CUSTOM REPORTS DEVELOPMENT (SQL AND CRYSTAL)

- Custom Reports package management
- Advanced Crystal report development
- Complaint reports management.

1.5 APPLICATION SERVERS CONFIGURATION

- Trapeze application security running on Windows 2000 server
- Trapeze Application servers and services configuration
- File shares management and script configurations

1.6 SERVICE PROCEDURES

- Ticket status updates by the Consultant will provide direct input into Monmouth County Division of Transportation's problem tickets, via E-mail or web site:
<http://www.msnusers.com/MONMOUTH-SCAT/homepage>
- Trapeze application interface support 24/7 local and remote done via VPN.

- Service Provider user training with 24/7 phone and website support.

1.7 MDT Mobil Data Terminals project integration.

- Coordination of Vehicle hardware installation
- Data preparation for MDTs
- Server setup and coordination with Trapeze for data transformation
- Coordination with Monmouth County IS for IP addressing for each of the 60 MDT units
- Application testing for compatibility and quality assurance.
- Coordination of pilot program in the test environment
- Coordination with dispatchers and other principals for real time dispatch training
- Coordination of driver training
- Continuous user training and support including after hours and Saturdays
- Continuous vehicle hardware support including after hours and Saturdays
- MON server and Getaway server 24/7 support
- Custom report creation based on real time arrivals, departures, and on time performance
- 24/7 workstation and user support
- Application issues (bugs) reporting

1.8 Implementation of Other Possible Trapeze Applications such as IVR and WEB PASS

Cost Breakdown

Services	Detail	Time %
Trapeze Pass application Support		30%
	· Clients interface	
	· Booking and trip administration interfaces	
	· Dispatching interface	
	· Schedule editor Interface	
	· Monitor interface with AVL enhanced capabilities	
	· MDT center interface with AVL and event enhanced capabilities	
	· Trapeze Pass system configuration (system properties, polygons, and scheduling parameters)	
	· Data management & transformation - Advanced queries development for data updates	
Database		20%
	· Database log size & Index management	
	· Database back up and log file backups.	
Custom Reports development (SQL and Crystal)		
	· Custom Reports package management	20%
	· Advanced Crystal report development	
	· Complaint reports management.	
Application server configuration		
	· Trapeze application security running on Windows 2000 server	20%
	· Trapeze Application servers and services configuration	
	· File shares management and script configurations	
Transportation Services analysis		
	· Run productivity and cost efficiency analysis	10%
	· Origin-to-destination analysis distance and time	
	· Transfer analysis	
	· Vehicle utilization review	
	· Vehicle inventory Capacity configuration	
	· Run segment analysis	
	· Run Template management	
	· Subscription Management and analysis	
	· Complaint module analysis	
		100%
Yearly hours Estimated	@ \$ _____/HOUR	960

2. REQUESTS FOR SUPPORT SPECIFICALLY COVERED UNDER THIS PROPOSAL

2.1 The following application-related services are provided under this 2009-2011 application support Proposal:

2.1.1 Trapeze PASS Application Monitoring:

Every effort will be made to conduct periodic monitoring of production applications to assess application availability. Problem management will be in place for the period of the years 2009-2011 application support. Any new Service Provider will be required to integrate to the Trapeze application system. As a consequence the Consultant will have to cover a greater area of the application support.

2.1.2 Enhancements to Production Application Software:

Should the volume and timing of enhancements impact the timely resolution of support requests, then Consultant's support manager shall inform Monmouth County Division of Transportation's Director, Henry Nicholson and the Operations Manager Jean Meroni.

2.1.3 Transition of New or Modified Applications:

When a new update or patch to the application is ready to be transitioned into production, planning and coordination of the necessary activities between the Consultant and Monmouth County Division of Transportation will be schedule in timely fashion.

2.1.4 Preventative Maintenance:

For applications considered critical by Monmouth County Division of Transportation , and when corrective maintenance activities are low, work will be conducted up to the level of effort identified, to analyze and take steps to prevent potential problems.

2.1.5 Single Point Level Support:

To enhance the level support provided by the Consultant, Monmouth County Division of Transportation will be assisting a team member with problem diagnosing experience and windows 2000/XP proficiency .

2.1.6 Change Management:

The Consultant will be the first point of contact between Monmouth County Division of Transportation and the Trapeze Software group for all issues concerning application and database support and changes.

2.1.7 Specific Training:

The Consultant will provide full Trapeze Pass training for the Monmouth County Division of Transportation staff on specific dates and for new hire employees.

PROPOSAL FORM

TOTAL COST OF CONSULTANT SERVICES 8/1/2009 – 7/31/2010: \$ _____

TOTAL COST OF CONSULTANT SERVICES 8/1/2010 – 7/31/2011: \$ _____

GRAND TOTAL COST – 2 YEARS: \$ _____

SIGNATURE OF CONSULTANT: _____

PRINT NAME: _____

DATE: _____

COMPANY NAME, ADDRESS AND TELEPHONE NUMBER OF CONSULTANT:

Criteria for Selection

Responses to this Notice of RFP will be rated based on the following criteria: overall education/experience/qualifications, understanding the scope of work, and price reasonableness.

INSURANCE REQUIREMENTS

Worker's Compensation and Employer Liability

Covering all the contractor's engaged in the performance of the contract and in accordance with the requirements of the laws of the State of New Jersey, including a voluntary compensation/all State endorsement.

Commercial General Liability

For bodily injury and property damage, including coverage for: premises/operations; products/completed operations; broad form property damage; and independent contractors. Limits of not less than \$1,000,000.00 for both bodily injury and property damage are required. A combined single limit of \$1,000,000.00 is acceptable. The contractor shall maintain completed operations insurance for at least two years after final contract payment.

Business Automobile Liability

For bodily injury and property damage with limits for not less than \$1,000,000.00 per person or occurrence. A combined single limit or \$1,000,000.00 is acceptable. Coverage should include hired and non-owned vehicles.

Professional Liability/Errors & Omissions Insurance

\$500,000 Combined Single Limit

**** N O T E ** THE COUNTY MAY WAIVE OR AMEND THE ABOVE INSURANCE REQUIREMENTS, IN ITS DISCRETION, IF APPROPRIATE.**

Fair & Open RFP Language

Unless the applicant is a not-for-profit organization, the applicant for this contract will be subject to the Special Pay-to-Play Restrictions adopted under Resolution No. 08-397 by the Board of Chosen Freeholders. A copy of the Resolution is available for inspection at www.visitmonmouth.com/purchasing.

County requirements:

1. Submission of a completed Public Disclosure Statement to the County, preferably with the proposal, but in no event later than ten (10) days prior to contract award.
2. Compliance with the contribution restrictions contained in Resolution No. 08-397 beginning 12 months prior to the County's announcement of a request for proposals and continuing through non-acceptance of the proposal or the end of the contract, whichever is later.

NOTE: The County requirements will not relieve the applicant from the requirement to file a Business Entity Annual Statement (Form BE) with the Election Law Enforcement Commission, if applicable.

County of Monmouth

**Public Disclosure Statement
(Under Oath)**

**Professional Services &
Extraordinary Unspecifiable Services**

Title of Proposal *[Insert]*: _____

Name of Contractor *[Insert]*: _____

STATE OF NEW JERSEY)
COUNTY OF MONMOUTH) **SS:**

For the purpose of this Disclosure Statement, a "business entity" includes the entity itself and (a) if the business entity is an individual, his or her spouse and any child(ren) living at home, or (b) if the business entity is other than an individual, its owners (of 10% or more), partners and officers, as well as the owners, partners and officers of any subsidiary controlled by the "business entity".

A "business entity" does not include not-for-profit organizations or their officers or board members.

Check [X] either A. or B. below:

A. (☐) NOT-FOR-PROFIT:

The undersigned, personally and on behalf of the above-named contractor, says under oath:

The applicant is a not-for-profit organization and therefore not a "business entity" as defined above.

B. (☐) FOR PROFIT:

(i) The undersigned, personally and on behalf of the above-named contractor, which is a (for profit) "business entity" as defined above, responds under oath to the following question:

QUESTION:

Did the "business entity" as defined above make any political contributions during the 12 month period immediately preceding the County's first public announcement of its request for proposals or, if applicable, preceding the County's private solicitation of a proposal, to any of the following recipients?

- State political party committee
- County political party committee
- Municipal political party committee
- Legislative leadership committee
- Candidate committee of a candidate for or holder of an elective office of Monmouth County
- Continuing political committee
- Political action committee organized under §527 of the Internal Revenue Code

ANSWER TO QUESTION [Select one]:

() No. The "business entity" did not make any such political contributions.

() Yes. The "business entity" made the following political contributions (for each contribution, state the name of the recipient, amount(s) and date(s); attach additional sheets, if necessary or preferred):

Name of Recipient

Amount

Date

Name of Recipient

Amount

Date

(ii) The undersigned, personally and on behalf of the above-named contractor, which is a (for profit) "business entity" as defined above, says under oath:

The "business entity" has not made or solicited any contribution of money, or pledge of a contribution, including in-kind contributions, excluding contributions made prior to May 8, 2008, either (a) directly or (b) through intermediaries, third parties, immediate relatives, candidate or political committees, or political action committees for the purpose of concealing the source of the contributions, in excess of the thresholds specified in Section 1(d) of Freeholder Resolution No. 08-397 available at www.visitmonmouth.com/purchasing.

The foregoing statements made by me are true. If any of the foregoing statements made by me are willfully false, I am subject to punishment, including punishment for false swearing or perjury.

Signed and sworn to before me

this _____ day of _____, 2009

X _____

Name:

Title:

X _____

Name:

Title: () Notary Public of New Jersey

() Attorney at Law of New Jersey

Seal (if any):

PROPOSAL CHECKLIST

Items required with proposal
(Owner's checkmarks)

Items submitted with proposal
(Respondent's **INITIALS**)



**A. FAILURE TO SUBMIT ANY OF THESE ITEMS
IS MANDATORY CAUSE FOR REJECTION OF PROPOSAL**



- | | | |
|--------------|---|-------|
| <u> x </u> | Respondent's Proposal (five copies requested) | _____ |
| <u> x </u> | Copy of N.J. Business Registration Certificate – Respondent | _____ |
| <u> x </u> | Acknowledgment of receipt of addenda or revisions (if any) | _____ |
| <u> x </u> | Statement of Ownership | _____ |

**B. ITEMS PREFERRED AT TIME OF PROPOSAL SUBMISSION, BUT
MANDATORY WHEN INDICATED**

- | | | |
|--------------|--|-------|
| <u> x </u> | Public Disclosure Statement – at least 10 days before award | _____ |
| <u> x </u> | Copy of N.J. Business Registration Certificate – Sub-contractor(s) – prior to commencement of work | _____ |

**C. FAILURE TO SUBMIT ANY OF THESE ITEMS
MAY BE CAUSE FOR REJECTION OF PROPOSAL**

- | | | |
|--------------|--|-------|
| <u> x </u> | Non-Collusion Affidavit | _____ |
| _____ | Equal Employment Opportunity questionnaire | _____ |
| <u> x </u> | References | _____ |
| <u> x </u> | Resume(s) | _____ |

THE UNDERSIGNED RESPONDENT HERewith SUBMITS
THE ABOVE REQUIRED DOCUMENTS.

PRINT NAME OF RESPONDENT: _____

SIGNED BY: _____

PRINT NAME AND TITLE: _____

DATE: _____

**THIS CHECKLIST SHOULD BE INITIALED AND SIGNED WHERE
INDICATED AND RETURNED WITH ALL ITEMS**

NEW JERSEY BUSINESS REGISTRATION REQUIREMENTS – NON-CONSTRUCTION

All New Jersey and out of state business organizations must obtain a Business Registration Certificate (BRC) from the Department of Treasury, Division of Revenue, prior to conducting business in the State of New Jersey. Proof of valid business registration with the Division of Revenue, Department of Treasury, State of New Jersey, must be submitted with the bid for the vendor. No contract will be awarded without proof of business registration with the Division of Revenue. The contract will contain provisions in compliance with N.J.S.A. 52:32-44, as amended, outlined below.

The contractor shall provide written notice to its subcontractors and suppliers of the responsibility to submit proof of business registration to the contractor.

Before final payment of the contract is made by the contracting agency, the contractor shall submit an accurate list and proof of business registration of each subcontractor or supplier used in the fulfillment of the contract, or shall attest that no subcontractors were used.

For the term of the contract, the contractor and each of its affiliates and each subcontractor and each of its affiliates (N.J.S.A 52:32-44 (g) (3)) shall collect and remit to the Director, New Jersey Division of Taxation, the use tax due pursuant to the "Sales and Use Tax Act" (N.J.S.A. 54:32 B-1, et seq.) on all sales of tangible personal property delivered into this state.

A business organization that fails to provide a copy of a registration as required pursuant to section 1 of P.L. 2001, c.134 (N.J.S.A. 52:32-44 et seq.) or subsection e. or f. of section 92 of P.L. 1977, c.110 (N.J.S.A. 5:12-92), or that provides false business registration information under the requirements of either of those sections, shall be liable for a penalty of \$25.00 for each day of violation, not to exceed \$50,000.00 for each business registration copy not properly provided under a contract with a contracting agency.

A sample Business Registration Certificate is attached. Other forms, such as a Certificate of Authority to collect Sales and Use Taxes or a Certificate of Employee Information Report Approval, are **not** acceptable.

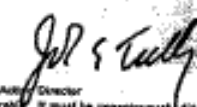
Any questions in this regard can be directed to the Division of Revenue at (609) 292-1730. Form NJ-REG can be filed online at:

<http://www.state.nj.us/treasury/revenue/gettingregistered.htm#busentity>

THESE ARE SAMPLES OF THE **ONLY** ACCEPTABLE BUSINESS REGISTRATION CERTIFICATES. FAILURE TO SUBMIT ONE OF THESE DOCUMENTS **WITH THE PROPOSAL** WILL CAUSE YOUR PROPOSAL TO BE REJECTED, REGARDLESS OF THE FACT THAT A COPY MAY ALREADY BE ON FILE WITH THE COUNTY OF MONMOUTH

	STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
Taxpayer Name:	
Trade Name:	
Address:	
Certificate Number:	
Date of Issuance:	
For Office Use Only:	

OR

STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE		DEPARTMENT OF TREASURY DIVISION OF REVENUE P.O. BOX 282 TRENTON, N.J. 08646-0282
TAXPAYER NAME:	TRADE NAME:	
TAXPAYER IDENTIFICATION#:	SEQUENCE NUMBER:	
ADDRESS:	ISSUANCE DATE:	
EFFECTIVE DATE:		
FORM-BRC(08-01)	This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.	

STATEMENT OF OWNERSHIP

(N.J.S.A. 52:25-24.2)

The VENDOR is (check one):

- ☐ Individual ☐ Partnership ☐ P.A. ☐ P.C. ☐ L.L.C. ☐ L.L.P.
☐ Corporation ☐ Joint Venture ☐ Other (specify): _____

I certify that:

- ☐ No individual person or entity owns a 10% or greater interest in the Vendor.

OR

- ☐ The names and addresses of all persons and entities who own a 10% or greater interest in the Vendor or any listed entities are as follows:

NAMES:

ADDRESSES:

- | | | |
|----|-------|-------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |
| 3. | _____ | _____ |
| 4. | _____ | _____ |
| 5. | _____ | _____ |

- ☐ Check here if additional sheets are attached.
- ☐ Check here to certify that no person or entity, **except for those already listed above or on any attached sheets**, owns a 10% or greater interest in the vendor or any listed entities.

NAME OF VENDOR: _____

SIGNED BY: X _____

PRINT NAME & TITLE: _____

DATE: _____

NOTE : If an entity owns a 10% or greater interest in the Vendor, list all owners of 10% or greater interest for each such entity. Repeat the process of disclosure as necessary for each tier or level of ownership until the name and address of each individual person who owns a 10% or greater interest in each listed entity has been disclosed.

NON-COLLUSION AFFIDAVIT

(N.J.S.A. 52:34-15)

STATE OF _____)

ss:

COUNTY OF _____)

Re: ***TRAPEZE SUPPORT CONSULTING SERVICES***

I, _____ (name)
of full age, being duly sworn according to law, on my oath depose and say:

I am the _____ (title)

of _____ (name of vendor),
the vendor for the above named project, and that I executed the said bid with full authority so to do;
that the vendor has not, directly or indirectly, entered into any agreement, participated in any
collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the
above named project; and that all statements contained in the bid and in this affidavit are true and
correct, and made with full knowledge that the County of Monmouth relies upon the truth of the
statements contained in the bid and in the statements contained in this affidavit in awarding a contract
for the project.

I further warrant that no person or selling agency has been employed or retained to solicit or
secure such contract upon an agreement or understanding for a commission, percentage, brokerage
or contingent fee, except bona fide employees or bona fide established commercial or selling
agencies maintained by my firm for the purpose of securing business.

Signed: X _____

Subscribed and sworn to
before me this _____ day
of _____, 20____.

Notary Public of

My commission expires _____, 20____.

COUNTY OF MONMOUTH

ADDENDUM NO. _____

ACKNOWLEDGMENT

PROJECT ENTITLED: _____

acknowledgment is hereby made of the receipt of Addendum No. _____
containing information for the above referenced project.

VENDOR: _____

BY: _____

SIGNATURE: _____

TITLE: _____

DATE: _____

NOTE:

WHEN AN ADDENDUM IS ISSUED, THIS ACKNOWLEDGMENT MUST BE ATTACHED TO THE FRONT OF THE PROPOSAL AT THE TIME OF RECEIPT. FAILURE TO DO SO WILL RESULT IN IMMEDIATE REJECTION.

SIGNATURE PAGE

RFP # P-74-2009

TO THE BOARD OF CHOSEN FREEHOLDERS OF THE COUNTY OF MONMOUTH:

**THE UNDERSIGNED HEREBY DECLARES THAT I (WE) HAVE CAREFULLY
EXAMINED THE SPECIFICATIONS. I (WE) HEREBY CERTIFY PRICES QUOTED ARE
IN ACCORDANCE WITH YOUR REQUIREMENTS.**

COMPANY NAME: _____
(STATE YOUR NAME AS SHOWN ON YOUR FEDERAL TAX RETURNS)

BUSINESS (TRADE) NAME: _____
(IF DIFFERENT FROM COMPANY NAME)

ADDRESS: _____

PREPARER'S NAME: _____

SIGNATURE: _____

CONTACT PERSON: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____