



CITY OF ALBANY, OREGON

REQUEST FOR PROPOSALS (RFP)

Paratransit Scheduling and Dispatch System

Proposals Due by 2:00 p.m. (Pacific Time), Thursday, June 3, 2021

Notice is hereby given that the City of Albany ("City") is requesting proposals for a next-generation public paratransit scheduling and dispatch system to support critical transit operations.

Qualified vendors must provide:

- A cloud-based paratransit dispatching and scheduling software solution.
- A paratransit system that can facilitate client management, trip scheduling, trip mapping, vehicle tracking, driver communication, driver real-time trip information, and robust dispatching functions.
- Interface(s) optimized for dispatchers in the office, drivers in the field, and the public clients on the web.
- Scalable architecture capable of operating with current web browsers, mobile technologies, and modern operating systems.
- Ongoing maintenance and support during business hours from 6:00 am-8:00 pm Mon-Sat.

The request for proposals can be downloaded from the City of Albany website at <https://cityofalbany.net/bids>. The City will post all addenda on the City website. Prospective proposers are solely responsible for checking the website to determine if addenda or clarifications have been issued. For questions or clarifications regarding this RFP contact Diane Murzynski, CPPO, Purchasing Coordinator, at [diane.murzynski@cityofalbany.net](mailto:diane.murzynski@cityofalbany.net).

Time is of the essence to acquire a vendor to provide a new paratransit dispatch system due to the current system will no longer be receiving support later this year. Proposal responses must be submitted to [procurement@cityofalbany.net](mailto:procurement@cityofalbany.net), not later than 2:00 p.m., (Pacific Time). Submittals will be considered time-stamped and received by the City when received in the procurement email inbox. The email subject line should include the project name "Paratransit Dispatch System".

The City may reject any proposal not in compliance with all prescribed solicitation procedures and requirements and other applicable law and may reject any or all proposals in whole or in part when the cancellation or rejection is in the best interest of the City, and at no cost to the City.

DATED THIS 3RD DAY OF MAY 2021.

Diane M. Murzynski, CPPO, CPPB  
Purchasing Coordinator

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