



*John P. Kelly, Director
Frank Sadeghi, Deputy Director
Robert S. Arace, Commissioner
Jennifer Bacchione, Commissioner
Virginia E. Haines, Commissioner*

Jennifer L. Bowens, Director, Purchasing Agent

*County of Ocean
Administration Building
101 Hooper Avenue
Toms River, NJ 08754*

***REQUEST FOR QUALIFICATIONS
PARATRANSIT SCHEDULING AND DISPATCHING SOFTWARE (PSDS)***

***ADVERTISEMENT DATE: March 20, 2025
OPENING: April 10, 2025, 4:00 pm***

REQUEST FOR QUALIFICATIONS

The Ocean County Board of Commissioners is requesting qualifications for vendors to provide **Paratransit Scheduling and Dispatching Software (PSDS)**.

All proposals must be received prior to **4:00 pm**, prevailing time on **Thursday, April 10, 2025**. The County will not be responsible for late submissions and no proposals will be accepted after the time stipulated on this notice.

Proposals will be received electronically via the County's Online Procurement Portal. Specifications are available on the Procurement Portal or for viewing only, in the Department of Purchase, Room #224, Administration Building, 101 Hooper Avenue, Toms River, New Jersey. Direct all inquiries to Jennifer L. Bowens, Purchasing Agent.

By order of the Board of Commissioners of the County of Ocean.

Signed:

JOHN P. KELLY, Director

JENNIFER L. BOWENS, County Purchasing Agent

Introduction to Proposers

Summary

The Ocean County Board of Commissioners is requesting qualifications for the services for Paratransit Scheduling and Dispatching Software (PSDS).

Contact Information

For further information regarding these specifications, contact

Jennifer Bowens

Purchasing Agent

Email: ocpurchasing@co.ocean.nj.us

Phone: [\(732\) 929-2101](tel:(732)929-2101)

Department:

Transportation

Timeline

Advertising Date	March 20, 2025
RFQ Receipt Date	April 10, 2025, 4:00pm

Instructions to Proposers

INTRODUCTION

The County of Ocean is a County of Fifth Class as defined in N.J.S.A. 40A:6-1 et seq. Pursuant to N.J.S.A. 19:44A-20.4 et seq., the County of Ocean requests qualifications from vendors capable of providing Paratransit Scheduling and Dispatching Software (PSDS) for a period of one (1) year.

The successful vendor(s) must have a minimum of **8 years** experience in providing Paratransit Scheduling and Dispatching Software (PSDS).

METHOD OF SUBMISSION

The County of Ocean is accepting **only electronic proposals** for this RFQ. Submitting your proposal manually is cause for rejection.

You may only submit one (1) proposal. **DO NOT** submit a hard copy of your electronic submission.

NOTE: In order to access any DocuSign forms in this solicitation, you must first click "Draft Response".

Instructions on how to access the forms through DocuSign are available in the Attachments. Please note that in order to view the forms as a .pdf document, you must access DocuSign first. Once you access DocuSign, the option to download, save, print and complete the forms becomes available

Important Instructions for Electronic Submittal

The County is accepting electronic bid submissions with Open Gov by following these instructions:

Sign up for a FREE account at <https://procurement.opengov.com/portal/oceancounty>

Once you have completed account registration, browse back to this page: [County's OpenGov Electronic Bid Portal \(https://procurement.opengov.com/portal/oceancounty/\)](https://procurement.opengov.com/portal/oceancounty/)

Click on the bid of interest, then click "Draft Response".

Follow the instructions to submit the electronic bid.

It is important to note that this process should be completed well in advance of the bid deadline / bid opening. **DO NOT WAIT UNTIL THE LAST MINUTE.** The County's electronic submission system will not allow electronic bids to be submitted once the deadline has passed, even if you've already started the process. The deadline is based on the countdown timer found on the OpenGov bid submission page.

Evaluation Criteria

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Qualifications Qualifications of the individuals who will perform the tasks and the amounts of their respective participation	Points Based	30 <i>(30% of Total)</i>
2.	Experience Experience in providing the services requested by the County and references related thereto	Points Based	30 <i>(30% of Total)</i>
3.	Statement of Ability A statement of the proposer's understanding of the Scope of Work and the ability to perform the tasks in a timely fashion, including staffing and familiarity with the subject matter and the County	Points Based	20 <i>(20% of Total)</i>
4.	Location Location (distance) of primary office in relation to the County administrative offices	Points Based	10 <i>(10% of Total)</i>
5.	Responsiveness Thoroughness and completeness of the applicant's submittal	Points Based	10 <i>(10% of Total)</i>

Mandatory Equal Employment Opportunity

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

- Letter of Federal Affirmative Action Plan Approval
- Certificate of Employee Information Report
- Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at www.state.nj.us/treasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.**

Americans with Disabilities Act

Equal Opportunity For Individuals With Disabilities

The CONTRACTOR and the COUNTY do hereby agree that the provisions of title II of the Americans with Disabilities Act of 1990 (the "Act") (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs and activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the COUNTY pursuant to this contract, the CONTRACTOR agrees that the performance shall be in strict compliance with the Act. In the event that the CONTRACTOR, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the CONTRACTOR shall defend the COUNTY in any action or administrative proceeding commenced pursuant to this Act. The CONTRACTOR shall indemnify, protect and save harmless the COUNTY, its agents, servants and employees from and against any and all suits, claims, losses, demands, or damages of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The CONTRACTOR shall, at its own expense, appear, defend and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the COUNTY'S grievance procedure, the CONTRACTOR agrees to abide by any decision of the COUNTY which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the COUNTY or if the COUNTY incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the CONTRACTOR shall satisfy and discharge the same at its own expense.

The COUNTY shall, as soon as practicable after a claim has been made against it, give written notice thereof to the CONTRACTOR along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the COUNTY or any of its agents, servants and employees, the COUNTY shall expeditiously forward or have forwarded to the CONTRACTOR every demand, complaint, notice, summons, pleading, or other process received by the COUNTY or its representatives.

It is expressly agreed and understood that any approval by the COUNTY of the services provided by the CONTRACTOR pursuant to this contract will not relieve the CONTRACTOR of the obligation to comply with the Act and to defend, indemnify, protect and save harmless the COUNTY pursuant to this paragraph.

It is further agreed and understood that the COUNTY assumes no obligation to indemnify or save harmless the CONTRACTOR, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the CONTRACTOR expressly understands and agrees that the provision of this indemnification clause shall in no way limit the CONTRACTOR'S obligations assumed in this Agreement, nor shall they be construed to relieve the CONTRACTOR from any liability, nor preclude the COUNTY from taking any other actions available to it under any other provisions of this Agreement or otherwise at law.

Scope of Work

SCOPE OF WORK

Please refer to the PDF under "Attachments - Project Documents" to view the downloadable RFQ document and Scope of Work.

Vendor Questionnaire

OpenGov Vendor Account Verification*

I hereby confirm that I am logged into OpenGov using an account directly associated with the Business Name (and corresponding Tax ID number) as provided in all solicitation documentation. I fully understand that, if awarded a contract with Ocean County, the company information listed in the Contract Information Field will be used for the preparation of all contract documents. *Failure to adhere to these requirements may result in the rejection of this bid.*

Please confirm

*Response required

DOCUMENTS TO BE EXECUTED*

Documents include:

- Signature Page
- Non-Collusion Certification
- Affirmative Action Questionnaire
- **Statement of Ownership (N.J.S.A. 52:25-24.2) (Mandatory Document)**
- Disclosure of Investment Activities in Iran
- Certification of Non-Involvement in Prohibited Activities in Russia or Belarus

FAILURE TO SUBMIT ANY OF THESE DOCUMENTS MAY BE CAUSE FOR REJECTION OF YOUR PROPOSAL.

All documents should be from this proposal package as forms change frequently and the most updated forms are provided in this specification. The forms must not be dated or executed prior to the date of advertising.

NOTE: For detailed instructions on how to complete the forms via DocuSign, please access the "Instructions for Completing Forms in DocuSign" document available in the Attachments.

Please note: The County's preferred method of submission is DocuSign.

[Click here to go to the form](#)

*Response required

CONTRACT INFORMATION*

Should your company be awarded a contract with Ocean County, please provide the contact name and address where the contract documents should be mailed.

*Response required

Certificate of Employee Information Report

Within seven (7) days after receipt of the notification of intent to award the contract or receipt of the contract, whichever is sooner, a Contractor should present one of the following to the County of Ocean:

- (a) An existing federally approved or sanctioned affirmative action program.
- (b) A New Jersey Certificate of Employee Information Report Approval.
- (c) If the Contractor cannot present "a" or "b", the Contractor is required to submit a completed Employee Information Report (Form AA302). This form will be made available to the Contractor by the County of Ocean.**

QUESTIONS BELOW MUST BE ANSWERED BY ALL CONTRACTORS:

1. Do you have a Federally approved or sanctioned Affirmative Action Program?

If yes, please upload a photocopy of such approval.

2. Do you have a State of New Jersey "Certificate of Employee Information Report" approval?

If yes, please upload a photocopy of such certificate.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

Copy of New Jersey Business Registration Certificate

A Valid BRC is required Prior to Award of Contract. Please upload your company's BRC.

Use the following link to check the status of your company's BRC:

https://www1.state.nj.us/TYTR_BRC/jsp/BRCLoginJsp.jsp

NOTE: a BRC is not required at the time of submission, only prior to award of the contract.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

Mandatory Equal Employment Opportunity Statement*

Does the PROPOSER comply with the [#Mandatory Equal Employment Opportunity Statement?](#)

Yes

No

*Response required

Americans with Disabilities Act Provisions*

Does the PROPOSER comply with the [#Americans with Disabilities Act Provisions?](#)

Yes

No

*Response required

RESPONSE/ QUALIFICATIONS*

Please upload your vendor response including qualifications for Paratransit Scheduling and Dispatching Software (PSDS).

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

*Response required

PSDS FUNCTIONALITY TABLE*

Please download, complete, and upload.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

- [RFQ- Paratransit Scheduling...](#)

*Response required

REFERENCES

Please use this space to upload references.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

CERTIFICATE OF INSURANCE

Please use this space to upload your certificate of insurance.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

ADDITIONAL VENDOR DOCUMENTATION

Please use this space to upload any additional information you would like to be considered as part of this RFQ.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)

Images (jpg, png, bmp, tif)

PROPOSAL SUBMISSION ACKNOWLEDGMENT*

The County of Ocean is accepting **only electronic proposals** for this RFQ. Submitting your proposal manually is cause for rejection.

You may only submit one (1) proposal. **DO NOT** submit a hard copy of your proposal.

Please confirm that you understand that the method of submission for Paratransit Scheduling and Dispatching Software (PSDS) is electronic **ONLY** and that submitting a proposal manually is automatic cause for rejection.

Please confirm

*Response required

SUBMISSION OF PROPOSAL FORMS*

Proposers shall complete all documents and acknowledge all terms included with this package. All documents should be from this proposal package as forms change frequently and the most updated forms are provided in this specification. The forms must not be dated or executed prior to the date of advertising. Failure to follow these instructions is cause for rejection.

Please confirm

*Response required

SCOPE OF WORK

1. Introduction and Purpose

The purpose of this Request for Qualifications (RFQ) is to qualify a vendor or vendors that have the capability to provide and deploy a replacement of the Paratransit Scheduling and Dispatching Software (PSDS) package operated by Ocean Ride in Ocean County, NJ and to deploy other related technologies (e.g., computer-aided dispatch (CAD)/automatic vehicle location (AVL)). The County will request a more detailed proposal from all qualified vendors as well as a demonstration of the software. The end result will be a project specific award to one vendor.

1.1 Ocean Ride Services

The Department of Transportation Services is the Ocean County operated transit system – Ocean Ride, which includes two major services: the “Reserve-A-Ride” Program and local modified fixed “Bus Routes.” “Reserve-A-Ride” provides door-to-door, non-emergency medical transportation service to seniors (age 60 and over) and persons with disabilities (age 18 and over). This service is offered by advanced reservations primarily to destinations within Ocean County.

The Ocean Ride transportation system currently includes 13 bus routes which operate throughout Ocean County. The routes are designed to connect key residential areas with popular destinations such as local governmental facilities, healthcare, shopping, employment, social services and other transit connections. The bus routes operate on fixed schedules, which can be accessed here: <https://co.ocean.nj.us/oc/transportation/frmOceanRideBusRoutes.aspx>.

1.2 Project Scope

The scope of the project is to implement a new PSDS system for Ocean Ride for reservations, scheduling and dispatching paratransit trips. Further, **the software should accommodate the tracking of the Ocean Ride fixed-route service, but no fixed-route scheduling software or timekeeping are necessary.** The overall functional requirements that must be met by PSDS are briefly described in this RFQ. The major functionality of the new software must include the following (please see Section 2 for a complete list of functions that are required):

- Conversion of existing trip and client databases
- Client registration and data management
- Driver management
- Vehicle management
- Reservations, including trip booking, management of standing order/subscription trips, and trip modification and cancellation
- Scheduling
- Dispatching, including trip and incident management
- Billing
- Account-based fare payment
- Standard and ad-hoc reports
- Customer service
- Customer-facing tools including an interactive voice response (IVR) system

- Integrated automatic vehicle location (AVL) for fixed-route and paratransit services

The number of vehicles operated by Ocean Ride are 13 fixed-route vehicles and 80 paratransit vehicles.

Figure 1 shows Ocean Ride’s service area.

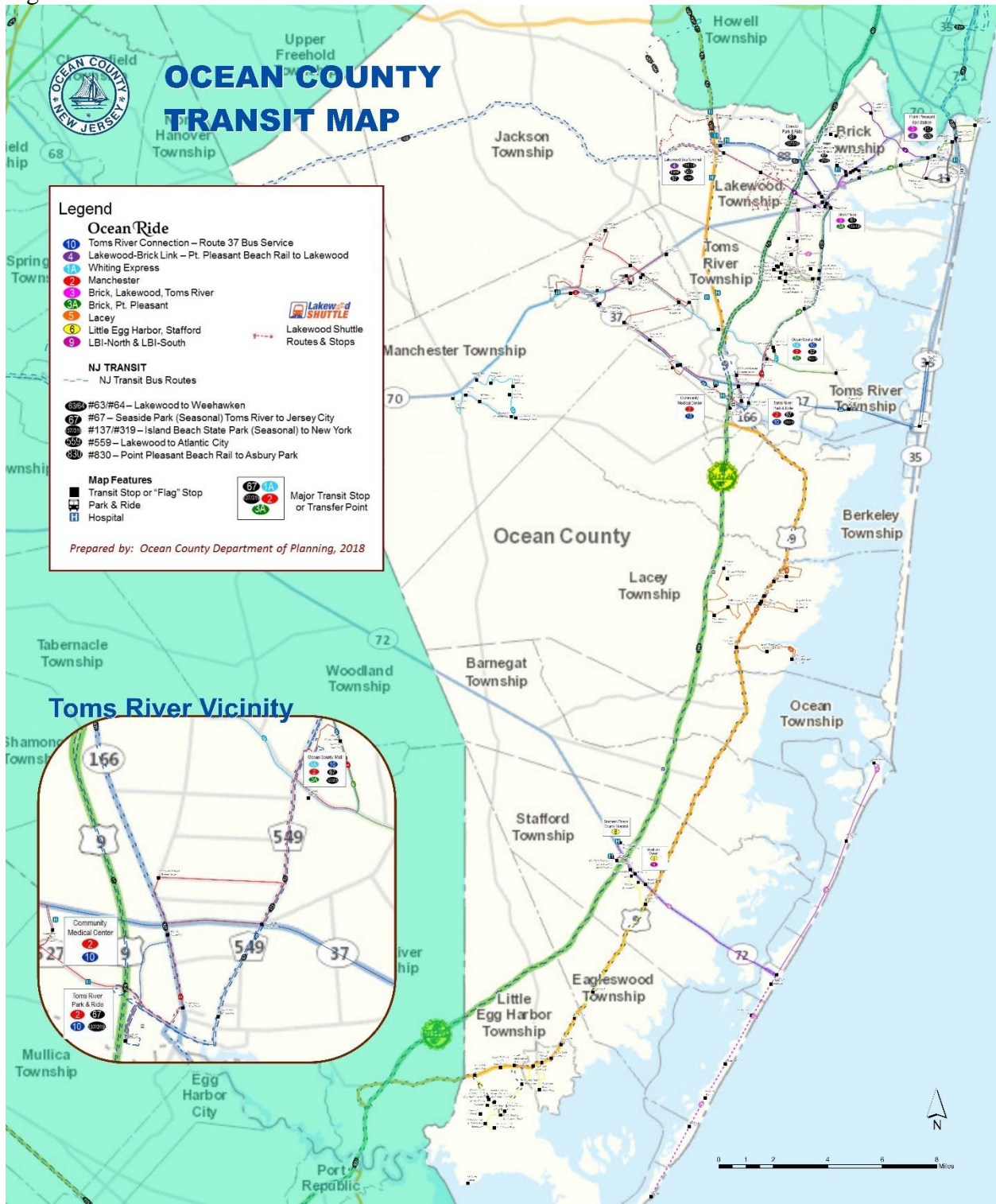


Figure 1. Ocean Ride’s Routes and Demand Response Service Areas

Source: Ocean County Website: <https://www.co.ocean.nj.us/WebContentFiles/8208fb95-abdb-4c33-9e97-55a1ec64e72f.pdf>

2. Required Response Contents and Format

RFQ responses must include a description of the capability of the respondent's PSDS to provide the following functionality. The response will use the matrix shown in Table 1 to provide the requested information.

Table 1. Required Information Regarding PSDS Functionality

This table is Provided as a fillable form in the Vendor Questionnaire – Item #9

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
GIS and Mapping: This category includes providing the following functionalities.		
Map Source		
Built-in GIS Support		
Spatial Layer Management, including: <ul style="list-style-type: none"> • Map Overlay • Definition and Management of Geographic Boundaries • Definition of Physical Barriers • Definition of Point of Interest (POI) Locations • Import/Export of Map Layers 		
Management of Spatial Attributes		
Geocoding		
Miscellaneous GIS Features, including: <ul style="list-style-type: none"> • Distance Computation • Zoom/Pan • Save & Reload Map View • Spatial Search • Legend • Printing 		
Visualization		
Map Update Process		
Integration of Real-time Traffic Information		

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Scheduling and Dispatch Software: This category includes providing the following functionalities:		
Existing Trip and Client Database Conversion		
Client Registration		
Client Data Management: <ul style="list-style-type: none"> • Edit Personal Details/ Preferences • Tracking of ADA Eligibility by Client 		
Agency Resource Management: <ul style="list-style-type: none"> • Driver Management • Vehicle Inventory 		
Reservations: <ul style="list-style-type: none"> • Trip Booking • Management of Standing Order (Subscription) Trips for Clients • Trip Modification/ Cancellation 		
Scheduling		
Dispatching: This category includes providing the following functionalities:		
Trip Management		
Incident Management		
Billing and Reporting: This category includes providing the following functionalities:		
Funding Sources		
Billing Rates		
Fiscal Years		
Trip Mode Categories		
Trip Purpose Categories		
Driver Details Tracking		
Trip Status Categories		
Billing Status Categories		
HIPAA Transportation and Other Codes		
Trip Details by Client		

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Other Contracts		
Fares		
Customer Service: This category includes providing the following functionalities:		
Ability to log and track the status of customer complaints and commendations		
Other Customer Service/ Support capabilities of the PSDS		
Mobile Data Terminals (MDT)/ Tablet Interface: This category includes providing the following functionalities:		
Data Messaging		
Manifest Transmission and Changes		
Trip Events Logging		
Customer Rider/ System Requirements: This category includes providing the following functionalities.		
Self-Service Communication Channels		
Eligibility-Related Communications		
Night Prior Reservation Confirmation		
Day-Of Trip Update		
Trip Status		
Cancellations		
Rider and Account Information		
Reports		

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Computer-aided Dispatch (CAD)/Automatic Vehicle Location (AVL) Functions: This category includes providing the following functionalities:		
On-board Systems, including MDTs/Tablets		
Real-time Customer Information		
Capability to provide account-based automated / mobile fare payment system that includes the use of credit cards (e.g., tap and ride process)		
Capability to provide a smartphone app that customers can use to schedule and/or check the time and status of their demand-response trips		
Real-time On-demand Scheduling and Manifest Generation Capability		
Information Technology (IT): This category includes providing the following:		
System and data back-ups and recovery capabilities		
Service Level Agreement (SLA) with response times		
Guaranteed system uptime/availability		
Security Plan that addresses network and data security.		
Location of where system and data back-ups are hosted (note that all data must be stored and transmitted within the US)		
Back-up strategy		
Is web-based and operates using Windows 11 or newer		

3. RFQ Response Instructions

The latest possible date for questions about this RFQ is **March 27, 2025** at 2:00pm. Questions should be submitted through OpenGov, the County's online procurement website.

Disclaimer: This RFQ is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFQ does not commit Ocean County to contract for any materials, software or service whatsoever. Further, Ocean County is not at this time seeking proposals and will not accept unsolicited proposals.

Responders are advised that Ocean County will not pay for any information or administrative costs incurred in response to this RFQ; all costs associated with responding to this RFQ will be solely at the interested party's expense. Not responding to this RFQ does not preclude participation in any future RFP, if one is issued.

ALL SUBMISSIONS MUST INCLUDE THE FOLLOWING MINIMUM INFORMATION:

1. Name(s) and experience of the individual(s) to be assigned to perform the tasks, including a listing of experience with the County of Ocean and/or experience with New Jersey.
2. A statement concerning the ability of the vendor to perform tasks assigned by the County in a timely fashion.
3. A description of the support staff available to the individual(s) to be assigned.
4. All required documents provided in the Vendor Questionnaire must be filled out and included with your submission. *Please note that, where applicable, the County's preferred method of document submission is DocuSign.*

SUBMISSION REQUIREMENTS

All responses to the Request for Qualifications ("RFQ"):

1. Must be submitted electronically and must be received prior to 4:00pm, prevailing time on the date on which they are to be unsealed.
2. The County will not be responsible for late submissions and no responses to this RFQ will be accepted by the County if received after the time stipulated above.

EVALUATION CRITERIA

The Director of Transportation shall designate a committee to review and rank all responses. The selection criteria to be used in awarding a contract for the services described herein, shall include:

1. Qualifications of the individuals who will perform the tasks and the amounts of their respective participation; **30% of total**
2. Experience in providing the services requested by the County and references related thereto; **30% of total**

3. A statement of the proposer's understanding of the Scope of Work and the ability to perform the tasks in a timely fashion, including staffing and familiarity with the subject matter and the County; **20% of total**
4. Location (distance) of primary office in relation to the County administrative offices; **10% of total**
5. Thoroughness and completeness of the applicant's submittal. **10% of total**

**** ATTENTION**** Responses received pursuant to this solicitation are subject to complete disclosure pursuant to the Open Public Records Act. Please note that disclosure includes any and all attachments and addenda supplementing the solicitation response. Accordingly, please do not include personal identifying information in any supplementary documents submitted with the solicitation response.

AWARD/QUALIFYING VENDOR(S)

The County of Ocean intends to either award a contract or qualify the vendor or vendors that best meet the needs and interests of Ocean County. The County reserves the right to negotiate the terms and conditions of a contract with the successful vendor or vendors to obtain the most cost advantageous services for the County. When awarding a contract to a qualified vendor, it will be done on a Project Specific basis and a Purchase Order will be generated that will be the contract for that project.

The County reserves the right to reject any or all proposals in accordance with N.J.S.A. 40A:11-13.2, or to waive any informalities and non-material defects in the proposals and to accept any proposal deemed in the best interest of the County.

It is to be understood by the proposer that their proposal is submitted on the basis of specifications prepared by the County and the fact that any proposer is not familiar with these specifications or conditions will not be accepted as an excuse.

INDEMNITY CLAUSE

The proposer, if awarded a contract, agrees to protect, defend and save harmless the County against any damage for payment for the use of any patented material process, article or device that may enter into the manufacture, construction or form a part of the work covered by either order or contract, and he further agrees to indemnify and save harmless the County from suits or actions of every nature and description brought against it, for, or on account of injuries or damages received or sustained by any party or parties by, or from any of the negligent acts of the contractor, his servants or agents.

INSURANCE REQUIREMENTS

The contractor shall maintain primary insurance to protect against all claims under Worker's Compensation, Comprehensive General Liability and Automobile. Except for Worker's Compensation, all coverage shall apply as primary coverage with respect to any other insurance or self-insurance program afforded to the County. There shall be no endorsement or modification of this coverage to make it excess over other available insurance/coverage; alternatively, if the CGL and umbrella, excess of reinsurance states that it is pro rata, it shall be endorsed to be primary with respect to the County. Primary coverage shall be subject to approval for adequacy of protection as per the following limits:

Worker's Compensation

1. Limits according to Worker's compensation Laws of the State of New Jersey.

2. Contractor's Liability not less than \$100,000.

Comprehensive General Liability

1. Bodily Injury - \$500,000 per person; \$1,000,000 per occurrence.
2. Property Damage - \$1,000,000 per occurrence.

Comprehensive General Liability shall include the following:

1. Coverage for explosion, collapse or underground hazards.
2. Occurrence basis coverage.
3. Broad form property damage coverage.
4. Coverage for personal injury sustained by any person as a result of an offense directly or indirectly related to the employment of such person by the insured.

Comprehensive Automobile Liability, if applicable, shall include the following:

Business auto liability insurance or its equivalent with a minimum limit of \$1,000,000 per accident and including coverage for all of the following:

- a. Liability arising out of the ownership, maintenance or use of any auto;
- b. Auto non-ownership and hired car coverage.
- c. Contractor's Worker's Compensation, Comprehensive General Liability and Comprehensive Automobile Liability arising out of subcontractor's operations shall be identical as that listed above.

Copies of each insurance certificate shall be furnished to the County with Proposal (when requested).

ADDITIONAL INFORMATION

Payments will be made upon the approval of vouchers submitted by the successful proposer in accordance with the requirements of the Board of Commissioners and subject to the Board of Commissioners customary procedures. The County will not pay interest or late fees regardless of language provided.

The County of Ocean is exempt from any State sales tax or Federal excise tax.

Ocean County Board of Commissioners will make award within sixty (60) days after receipt of proposals.

“All contractors must comply with the provisions of New Jersey Statute Title 40A:11-18, when applicable.”

PAY TO PLAY REQUIREMENTS

Starting in January 2007, all business entities are advised of their responsibility to file an annual disclosure statement of political contributions with the New Jersey Election Law Enforcement Commission (ELEC) pursuant to N.J.S.A. 19:44A-20.27 if they receive contracts in excess of \$50,000 from public entities in a calendar year. Business entities are responsible for determining if filing is necessary. Additional information on this requirement is available from ELEC at 888-313-3532 or at www.elec.state.nj.us.

CERTIFICATION OF DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Pursuant to Public Law 2012, c. 25, any person or entity that is a successful bidder or proposer, or otherwise proposes to enter into or renew a contract, must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any parent entity, subsidiary, or affiliate is identified on the State Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The list is found on Treasury's website at www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf.

The Chapter 25 list must be reviewed prior to completing the certification. If a vendor or contractor is found to be in violation of law, action may be taken as appropriate and as may provided by law, rule or contract, including but not limited to imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party. Prior to contract award or authorization, the contractor shall provide the Contracting Agency with a completed Certification on Disclosure of Investment Activities in Iran.

CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. (L. 2022, c. 3) any person or entity (hereinafter "Vendor") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: <https://sanctionssearch.ofac.treas.gov/>. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party. Certification form must be completed prior to contract award and is provided in the specification documents (DocuSign).

TRANSITIONAL PERIOD (excluding Professional Contracts)

In the event services are terminated by contract expiration or by voluntary termination by either the Contractor or the County of Ocean, the Contractor shall continue all terms and conditions of said contract for a period not to exceed one month, at the County's request.

NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Pursuant to N.J.S.A. 52:32-44, Ocean County ("Contracting Agency") is prohibited from entering into a contract with an entity unless the bidder/proposer/contractor, and each subcontractor that is required by law to be named in a bid/proposal/contract has a valid Business Registration Certificate on file with the Division of Revenue and Enterprise Services within the Department of the Treasury.

Prior to contract award or authorization, the contractor shall provide the Contracting Agency with its proof of business registration and that of any named subcontractor(s).

Subcontractors named in a bid or other proposal shall provide proof of business registration to the bidder, who in turn, shall provide it to the Contracting Agency prior to the time a contract, purchase order, or other contracting document is awarded or authorized.

During the course of contract performance:

- (1) the contractor shall not enter into a contract with a subcontractor unless the subcontractor first provides the contractor with a valid proof of business registration.
- (2) the contractor shall maintain and submit to the Contracting Agency a list of subcontractors and their addresses that may be updated from time to time.
- (3) the contractor and any subcontractor providing goods or performing services under the contract, and each of their affiliates, shall collect and remit to the Director of the Division of Taxation in the Department of the Treasury, the use tax due pursuant to the Sales and Use Tax Act, (N.J.S.A. 54:32B-1 et seq.) on all sales of tangible personal property delivered into the State. Any questions in this regard can be directed to the Division of Taxation at (609)292-6400. Form NJ-REG can be filed online at www.state.nj.us/treasury/revenue/busregcert.shtml.

Before final payment is made under the contract, the contractor shall submit to the Contracting Agency a complete and accurate list of all subcontractors used and their addresses.

Pursuant to N.J.S.A. 54:49-4.1, a business organization that fails to provide a copy of a business registration as required, or that provides false business registration information, shall be liable for a penalty of \$25 for each day of violation, not to exceed \$50,000, for each proof of business registration not properly provided under a contract with a contracting agency.

COMPLETION OF DOCUMENTS

Proposer's shall complete all documents and acknowledge all terms included with this proposal package. All documents should be from this proposal package and must not be dated or executed prior to the date of advertising. Failure to follow these instructions is cause for rejection.

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at www.state.nj.us/treasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.**

AMERICANS WITH DISABILITIES ACT

Equal Opportunity for Individuals with Disabilities

The CONTRACTOR and the COUNTY do hereby agree that the provisions of title II of the Americans with Disabilities Act of 1990 (the "Act") (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs and activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the COUNTY pursuant to this contract, the CONTRACTOR agrees that the performance shall be in strict compliance with the Act. In the event that the CONTRACTOR, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the CONTRACTOR shall defend the COUNTY in any action or administrative proceeding commenced pursuant to this Act. The CONTRACTOR shall indemnify, protect and save harmless the COUNTY, its agents, servants and employees from and against any and all suits, claims, losses, demands, or damages of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The CONTRACTOR shall, at its own expense, appear, defend and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the COUNTY'S grievance procedure, the CONTRACTOR agrees to abide by any decision of the COUNTY which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the COUNTY or if the COUNTY incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the CONTRACTOR shall satisfy and discharge the same at its own expense.

The COUNTY shall, as soon as practicable after a claim has been made against it, give written notice thereof to the CONTRACTOR along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the COUNTY or any of its agents, servants and employees, the COUNTY shall expeditiously forward or have forwarded to the CONTRACTOR every demand, complaint, notice, summons, pleading, or other process received by the COUNTY or its representatives.

It is expressly agreed and understood that any approval by the COUNTY of the services provided by the CONTRACTOR pursuant to this contract will not relieve the CONTRACTOR of the obligation to comply with the Act and to defend, indemnify, protect and save harmless the COUNTY pursuant to this paragraph.

It is further agreed and understood that the COUNTY assumes no obligation to indemnify or save harmless the CONTRACTOR, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the CONTRACTOR expressly understands and agrees that the provision of this indemnification clause shall in no way limit the CONTRACTOR'S obligations assumed in this Agreement, nor shall they be construed to relieve the CONTRACTOR from any liability, nor preclude the COUNTY from taking any other actions available to it under any other provisions of this Agreement or otherwise at law.

Required Information Regarding PSDS Functionality

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
GIS and Mapping: This category includes providing the following functionalities.		
Map Source	Choose an item.	Click or tap here to enter text.
Built-in GIS Support	Choose an item.	Click or tap here to enter text.
Spatial Layer Management, including: <ul style="list-style-type: none"> • Map Overlay • Definition and Management of Geographic Boundaries • Definition of Physical Barriers • Definition of Point of Interest (POI) Locations • Import/Export of Map Layers 	Choose an item.	Click or tap here to enter text.
Management of Spatial Attributes	Choose an item.	Click or tap here to enter text.
Geocoding	Choose an item.	Click or tap here to enter text.
Miscellaneous GIS Features, including: <ul style="list-style-type: none"> • Distance Computation • Zoom/Pan • Save & Reload Map View • Spatial Search • Legend • Printing 	Choose an item.	Click or tap here to enter text.
Visualization	Choose an item.	Click or tap here to enter text.
Map Update Process	Choose an item.	Click or tap here to enter text.

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Integration of Real-time Traffic Information	Choose an item.	Click or tap here to enter text.
Scheduling and Dispatch Software: This category includes providing the following functionalities:		
Existing Trip and Client Database Conversion	Choose an item.	Click or tap here to enter text.
Client Registration	Choose an item.	Click or tap here to enter text.
Client Data Management: <ul style="list-style-type: none"> • Edit Personal Details/ Preferences • Tracking of ADA Eligibility by Client 	Choose an item.	Click or tap here to enter text.
Agency Resource Management: <ul style="list-style-type: none"> • Driver Management • Vehicle Inventory 	Choose an item.	Click or tap here to enter text.
Reservations: <ul style="list-style-type: none"> • Trip Booking • Management of Standing Order (Subscription) Trips for Clients • Trip Modification/ Cancellation 	Choose an item.	Click or tap here to enter text.
Scheduling	Choose an item.	Click or tap here to enter text.
Dispatching: This category includes providing the following functionalities:		
Trip Management	Choose an item.	Click or tap here to enter text.
Incident Management	Choose an item.	Click or tap here to enter text.

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Billing and Reporting: This category includes providing the following functionalities:		
Funding Sources	Choose an item.	Click or tap here to enter text.
Billing Rates	Choose an item.	Click or tap here to enter text.
Fiscal Years	Choose an item.	Click or tap here to enter text.
Trip Mode Categories	Choose an item.	Click or tap here to enter text.
Trip Purpose Categories	Choose an item.	Click or tap here to enter text.
Driver Details Tracking	Choose an item.	Click or tap here to enter text.
Trip Status Categories	Choose an item.	Click or tap here to enter text.
Billing Status Categories	Choose an item.	Click or tap here to enter text.
HIPAA Transportation and Other Codes	Choose an item.	Click or tap here to enter text.
Trip Details by Client	Choose an item.	Click or tap here to enter text.
Other Contracts	Choose an item.	Click or tap here to enter text.
Fares	Choose an item.	Click or tap here to enter text.
Customer Service: This category includes providing the following functionalities:		
Ability to log and track the status of customer complaints and commendations	Choose an item.	Click or tap here to enter text.

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Other Customer Service/ Support capabilities of the PSDS	Choose an item.	Click or tap here to enter text.
Mobile Data Terminals (MDT)/ Tablet Interface: This category includes providing the following functionalities:		
Data Messaging	Choose an item.	Click or tap here to enter text.
Manifest Transmission and Changes	Choose an item.	Click or tap here to enter text.
Trip Events Logging	Choose an item.	Click or tap here to enter text.
Customer Rider/ System Requirements: This category includes providing the following functionalities.		
Self-Service Communication Channels	Choose an item.	Click or tap here to enter text.
Eligibility-Related Communications	Choose an item.	Click or tap here to enter text.
Night Prior Reservation Confirmation	Choose an item.	Click or tap here to enter text.
Day-Of Trip Update	Choose an item.	Click or tap here to enter text.
Trip Status	Choose an item.	Click or tap here to enter text.
Cancellations	Choose an item.	Click or tap here to enter text.
Rider and Account Information	Choose an item.	Click or tap here to enter text.
Reports	Choose an item.	Click or tap here to enter text.

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
<p>Computer-aided Dispatch (CAD)/Automatic Vehicle Location (AVL) Functions:</p> <p>This category includes providing the following functionalities:</p>		
On-board Systems, including MDTs/Tablets	Choose an item.	Click or tap here to enter text.
Real-time Customer Information	Choose an item.	Click or tap here to enter text.
<p>Capability to provide account-based automated / mobile fare payment system that includes the use of credit cards (e.g., tap and ride process)</p>	Choose an item.	Click or tap here to enter text.
<p>Capability to provide a smartphone app that customers can use to schedule and/or check the time and status of their demand-response trips</p>	Choose an item.	Click or tap here to enter text.
<p>Real-time On-demand Scheduling and Manifest Generation Capability</p>	Choose an item.	Click or tap here to enter text.
<p>Information Technology (IT): This category includes providing the following:</p>		
System and data back-ups and recovery capabilities	Choose an item.	Click or tap here to enter text.
Service Level Agreement (SLA) with response times	Choose an item.	Click or tap here to enter text.
Guaranteed system uptime/availability	Choose an item.	Click or tap here to enter text.
Security Plan that addresses network and data security.	Choose an item.	Click or tap here to enter text.

Functionality	Software has this capability? (Y/N)	Provide Brief Description of Software's Ability to Provide This Functionality
Location of where system and data back-ups are hosted (note that all data must be stored and transmitted within the US)	Choose an item.	Click or tap here to enter text.
Back-up strategy	Choose an item.	Click or tap here to enter text.
Is web-based and operates using Windows 11 or newer	Choose an item.	Click or tap here to enter text.