MARKET SURVEY – DIGITAL METER FOR HIRE VEHICLES

DCTC-2016-I-EC
Issuance Date: 02/15/2016
Due Date: 03/15/2016 @ 2:00pm EST.

BACKGROUND

The District of Columbia Taxicab Commission (DCTC) provides services to and regulates approximately 44,000 for hire drivers in four broad categories - taxis, limousines, alternative paratransit, and private sedans. Drivers in each category charge for a ride based on predetermined rates and or dynamic rates. In an effort to protect consumers and provide more transparency into fare calculation DCTC is looking for a contractor to provide a digital meter software application for hire vehicles/drivers regulated by DCTC. The software application should meet or exceed the following requirements.

REQUIREMENTS

- The system shall authenticate drivers through a driver and vehicle application program interface provided by DCTC before the digital meter is activated.
- The system shall protect sensitive information from end to end via encryption and secure transmission protocols.
- The system shall transmit trip data (geocoded origination and destination address, driver identifier, vehicle identifier, number of passengers, fare amount, time, distance, duration) to DCTC through APIs.
- The system shall have a safety feature to alert or broadcast designated contacts with location, and audio, or video.
- The system shall have the capability of calculating time and distance of DC taxi rates and alternative rates through an algorithm that can be easily configured on a back end.
- The system shall have the capability of calculating rideshare or group riding rates such that each additional passenger pays less than the total amount he/she would have paid if they were travelling by themselves.
- The system shall allow minimum and maximum fare amounts to be configured on the backend
- The system shall provide the driver access to an electronic trip manifest and ride history of the last 48 hours at a minimum
- The system shall be able to geo fence vehicles to specific areas by a configuration at the

back end.

- The contractor shall be available for an in-person presentation at 2235 Shannon Place SE, Washington DC within 2 weeks notice from the close date of the RFI.
- The system shall enable maximum limits for hours worked in a single shift.
- The system shall have an open API with restful services available out of the box which shall meet the following use cases:

Digital Meter Use Cases

Use Case 1: See driver availability	
Step #	Description
1	Admin logs into driver management console or developer makes a rest API call
2	All drivers displayed on map
3	Admin or developer will be able to filter by status (off duty, on duty, on call etc.)
4	Admin or developer will be able to view driver information by clicking on vehicle icon on the map

Use Case 2: Verification of credentials	
Step #	Description
1	Driver enters login credentials into the app
2	App verifies driver real-time eligibility with DCTC API
3	API returns: Driver eligible Driver not eligible Driver not found

4	If eligible, the driver successfully logs into app and digital meter is activated
5	If not eligible or not found, the driver is not allowed access to the digital meter

Use Case 3: Meter usage – 10 hour shift limit	
Step #	Description
1	Driver logs into the meter
2	After 10 concurrent hours or 10 hours total in a 24 hour period the meter will disable after last passenger is dropped off
3	The driver will not be able to log into any meter until the end of the 24 hour period

Use Case 4: Geo-Fencing	
Step #	Description
1	Geo-fencing perimeters are established to restrict for hire services in a certain area
2	Driver attempts to start meter within the established perimeter
3	Meter is not allowed to go on-duty
4	Driver exits the restricted area
5	Driver successfully places the meter in an on-duty status
6	Driver successfully takes fare

Use Case 5: System Safety Feature –	
Step #	Description
1	Driver safety button located in a discrete area of the app and can be triggered by the driver
3	Once triggered an alert is transmitted via SMS or audio to pre-configured numbers
4	Real-time GPS location, vehicle and driver information can viewed from an admin panel

CONTRACTOR QUALIFICATIONS

The contractor shall have knowledge of, and familiarity with the District Government generally, and DCTC or a taxicab regulator operations and functions, specifically related to applications and licensing processes related to taxi fares, limousine rates, and rates charged by ride sharing companies

The contractor shall have specific software development experience and expertise, with successes developing and implementing mobile apps and similar solutions in comparable business environments.

RESPONSE REQUIREMENTS

1. Overview / Capabilities

Please provide a brief overview and profile of your company and its experience providing services to similar organizations. What core competencies do you possess that are relevant to the needs of DCTC? Describe in detail your company's proposal to address the requirements outlined in the RFI, including details such as platforms, system architecture, and technology stack to be used.

2. Services

Describe how you differentiate your services from competitors. Describe how you will go about delivering the system required, project schedule, user training, and methodology, including developing mobile applications, system integrations sample deliverables from past projects.

3. Evidence of Results

Describe your experience with other clients that have had similar needs. Which clients would you consider to be your greatest success stories?

4. Key Staff and References

List the project team and provide a brief biography for each team member who would be responsible for working on this DCTC project. Please provide a list of three (3) client references to include contact name, phone number, email address and website.

6. Budget / Cost of Services

List fee structure to include fixed fees, variable fees, and provide a proposed line item budget that would encompass your proposed services. Offerors should list 3 year cost projections in four categories: a) Software b) Hardware, c) Professional Services d) Maintenance

7. Conflicts of Interest

Please list any potential conflicts of interest that may be present in servicing DCTC.

Questions may be referred to Pedro Agosto via email at pedro.agosto@dc.gov. Questions must be received in writing no later than 2:00p.m. 02/22/16