TASK ORDER SOLICITATION

Number: A3-16-02

Support for GIS Mobile Service Fulfillment System

Background and Issues:

The City of Los Angeles, Bureau of Sanitation, has implemented a GIS centric mobile work order fulfillment system using cloud based technology called SANStar. This system runs on both Windows and Android smart phones and is used by the Sanitation crews doing bulky item pick up, dead animal collection, and other special collection operations. The system is currently handling over 3500 tickets originating from MyLA311 system and targeted to the Bureau of Sanitation per day. These tickets are separated based on the commodity type being collected and assigned to the specific yard responsible for processing the ticket. This system has been fully operational since November of 2015 and has reliably processed over 100,000 Service Request tickets from MyLA311.

Proposal

This Task Order Solicitation (TOS) is to solicit firms to provide consulting support to extend the existing system to support additional workflows and operations. These workflows include:

- Processing of the Clean Street Referred Tickets – These tickets typically originate from MyLA311 or may be re-categorized based on observations of the drivers as such. Homeless Encampment Tickets follow a workflow which includes obtaining and tracking authorizations prior to completing the ticket.

- Processing of the Container Services – Container Services tickets include those tickets related to container request and replacement. These tickets have a different workflow compared to special pickups which includes tracking of the new and replaced containers.

- Processing of Sweep Tickets including injection of these tickets in MyLA311 – This task includes supporting the sweep workflows as well as injecting the tickets into the MyLA311 system. This task requires injection of the records using the MyLA311 API.

- Providing access to collected field photos by the Sanitation staff in MyLA311 – This task involves setting up a mechanism to provide URLs that would bring up the photos that are attached to an individual ticket from the MyLA311 interface.

- Implementation of a GIS Portal to display location and type of tickets on a real time basis – The GIS portal would provide a mechanism to spatially view the distribution of the tickets for any given period of time. The portal will be setup to display the tickets based on average pickup time and completion of the tickets.

- Implementation of the Live Dashboard – Design and setup elements for the live dashboard to show progress and key measures for each yard and workflow process.

- Providing maintenance and support of the existing system – This task include support to both Sanitation and ITA staff on a day-to-day basis and during upgrades of both SANStar and MyLA311 system.

The selected consultant will be working as part of a SANStar team made up of Sanitation, ITA staff and 3Di (the MyLA311 consultants).

Project Personnel

The response to this TOS should include the number, function, assigned tasks of this project, and percent of time allocated for these tasks for each personnel, by name, that will be assigned to perform services associated with this TOS.

Related Experience of Personnel

Resumes detailing qualifications, including training and specific experience related to this scope of work, for personnel who will perform the contracted work should be included. Expertise, which is required for this TOS, should be emphasized.

Specific and Related Experience of Proposer and References

A description of current and/or past work performed on projects of a similar nature, which would substantiate the qualifications of the Proposer for the effort specified in this TOS. The statement should include names of clients, a contact person for each client with telephone number, type of project, description of Proposer's activities, dates of activities, and noted cost savings determined with the use of the software.

The City reserves the right to contact the Proposer's previous clients or any references that develop during the course of the proposal evaluation.

Approach to Project

A narrative noting the Proposer's recommendation for the approach should be included. It should also address specific experience the proposer has on the existing platform and in supporting & developing mobile systems. In addition to addressing areas outlined, the proposer should include recommendations that may not have been addressed in this TOS.

Project Schedule

Availability of personnel for the work outlined on this project should be indicated.

State of Costs

Proposers must include cost estimates to perform the tasks as outlined in this TOS. The hourly costs, estimate of the number of hours for each person involved and the extended cost based on the hourly rate for that person to provide any services. Travel costs and other anticipated costs should be listed and totaled separately. The cost estimate must include grand totals of both hours and dollars for the project as a whole. Flat fee options will be also be considered.

Additional Considerations

A review of areas not addressed in above, which the proposer believes to be essential.

Rating Criteria

The following rating criteria will be used to rate the proposals:

    SPECIALIZED EXPERIENCE & TECHNICAL COMPETENCE – 40%
    APPROACH TO WORK – 20%
    RECORD OF PAST PERFORMANCE – 20%
    COST – 20%

Contact

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