

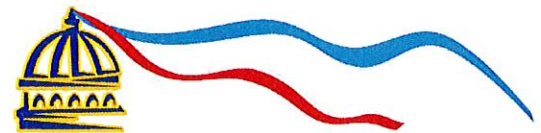
**RFP Number: TM-22-01**

# **Micro transit System**

**August  
2022**

## **Topeka Metropolitan Transit Authority**

**Prepared for:** **Topeka Metropolitan  
Transit authority**  
201 N. Kansas Ave.  
Topeka, KS 66603  
(785) 233-2011



**TOPEKA METRO**

**Submitted by:** **HBSS Connect Corp.**  
1075 Westford Street, Suite 304  
Lowell, MA 01851  
978-379-0010 x 222



**Contact Person:** **Aastha Chaturvedi**  
Director-RFP  
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**HBSS Connect Corp.**

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*Realizing Your Transportation Vision*

Mr. Richard Appelhanz  
Topeka Metropolitan Transit Authority  
201 N. Kansas Avenue  
Topeka, KS 66603

August 8, 2022

Dear Mr. Appelhanz:

HBSS Connect Corp. is pleased to submit this proposal in response to RFP No. TM-22-01 Microtransit System for Topeka Metropolitan Transit Authority.

Established in 1997, HBSS is a leading provider of demand response/paratransit, brokerage management, and fixed-route transit technology systems. HBSS systems help customers manage more than 100,000 passenger trips per day throughout the United States. Over 700-organisations in 28 states have used HBSS systems. HBSS QRYde software is built around the latest "pure" HTML Web tools and provides the industry's most advanced, feature-rich, cloud-based experience. HBSS is a Minority Business Enterprise (MBE) and a certified Disadvantaged Business Enterprise (DBE) in several states.

This proposal describes the full array of software products offered by HBSS for microtransit transportation management and will provide the information needed for Topeka Metropolitan Transit Authority officials to determine our qualifications and understand our commitment to our partners and the communities we serve. Additionally, we will demonstrate our extensive experience within the transportation space, highlighting current services that we provide to similar size transportation agencies across the nation. We will show how other HBSS partners have used our solutions to improve efficiencies and reduce costs.

This proposal is valid for a period of not less than 150 days from the date of submission. For questions regarding this proposal or to request a detailed presentation and/or demonstration of the proposed transportation management solutions, please contact Aastha Chaturvedi, Director, RFP Team, at 978-379-0010 x 222 or by email: [aastha@qryde.com](mailto:aastha@qryde.com).

As Chief Executive Officer, I certify that I am authorized to bind the firm to all contractual terms and conditions of this proposal. By signing this letter of transmittal, I attest that all information submitted with the proposal is true and correct. I also acknowledge all the addendums to this proposal.

We would welcome the opportunity to work with Topeka Metropolitan Transit Authority on this important project and look forward to talking with you soon.

Sincerely,

  
Dr. Himanshu Bhatnagar  
Chief Executive Officer  
HBSS Connect Corp.  
[hb@hbssonline.com](mailto:hb@hbssonline.com)





CASE STUDY



Optimizing an emergency food delivery service for those affected by the COVID-19 pandemic

## WHO

The City of Chelsea

## WHERE

Chelsea,  
Massachusetts

## WHEN

Since January 2020

## CHALLENGES

- Coordination and communication between food providers, drivers and City staff
- Establishing the most efficient route for food delivery

## WHAT

Ultra-efficient coordination of food pickup and drop off using QRyde Community Portal



## OVERVIEW

The City of Chelsea, MA (approximately 2.5 square miles) is offering food deliveries and assistance for anyone experiencing financial hardship and under quarantine. Residents who have tested positive for COVID-19 or anyone else who is quarantining are eligible to receive a box of assorted veggies, fruit and other healthy groceries.

# 83%

increase in  
efficiency

## THE QRYDE SOLUTION

*"Thanks to our dedicated team and local partners, we've been able to provide over 1,600 boxes of food each month for residents in need. We are here solely to help our fellow residents and would encourage them to reach out if they are in need of food assistance."*

-Kaitie Butler & Victor Tiernan, Food Coordinators for the City of Chelsea

QRyde coordinates food pickup and drop off Monday through Friday from 8:00am- noon. Deliveries are booked electronically by the City using the QRyde Community Portal. Drivers pick up prepacked food boxes from a central location (pictured), and deliver it to families using the route provided on their mobile app. When the driver approaches the drop-off location, the recipient receives an Interactive Voice Response (IVR) and SMS. To ensure safety for drivers and recipients, all deliveries are contact free. Drivers also use their mobile app to document the drop-off by taking a photo of the delivery.

QRyde is also used to determine the number of boxes to be delivered based on the family size. On an average day, 30-80 boxes of food are delivered to those in need, with some days exceeding 100 boxes. Since the City began utilizing QRyde, the program's efficiency has risen by up to 83%. QRyde's scheduling platform reduced the number of vehicles necessary from 2-6 vehicles to just 1-2. This lowers operating costs for the City as well as reduces the carbon footprint of the program.

- ✓ 478 food boxes delivered in 3 weeks
- ✓ Food delivered to 172 households (519 adults, 298 youth)
- ✓ 251 trips taken
- ✓ 83% increase in efficiency
- ✓ Lowered operating costs and carbon footprint



**BUY AMERICA CERTIFICATION**

Proposer will certify either compliance or non-compliance, not both. This certification must be submitted with the proposer's response.

**Certificate of Compliance with 49 USC 5323(j)**

The bidder hereby certifies that it will meet the requirements of 49 USC 5323(j), and the applicable regulations in 49 CFR Part 661 and any amendments thereto.

Signature: \_\_\_\_\_

Name & Title: \_\_\_\_\_  
Dr. Himanshu Bhatnagar

Company: \_\_\_\_\_  
HBSS Connect Corp.

Date: \_\_\_\_\_  
7/13/22

**Certificate of Non-Compliance with 49 USC 5323(j)**

The bidder hereby certifies that it cannot comply with the requirements of 49 USC 5323(j) and 49 CFR 661.5, but it may qualify for an exception pursuant to 49 USC 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 CFR 661.7.

Signature: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

**DISADVANTAGED BUSINESS ENTERPRISES (DBE) CERTIFICATION**

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. Metro's overall 2021-2024 goal for DBE participation is 1.62%; the race neutral goal is 1.25%, and the race conscious goal is 0.37%. There is no contract goal for this procurement.

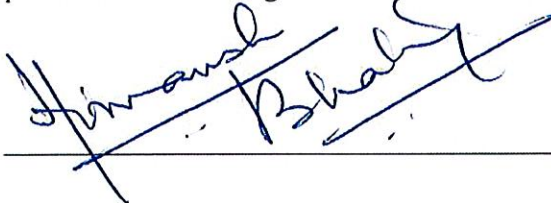
The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Metro deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from Metro.

The contractor may not hold retainage from its subcontractors.

The contractor must promptly notify Metro, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Metro.

Signature: \_\_\_\_\_



Name and Title: Dr. Himanshu Bhatnagar CEO

Company Name: HBSS Connect Corp

Date: 7/13/2022

**PROPOSAL CHANGE REQUEST**

Complete this form for each condition, exception, reservation, or understanding (i.e., change) in the proposal. See PROPOSAL SCHEDULE, page 5 of this RFP, for the due date of all requested Proposal Changes.

Change Number \_\_\_\_\_

Proposer HBSS Connect Corp

RFP Number – TM-22-01      Page: \_\_\_\_\_      Section: \_\_\_\_\_

Metro's Current Requirement:

Proposer's Requested Change: