

**REQUEST FOR INFORMATION
FOR
TRANSIT CONTRACT SETTLEMENT &
INVOICE GOVERNANCE PLATFORM _ V 1.0**

Project Number: 26P255

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Metropolitan Council

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Request for Information (RFI): Transit Contract Settlement & Invoice Governance Platform _ v 1.0

- Issuing Agency: Metropolitan Council – Metropolitan Transportation Services (MTS)
- Purpose: Market information for a unified, mode-aware transit settlement platform
- Response Limit: ≤ 8 pages (single PDF; bookmarked)
- Submission: Provide one electronic PDF and editable DOCX

1. Background & Objectives

- Met Council operates multiple transit programs across demand-response and fixed-route. Operational systems include Trapeze PASS (Metro Mobility/Metro Move/Transit Link), Spare Labs (Metro Micro), and TransitMaster (fixed route). Procurement/contracts are managed in Hexagon/WAM; payments in PeopleSoft.
- The current fixed route invoicing application (developed using Oracle APEX) is unsupported, and manual processes exist for Metro Micro and Metro Vanpool, increasing operational and compliance risk.
- Objective: Identify a vendor product with capabilities to deliver a unified settlement engine that calculates payable amounts from operational data under contract rules, with temporal governance, audit-ready invoice snapshots, and ERP export controls.
- Temporal governance = The controlled management of data that changes over time—such as routes, contract rates, service schedules, and adjustment rules—using effective dates, version history, and controls that prevent conflicting or overlapping records. This allows the system to determine which information was valid for a particular invoice period.
- Audit ready invoice snapshots = Permanent, reproducible records of each finalized invoice that preserve the source data, rates, formulas, adjustments, approvals, and export details used to calculate it. The snapshot does not change when routes, rates, or other information is updated later, allowing an auditor to reconstruct and verify the invoice.
- ERP export controls = System validations and approval controls that determine when invoice data may be sent to the enterprise resource planning system. These controls ensure that only approved and locked invoices are exported, required data is complete and consistent, duplicate or conflicting exports are prevented, and an audit trail of the exported information is retained.
- See full requirements list in Appendix A

2. Scope of Information Requested

Overall

- a. *System Integration:* Describe the platform's capabilities for integrating with authoritative operational data from Trapeze PASS, Spare, and TransitMaster, as well as contract and vehicle data from Hexagon/WAM. The platform should support live interfaces, such as application programming interfaces (APIs), to retrieve and aggregate the data required for settlement calculations. The platform may retain data necessary to support calculations, processing, auditability, and historical records but should not unnecessarily replicate detailed source-system data.
- b. *Settlement Processing:* What are the application's abilities to perform settlement calculations for fixed-route and demand-response transportation services. This includes calculating billable hours, applying contract rate options, processing event-related adjustments, and supporting fuel adjustments for multiple fuel types. Detailed functional requirements are provided in Appendix A.
- c. *Temporal Governance:* How does the platform manage information that changes over time, including routes, contract rates, service schedules, and adjustment rules. The platform should support effective dating, version history, prevention of conflicting or overlapping records, and immutable invoice snapshots so the information used for a particular invoice period can be identified, preserved, and audited.
- d. *Workflow and Approval Governance:* Describe the platform's configurable workflow capabilities for routing settlements and invoices through review, correction, approval, locking, and release for payment. The platform should support configurable approval stages, role-based assignments and security, notifications, comments and supporting documentation, exception or dispute handling, and a complete audit log showing workflow actions, status changes, responsible users, and timestamps.
- e. *Reporting and Data Accessibility:* How does the application use built-in operational and financial reporting capabilities, including settlement status, contract spending, settlement details, payment handoffs, reconciliation, export filters, and audit trails. Also describe how Met Council can securely access and extract its detailed data for consolidated reporting and analysis using external reporting tools. Identify available access methods, such as APIs, scheduled data extracts, direct query capabilities, or other standard integration methods, including any limitations, additional licensing requirements, or vendor dependencies.
- f. *Accessibility and User Interface:* Explain how the solution provides a user-friendly, web-based experience across modern browsers and supports current Web Content

Accessibility Guidelines (WCAG). Include available dashboards, navigation features, configurable views, and static and interactive outputs

- g. *Integration and Export Controls*: Outline the capabilities for transferring approved and locked invoices to PeopleSoft Accounts Payable. Include the controls used to validate referential consistency, detect conflicting or duplicate data, trigger recalculations when relevant source data changes, and maintain an audit trail of interface and export activity.

Detailed Functional Capabilities

- h. Fixed Route settlement: ingest HASTUS service calendars, planned hours/miles; compute scheduled vs. billable hours; reconcile events; apply rate options.
- i. Demand-response settlement: aggregate delivered revenue hours from PASS/Spare; apply bonuses/credits per contract.
- j. Event & exception entry and governance: editable prior to configured lock; full audit trail of edits (who/when/what).
- k. Supplemental billing & revenue offsets: capture cash fares, refusals, short pay, late trips, and documentation-driven adjustments.
- l. A portal for vendors to interact with Met Council on collection of information, payments per contract, as well as dispute management utilizing workflow if possible and necessary.

Detailed Non-Functional Requirements

- m. Security: role-based access; data protection; audit trail; SSO preferred.
- n. Reliability & performance: monthly processing windows; parity/regression testing support.
- o. Data retention: reproducible invoice snapshots; governed history of routes/rates/events/workflow.
- p. Accessibility & usability: WCAG compliance; intuitive warnings for broad-impact actions; dashboards for admins.
- q. Interoperability: standards-based APIs; message-based integrations where appropriate.

Detailed Integration Landscape & Data Interfaces

- r. HASTUS (fixed-route planning): route definitions, schedule versions, service IDs, planned revenue hours/miles, effective date ranges.
- s. Trapeze PASS (demand response): actual delivered trips/hours, service metrics, provider units, trip-level adjustments.
- t. Spare Labs (microtransit): reservations, dispatch, delivered hours; current gap is lack of automated interface to invoicing.
- u. TransitMaster (fixed route ops): actual runs; align with planned schedules for adjudication.

- v. Hexagon/WAM (procurement/contracts): PO, vendor/master linkage, contract metadata; settlement platform should not duplicate SoR.
- w. PeopleSoft (financial settlement): AP/GL, payment status, encumbrances; export approved/locked invoices only.

3. Vendor Response Instructions

- a. Company overview and relevant transit settlement experience.
- b. Solution architecture: components, data model, temporal governance design, audit model.
- c. Data ingestion: interfaces available for PASS, Spare, TransitMaster, HASTUS; approach for Hexagon/WAM and PeopleSoft.
- d. Functional parity: describe calculation engines for fixed route and demand-response; event handling; multi-fuel adjuster support.
- e. Workflow: states, notifications, role-based security; comments/attachments; audit logs.
- f. Reporting: examples of operational/financial dashboards and export formats.
- g. Accessibility: conformance statement and practices for WCAG/ADA; browser support.
- h. Security & compliance: authentication, authorization, data retention, auditability.
- i. Implementation approach: migration/parity testing; cutover strategy; training & change management.
- j. Pricing model: licensing, implementation, support/maintenance, integration connectors.
- k. References: public sector transit or similar settlements; contact information.

4. Specific Questions to Vendors

- a. How does your platform implement effective dating and historical reconstruction for routes, rates, and events? Provide examples.
- b. Describe your approach to multi-fuel adjuster calculations (diesel/gasoline and future types) and transparency of inputs/results.
- c. What integrations do you currently support for PASS, Spare, TransitMaster, HASTUS, Hexagon/WAM, and PeopleSoft? List native connectors, APIs, and required custom work.
- d. How do you enforce invoice locking and export gating (approved/locked only) to ERP?
- e. Provide your audit model for invoice reproducibility (snapshot ledger: inputs, formulas, approvals, export payload).
- f. Show sample admin dashboards for open cycles, failed jobs, overdue approvals, unresolved validations, configuration issues.
- g. Detail accessibility conformance (screen reader, color-blind palettes, keyboard navigation) and provide recent audits.
- h. Outline your parity/regression testing methodology to ensure calculation fidelity when migrating from the current APEX logic.
- i. Do you support a portal for vendors to interact with?

5. Administrative Notes (This is only to be included if procurement agrees that this is legal and compliant with Met Council standards for procurement)

- a. This RFI is for market research only; no award will be made from this document.
- b. Do not include proprietary pricing; high-level pricing models are acceptable.
- c. Submit (robert.carey@metc.state.mn.us) one bookmarked PDF (≤ 8 pages) and one editable DOCX; include contact information for follow-up.
- d. The Council may issue an RFP subsequently and reserves all rights to adjust scope and requirements.

Appendix A: Requirements

ID #	MoSCoW Ranking	Requirement Title / Area	Business Requirement/ What business wants to accomplish
3	Must Have	Billable Hour Calculation	Calculate billable hours from scheduled hours, revenue hours, events, exclusions, and contract rules and terms
4	Must Have	Bonus and Credit Calculation	Calculate bonuses, credits, penalties, and damages based on contract-defined metrics, thresholds, supporting data, and approved exception rules.
7	Must Have	Contract Management	Update incorrect data when requested
20	Must Have	Event Processing	Events capture relevant information such as route, date, time, cause of event, actual hours and missed miles, contractual credit, and event description
21	Must Have	Event Processing	Delete an event prior to invoicing (not acceptable after an invoice has been processed).
27	Must Have	Invoice Calculations	Calculate invoices from user defined sources such as hours, billable rate, routes, etc. - This is nearly the same as requirement 3, but is here for real time entry just in case
43	Must Have	Service Event and Exception Entry	Allow contractors and authorized MTS users to enter events and exceptions that adjust planned service to actual service for invoice settlement.
45	Must Have	Supplemental Billing and Revenue Offsets	Capture and validate supplemental expenses, cash fares, refusals, short pay, late trips, revenue source credits, and other reconciliation items used in settlement.
18	Must Have	Email Communication	Send automatic email notifications to identified stakeholders throughout the invoicing process
22	Must Have	Fuel Usage Reporting by Type	Capture and report monthly fuel usage by fuel type: diesel, gasoline
32	Must Have	Invoice Processing	Calculate revenue hours, revenue miles, billable hours, service rates, fuel - There may be some duplicates here because we have contract terms as well as direct entry and wanted to make sure we had all bases covered
34	Must Have	Multi-Fuel Adjustment Calculation	Calculate fuel adjustments using contract-defined fuel type, MPG, baseline price, current price, revenue miles, and formula rules without hard-coded gasoline and diesel costs
44	Must Have	Service Event and Exception Entry	Contractual events related to metrics for driver responsibility, customer rapport and general customer service.
6	Should Have	Contract Lifecycle and Amendment History	Manage contract lifecycle states such as draft, active, amended, expired, suspended, and closed while preserving amendment history.
11	Should Have	Data Retention	Retain invoices, source data, calculations, documents, approval history, audit logs, and exports
13	Must Have	Effective Dating	A historical record of every change or modification to an invoice so Program Admin/Managers can review edits in detail
16	Must Have	Email Communication	Receive email notifications when invoices have been revised, approved, or rejected

17	Must Have	Email Communication	Receive email notifications when invoices are ready to review, and when changes are required
19	Must Have	Email Communication	Email notifications sent to Program Admin/Managers whenever a contract is deleted, detailing why the record was removed - delete should not be done. Archive is more the option
24	Could Have	HASTUS and Fixed Route Data Import	Perform uploads of Fixed Route schedules, service calendars, planned hours, planned miles, routes, and service IDs from HASTUS. Do we want this or a "live" API?
25	Must Have	Invoice Processing	The invoicing application must provide the ability to edit, view, and update the following: hourly rates, revenue hours, fares, bonuses and damages.
31	Must Have	Invoice Processing	Categorization of total expenses. The contracted service providers must document how much was spent on operations, vehicle maintenance, gallons of fuel, and administration.
40	Must Have	Route Maintenance	Delete a route when requested
47	Could Have	User Assistance	Pop-up functionality that prompts Program Admins/Managers to confirm they want to make a change before saving (i.e, when updating a date, route, or service ID)
1	Could Have	Administration Dashboard	Provide administrative dashboards for open invoice cycles, pending actions, integration errors, etc(?)
2	Could Have	Auditability and Compliance	Provide auditable evidence linking contract rules, operational source data, calculations, approvals, documents, and payment exports for each invoice.
8	Must Have	Contract Management	Allow administrators to update rate values, and assign different rates based on the service provided (adjust scheduled hours to billable hours)
12	Should Have	Document Attachments	Manage supporting documents for invoices, contracts, events, complaints, phone records, fare reports, bills, communications, and calculation support files.
23	Should Have	Funding String and Accounting Distribution	Capture and validate accounting strings -
26	Must Have	Integrations	Integrations with WAM / PeopleSoft (must have) and HASTUS (nice to have)
29	Must Have	Invoice Generation	Generate a Fixed Route settlement invoice from contract, route, schedule, event, rate, fuel, bonus, credit, supplemental, data.
33	Could Have	Invoice Review and Approval Workflow	Route invoices through configurable review and approval steps before payment processing.
35	Should Have	Operational and Financial Reporting	Provide reporting for invoice status, contract spend, settlement detail, adjustments, approval, payment handoff, and reconciliation.
37	Should Have	Purchase Order and WAM/Hexagon Interface	Link transit contracts and approved settlements to purchase order or contract metadata from WAM, Hexagon
39	Should Have	Role-Based Security	Enforce role-based access for external service providers, contractor managers, program administrators, program managers, system administrators, security administrators, finance/AP users, and auditors.
46	Should Have	User and Permission Administration	Provide administrative screens to manage users, roles, provider access, route ID reference data, and security assignments without direct database updates.
5	Could Have	Change and Audit History	Record material changes to contracts, routes, rates, events, invoices, approvals, and exports.

9	Must Have	Contract Terms Configuration	Maintain and apply Fixed Route contract terms needed for settlement, including provider, effective dates, administrator, payment terms, rate rules, fuel rules, funding
10	Must Have	Contractor Profile and Vendor Linkage	Maintain contractor/provider profiles and link transit contracts to PeopleSoft vendors
14	Should Have	Effective-Dated Rate Setup	Allow authorized users to define hourly, fixed, rate-option, mode-specific, and fuel-related rates with effective dates
15	Should Have	Effective-Dated Route Configuration	Support creation and maintenance of Fixed Route records by route, service ID, service level, contract relationship, and effective date range.
30	Could Have	Invoice Locking and Month Close	Lock approved invoice months and prevent unauthorized edits that could change historical settlement results.
36	Must Have	PeopleSoft Export and Payment Handoff	Export or stage approved settlement amounts and required payment references to PeopleSoft for AP/payment processing. Current integration is through Captiva
38	Could Have	Rejection and Resubmission	Allow reviewers to reject or return invoices for correction and allow the responsible party to revise and resubmit the invoice package.
41	Must Have	Route Maintenance	Create records for routes and events (service provided); Include fields for route number, service id, dates, vehicle information
42	Must Have	Service Calendar and Schedule Configuration	Maintain service calendars and scheduled service details used to calculate monthly scheduled hours, scheduled miles, and billable service for Fixed Route contracts.
28	Must Have	Invoice Correction	Allow for invoice correction