

METROPOLITAN COUNCIL
Notice of Request for Proposals (RFP) for
CUSTOMER ISSUE TRACKING & REPORTING
+
TEXT FOR SAFETY SMS MESSAGING SOLUTION
Contract Number 25P148

The Metropolitan Council is soliciting proposals for the acquisition, implementation, deployment, and post go-live support of a multi-package software solution to support customer reporting and tracking and the Text for Safety program for Metro Transit. The anticipated schedule for this procurement is as follows:

RFP Issue Date	August 20, 2025
Pre-Proposal Meeting	September 3, 2025, at 2:00 PM CST
Questions Due	September 10, 2025
Proposals Due	October 1, 2025, at 4:00 PM CST
Demos/Interviews	Week of November 10, 2025
Award	February, 2026

[Click Here](#) to view and download the RFP documents (including Plan Holder Report and Addendums). Please input this QuestCDN eBidDoc™ Number **9836048** on the website's Project Search page. Contact QuestCDN at 952-233-1632 or info@questcdn.com for assistance in downloading and working with the digital documents.

A pre-proposal meeting will be held on September 3, 2025 at 2:00 PM CST, via Microsoft Teams.

Proposers may join from the following meeting link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDYyYmY0ZWYtNWFiZS00ZTFjLTgwYjltMjYxNmJhZjE3N2Ni%40thread.v2/0?context=%7b%22Tid%22%3a%22ddbff68b-482a-4573-81e0-fef8156a4fd0%22%2c%22Oid%22%3a%22ea4efa12-92d1-4a5d-853a-2161c4d9d21e%22%7d

Meeting ID: 216 823 387 764 4, Passcode: rb7E5MT6

Join with a video conferencing device: metrocouncil@m.webex.com;
Video Conference ID: 115 919 310 9; [Alternate VTC instructions](#)

Or call in (audio only): +1 763-600-8619,,12777130# United States, Minneapolis
Phone Conference ID: 127 771 30#

If you plan to attend Pre-Proposal Meeting please e-mail steven.kensinger@metc.state.mn.us so that you can be recorded as a participant. Proposers are strongly encouraged to attend.

Questions concerning the content of the RFP documents may be directed to:

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