

Request for Quotations (RFQ #2023-07) for On Demand Mobility Technology

Questions and Answers

1. Are you just requiring a cost proposal, or are you also wanting a broader proposal incl. timeline, key staff, an overview of the technology etc.? I know we have previously submitted some information, but the documents aren't completely clear on the required content.

Please submit a broader proposal to include elements that will make your proposal competitive.

2. Depending on the answer to 1), is there a desired format or length that you would want the broader proposal to be?

STA does not have a preference on the length or format so long as the proposal is concise and demonstrates the functionality of the technology being proposed.

3. Can STA please allow the use of verified e-signatures for this submission?

Signature type is not important so long as the signature is authorized.

4. We respectfully request that STA allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar).

We require proposals to be submitted by mail.

5. Can STA share why the software was procured via a request for quotations (RFQ) instead of a request for proposal (RFP)? Our experience suggests that a "request for quote" is typically awarded to the lowest cost vendor who claims to meet all the requirements with a plan to deliver within a suitable time frame. In many cases the lowest cost solution is not the best solution for an agency.

STA is utilizing the RFQ process as identified. No further information is to be provided.

6. Can STA provide the scoring matrix for this procurement?

Scoring Sheet

Criteria	Points Available	Score
Experience working with multi-governmental agencies and/ or in areas with differing geographic conditions (i.e. urban, suburban, rural)	15	
A demonstrated back end technology that provides information necessary to complete NTD reporting requirements.	15	
Project Management that demonstrates scheduled milestones to include implementation of anticipated launch dates.	15	
Demonstrated ability to provide operational efficiencies such as rider pairing and grouping.	15	
Good track record in maintaining a high regard to customer service issues.	15	
Demonstrated technology that includes driver and passenger safety.	15	
Total	90	

7. Can STA confirm whether they are looking to only procure software through this RFQ? Or is the agency looking for proposers to provide vehicles and drivers as well?

STA is solely looking to procure the technology as identified in the RFQ. The STA already has the vehicles and drivers.

8. Will STA allow respondents to submit additional/supplemental pricing materials in addition to filling out the provided price proposal form?

Yes.

9. When does the solution need to be implemented by?

It is STA's desire to have the technology implemented as quickly as possible. The Notice to Proceed will be issued in July of 2023 and the implementation timeline will be negotiated with selected vendor.

10. Are you participating in the Clipper/PASS integration project?

Not at this time.

11. Is there a requirement to for drivers and vehicles to be included, or are there alternative solutions you are considering? If so, what?

No, the STA provides drivers and vehicles.

12. Are you open to Paratransit and Microtransit vehicles being used for co-mingling (not necessarily to have each type of rider on the vehicle at the same time, but using the same vehicle to support both service types) and both being supported by the same back-office software?

Co-mingling passenger types is assumed.

13. Would STA consider a digital submission in the interest of environmental responsibility?

STA requires proposals to be submitted by mail.

14. Does STA currently use any software in providing Suisun Microtransit? If so, which company?

No software is currently being used in Suisun City Microtransit.

15. We are aware that FAST Transit in nearby Fairfield City is launching a new on-demand service in early July. Do you want your new service to overlap with that service at all so that riders could have easy connections between both service?

This RFQ is an independent procurement and at this time does not require connectivity to any other service.

16. The RFQ says that the STA and its partners are requesting a technology solution to support on-demand trip requests for public transit and “other possible mobility services.” Can you please clarify what these “other possible services” are? E.g. is a commingled on-demand service paratransit, flexed routes with scheduled stops, etc.?

Suisun Microtransit and the Rio Vista Delta Breeze Transit operate school tripper services and deviated fixed route services. STA is seeking scheduling connectivity between microtransit and the scheduled services.

17. The RFQ states that we should provide a software platform for a minimum/maximum of 15 vehicles. Can you please confirm that 15 vehicles is the desired amount of vehicles for this project? Typically our pricing is based on a per vehicle model so that’s why we want to clarify this project will be for 15 vehicles.

The current size of the fleet is 9 vehicles. Although STA does not envision expansion at this time, proposer should provide flexibility to expand to 15 maximum vehicles.

18. How many years would this contract be for?

Proposals should be based on a standard 3 year contract with an additional 2 option years.

19. The RFQ P.3 and P.4 provides a table with the desired programs you are looking for instructing vendors to then write out proposed costs for each row. Can vendors provide supplemental information, in the form of a proposal, detailing how our firm would address the desired programs in each row? For example, for the Row #1 Planning, Onboarding Support and Technical Assistance could we provide information on how we’d achieve this? We understand Cost is very important, but we also believe STA should examine the different functionalities and features that different vendors’ software can provide.

Yes, supplemental information is encouraged to assist in evaluation of proposals.

20. Can you please clarify the desired specification in the table on RFQ P.4 Row #3. Data and Reporting : “technology can be used as new AVL system for administrators and customers?” Does this mean you want our software to let customers and admins track on-demand vehicles in real-time, or would you also want this track any other fixed-route vehicles in real-time?

It is desired to provide vehicle locations to clients within the proposed service area as well as have a desktop version that can be accessed by dispatch and program administrative staff. Tracking of other fixed route vehicles is not required.

21. The RFQ P.2 states that “the service would be operated by the Rio Vista Delta Breeze and the Suisun City Microtransit using trained drivers and accessible vehicles,” yet the RFQ P.4

rows #4 and #5 ask if our solution includes vehicle deployment and driver deployment. Is STA seeking a turnkey solution in which vendors provide software and vehicles/drivers, or are you seeking just a SaaS solution in which vendors provide software only and STA provides drivers/vehicles?

It is STA's desire to implement a SaaS as we already have vehicles and drivers for the current service.

22. With regards to service planning, does STA already have on-demand service areas, operating hours, virtual stops, etc. already designed, or do you expect/prefer service planning assistance for this project?

STA, along with its partners (Rio Vista Delta Breeze and Suisun Microtransit) already have operating hours and defined service areas.

23. Do you want vendors to provide 1 tablets for drivers to utilize in vehicles, 2 mounting hardware for tablets, and/or 3 cellular plans for the tablets? Or will STA provide these.

STA will provide the tablets, cellular plans, and mounting hardware.

24. For the submittal requirements on RFQ P.5, it states that for the cost proposal we should submit "a complete and thorough cost proposal sheet responding to the requests above." We believe this means filling out the table on P.3_P.4. Can you please confirm this is correct and that we do not have to fill out Exhibit 10_H1 Cost Proposal [RFQ P.32_35]. Or are we supposed to fill out both?

STA only requires documents that need to be submitted as outlined in the RFQ. At this time, documents included in the sample contract are not required.

25. For the RFQ submission, are we expected to sign and submit Appendix A Certification of Lobbying, Exhibit 15_H Good Faith Efforts, and Exhibit 10_O2 DBE Information? We are not a DBE and do not intent to use any subcontractors, so we are not sure how we'd fill out the latter two and any clarity would be greatly appreciated.

There is no DBE requirement for this RFQ, but since Federal funding is being used, please complete Exhibit 10-02 even if the Contract DBE Goal is zero (0) percent.

26. Is STA open to negotiating final terms with the winning bidder?

Requirements of the RFQ submittal notwithstanding, STA expects to negotiate the final agreement with the selected vendor, within the framework of the provided sample agreement.

27. With regards to RFQ P. 19 Section 24 Ownership of Documents , can STA acknowledge that this section is not applicable to vendor’s proprietary software and related documentation?

STA is not asking for proposers to submit proprietary documentation and cannot be responsible for protection of proprietary information as the RFQ is ultimately public information.

28. With regards to Exhibit D CALTRANS/STATE FUNDING CONTRACT PROVISIONS, Section 1 DATA FURNISHED BY STA? CONFIDENTIALITY OF DATA, is STA open to vendors using rider data outside the project? We typically preserve rider data in our Pingo app, which enables a rider to see their transportation history and use the Pingo app across different locations.

At this time, the RFQ is silent on this topic.

29. With regards to Exhibit D CALTRANS/STATE FUNDING CONTRACT PROVISIONS, Section 2 OWNERSHIP OF WORK PRODUCTS, can STA acknowledge that vendor’s system are considered proprietary commercial computer software and that all intellectual property rights provided under the project will be retained by vendors?

Yes, intellectual property rights provided will be retained by vendors.

30. Under the Technology and Functionalities row in Row #2 in the table on RFQ P.4, it says “Integration with various payment platforms and ability to run custom promotions like First/Last Mile Guaranteed Ride Home.” Can you please clarify what specific payment integrations are desired by STA?

“integrations with various payment platforms” refers to at a minimum to standard debit and credit card services.

31. With regards to Exhibit C, Section 1: Is STA agreeable to vendor’s adding a provision to this section clarifying that to the extent that the TRC software is acquired for or on behalf of the U.S. Government, it is provided with restricted rights and vendor’s software and documentation are "commercial computer software" and "commercial computer software documentation."

Intellectual property rights provided will be retained by vendors

32. Is STA open to entering into vendor’s standard platform agreement to grant STA the rights and obligations regarding the use of our software platform?

Submit with proposal and documents will be reviewed for compliance with RFQ.

