



The Gulf Coast Center/Connect Transit
Request for Proposals 2020 TRANSIT 001
Reservation, Scheduling and Dispatch Software Services for Public Transit Provider

RFP 2020-Transit-001	Addenda 1 – Questions & Answers	May 5, 2020
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PLEASE NOTE THE FOLLOWING REVISIONS AND/OR ADDITIONS TO THE SOLICITATION REFERENCED ABOVE.

PART I – NOTICE FOR PUBLICATION - Please replace the first two paragraphs with: Sealed Proposals for Solicitation #2020-Transit-001 – Reservation, Scheduling and Dispatch Software Services will be received by the Gulf Coast Center/Connect Transit (the “Center”), by e-mail until the Proposal Due Date and Time at the location below. **One (1) electronic version via email with proposal documentation clearly identified must be submitted.**

Due: May 29, 2020 at 1:00 p.m. CDT

PART V – GENERAL CONDITIONS - Please replace the paragraph 1.4 with: **Valid:** The Respondent’s proposal shall be valid for a period of 120 days. Failure of the Respondent to enter into a contract within 30 calendar days of being notified as the successful Respondent will render the proposal invalid, at the Center’s sole option.

EXHIBIT H – RESPONDENT INFORMATION FORM – Please replace the paragraph on page 86 with: The information provided on the Respondent Information Form document accurately reflects the Respondent’s company, financial information, Request for Exceptions, Variations and Approved Equals, Subcontractor Information, and References.

RESPONSE TO QUESTIONS

QUESTIONS FROM SWIFTLY, INC.

- Q ***How many vehicles out of the 47 listed in Section 7 (Fleet) are for fixed route service? Specifically, how many Vehicles available for Maximum Service (VAMS) does Connect Transit have?***
- A) 28 vehicles can be used on the fixed route at any given time. Across all services, Gulf Coast Center has 47 vehicles available for Maximum Service.
- Q ***Are the expectations set forth in this RFP different for fixed route service vs. demand service? If so, how are they different?***
- A) The expectation regarding the service performance are detailed in the RFP. There is no weighting preference between the two services.
- Q ***Are respondents expected to respond to requirements for both on-demand and fixed route service?***

A) Yes, the software must provide software capabilities for both on-demand and fixed route services as described in the RFP.

Q ***Additionally, we are wondering if you would consider accepting only electronic entries, as printing shops are closed due to COVID-19***

A) Yes, the Gulf Coast Center will accept one electronic copy via email with electronic signatures. GCC will request original signatures from the selected Contractor for the Contract at a later date.

QUESTIONS FROM TRIPSPARK TECHNOLOGIES

Q ***We are wondering if you would like us to also submit legal exceptions with our question and technical exceptions submission due this Wednesday? Or would you rather we submit legal exceptions with our proposal?***

A) Gulf Coast Center will accept legal exceptions with the proposals.

QUESTIONS FROM TRAPEZE SOFTWARE GROUP, INC.

Q ***Please confirm the maximum number of one way booked trips (scheduled + no shows + canceled) for any given day.***

A) Approximately 150 one-way booked trips on average day. Approximately double (300 one-way) for the maximum.

Q ***Please confirm the total number of users to be able to log into the system.***

A) Nothing less than 20 Gulf Coast Center staff member.

Q ***Please confirm the total number of fixed routes.***

A) Please refer to the RFP Scope of Work, 5 Services, for fixed route descriptions.

Q ***Please clarify what is meant by "Proposed Number of Staff Needed" in the cost proposal form.***

A) The Contractor staff needed to install and train Gulf Coast Center staff.

Q ***Section 8.6.1 states that the Texas Admin Facility is disclosed as the location of the network servers. If this won't be completed until winter 2020, does that mean the project will not start until after that? Or will we have to do a server migration, or temporarily host the software prior to the availability of the servers at the TAF?***

A) The Texas Admin Facility construction is ahead of schedule and will be ready by September 2020 so the software will be expected to be installed once at the new facility. Please see RFP Scope of Work, 2 Location, regarding the facility schedule for both facilities.

Q ***Section 10.2.4.1 states "cloud-based application" Is this in reference to the customer facing application, or for the back-office software which earlier in the RFP you indicated would be hosted at the TAF?***

A) This would be for the hosting of the software.

Q ***Is Gulf Coast Center/Connect Transit looking for a passenger facing portal where riders can manage trips and view ETA information? If so, would Gulf Coast Center/Connect Transit also like the ability for passengers to be able to add money to their accounts through this portal?***

A) This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.

Q ***Does Gulf Coast Center/Connect Transit require a Spanish option for the public facing technology (e.g. notifications & passenger portal)?***

A) A translations option would be preferred but not required.

Q ***Are we able to add rows to the pricing sheet in order to increase granularity around the various options?***

A) Yes, your company can add rows to the pricing sheet to accurately propose your software.

Q ***Page 6 states "Sealed Proposals for Solicitation #2020-Transit-001 – Reservation, Scheduling and Dispatch Software Services will be received by the Gulf Coast Center/Connect Transit (the "Center"),***

by mail or hand delivery until the Proposal Due Date and Time at the location below. One (1) unbound original Proposal signed in ink by a company official authorized to make a legal and binding offer plus one (1) electronic version via email with proposal documentation clearly identified must be submitted." Given the current COVID-19 pandemic and restrictions placed on us by the government, submitting our proposal physically via a shipping service internationally will be very challenging. We have electronic signatures available that bind the company vs. original "wet" signatures. Would it be acceptable to use electronic signatures? We want to ensure the safety of our clients and employees. For that reason, we would like to request that the submission process and signatures be electronic. Should you have an objection to this method of submission, please let us know.

- A) Yes, the Gulf Coast Center will accept one electronic copy via email with electronic signatures. GCC will request original signatures from the selected Contractor for the Contract at a later date.

QUESTIONS FROM ECOLANE

- Q ***Due to the COVID-19 pandemic and quarantine mandates affecting much of the US, would it be possible for Proposers to submit proposals electronically only via email or a DropBox link? This would allow bidders to submit a compliant document within the RFP deadlines and minimize in-person exposure for both your agency's employees and our company's employees.***
- A) Yes, the Gulf Coast Center will accept one electronic copy via email with electronic signatures. GCC will request original signatures from the selected Contractor for the Contract at a later date. If your proposal document exceeds the email limitations, please include a Dropbox or similar link for download by the submission deadline.
- Q ***Would it be possible for Proposers to submit additional materials and videos electronically via email or a DropBox link for a better understanding of our software? If no, would a USB be allowable?***
- A) Yes, the Gulf Coast Center will accept one electronic copy via email with electronic signatures. GCC will request original signatures from the selected Contractor for the Contract at a later date. If your proposal document exceeds the email limitations, please include a Dropbox or similar link for download by the submission deadline.
- Q ***If the proposal must be mailed, please clarify if Proposers can also submit the RFP via email and USB as stated on pages 6 and 7 of the RFP.***
- A) Please see the previous answer. Email only submissions will be accepted.
- Q ***Does the price proposal need to be in a separate sealed envelope from the technical proposal?***
- A) No, the price proposal can be included in the technical proposal.
- Q ***Can Proposers include a copy of the specific vendor pricing sheet as an explanation along with the required pricing form?***
- A) Yes, proposers can send additional pricing sheet as long as it meets the criteria of the price sheet included in the RFP.
- Q ***Will Gulf Coast Center respond to Proposers exceptions as part of the response to questions on May 5, 2020? If no, please indicate when to expect a response.***
- A) Yes.
- Q ***What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?***
- A) Please see RFP Scope of Work, 10.1 System Needs.
- Q ***What are the goals of Gulf Coast Center surrounding this software upgrade?***
- A) Please see RFP Scope of Work, 10.1 System Needs.
- Q ***Confirm if the scheduling and dispatching software solution is intended for paratransit services only or fixed-route and paratransit services?***
- A) Fixed Route and paratransit services.

- Q **What is the maximum number of paratransit vehicles at peak service on any given day?**
A) 15 vehicles at peak service for paratransit and demand response service.
- Q **Does Gulf Coast Center provide any other types of service?**
A) Please see RFP Scope of Work, 5 Services, for the listed types of service provided by Gulf Coast Center.
- Q **Does Gulf Coast Center expect the selected vendor to provide or interface with the current destination signs?**
A) This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q **What is the budget for this project?**
A) No, Gulf Coast Center does not plan to release the budget for this project because this is an outcomes-based procurement and the Gulf Coast Center does not want to restrict responses.
- Q **What is the funding source for this project? What are the funding deadlines/timelines for this project?**
A) This project uses federal, state and local funding. There are no funding deadlines for this project.
- Q **Does Gulf Coast Center have a preferred cellular network? If so, please provide contact information for our account manager.**
A) No, there is not a preferred cellular network.
- Q **Does the legacy software have the capability to augment/amplify cell signals now?**
A) No.
- Q **Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?**
A) Yes, the Gulf Coast Center is under contract with The Goodman Corporation for general transit planning services.
- Q **Will Gulf Coast Center be purchasing the vehicle mounts and tablets and providing in-vehicle installation, or would Gulf Coast Center like those items to be included in the bid?**
A) The Gulf Coast Center request that Proposers submit recommendations on hardware needs for the software. GCC will purchase the hardware separately after the selected Respondent is under contract.
- Q **Does Gulf Coast Center always plan to leave the Mobile Data Terminals (MDTs) the vehicles, or bring them inside when they are not in use?**
A) Gulf Coast Center would prefer to bring them inside when they are not in use.
- Q **How many in office users will you have?**
A) At any given time, a minimum of 12 in-office staff would be accessing and using the software.
- Q **Do you want the chosen vendor to do all the driver training, or are we training the trainers? a. If training the trainers, how many of those are there?**
A) Please includes costs for both driver training and training the trainers (up to 6 trainers).
- Q **How many depots do you operate?**
A) Two central locations in Texas City (Galveston County) and Angleton (Brazoria County). As mentioned in the RFP Scope of Work, 2 Location, the Brazoria County depot will move to Lake Jackson, Texas, in 2021.
- Q **Do you have any subcontractors? If there are subcontractors, will those subcontractors need go-live support on-site?**
A) No, there are no operations subcontractors.
- Q **Can you clarify if a DBE goal has been set for the project? If yes, is it a requirement to have a DBE to respond to the RFP?**
A) There is no DBE Goal on this project. Gulf Coast Center encourages participation but there is not a specific goal associated with the RFP.

- Q ***Do you use a taxi provider(s) for peak and/or overflow operations? If yes, are Android tablets or smart phones used by the taxi provider? Are the tablets or smartphones locked down or open to an API interface?***
- A) No, Gulf Coast Center does not use a taxi provider for peak and/or overflow operations.
- Q ***Are any private contractors/subcontractors used to provide trips for Gulf Coast Center? If yes, how are these contractors paid by the trip or by the hour?***
- A) No, there are no operations subcontractors or contractors.
- Q ***Will Gulf Coast Center allow proposers to provide a demo of the software before awarding the contract?***
- A) As of right now, Gulf Coast Center does not plan to do demonstrations of software. If determined necessary, GCC will provide all potential Respondents the opportunity to demo.
- Q ***Would Gulf Coast Center consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products or would Gulf Coast Center like those included in the bid??***
- A) This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q ***Does Gulf Coast Center currently use IVR technology? If yes, what is the daily trip count, any night before calls, on the way calls (or both)? Are Spanish or other language requirements used now?***
- A) No.
- Q ***What are Gulf Coast Center expectations related to data conversion?***
- A) As stated in the RFP Scope of Work, 11 Implementation, Gulf Coast Center requires the transfer of passenger records to the new system.
- Q ***Are there any interfaces required for external sources such as Medicare? If so, what other external sources?***
- A) No.
- Q ***What are the enterprise modules Gulf Coast Center is using now with its legacy software provider? If none, please identify the specific enterprise modules related to maintenance and finance that would be expected of proposers to interface with?***
- B) Gulf Coast Center does not interface between enterprise modules and legacy software. This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q ***Are there any special reporting requirements other than the ones requested?***
- A) No, all requirements are listed in the RFP.
- Q ***Please provide a monthly reporting summary for Gulf Coast Center.***
- A) Please see RFP Scope of Work, 10.2.3 Data and Reporting, for desired reporting summary.
- Q ***What is the potential time frame for this project to be implemented?***
- A) The Gulf Coast Center is expected to go to the Board of Trustees at the end of August and issue a Notice to Proceed in September 2020. Implementation of the software will be negotiated with GCC and selected Proposer based on the completion of the Texas Admin Facility and the implementation time proposed.
- Q ***When would Gulf Coast Center want/expect to "Go Live" with software system implementation?***
- A) Gulf Coast Center would like the software to "go live" during the time period of September 2020 to December 2020, based upon the completion of the Texas Admin Facility and the necessary time to complete the tasks listed in the RFP.
- Q ***What is the total number of Drivers for fixed-route and paratransit?***
- A) Total number of drivers is 52. Approximately 20 fixed route drivers and 32 paratransit/demand response drivers.
- Q ***How many dispatchers does Gulf Coast Center have?***
- A) One dispatcher.
- Q ***How many reservation agents does Gulf Coast Center have?***

A) Two reservation agents.

Q **How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does Gulf Coast Center have?**

A) Approximately five hybrid positions.

Q **Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?**

A) No.

Q **Please provide technical specifications of Gulf Coast Center's proposed new phone system and describe expectations for system integration with the Scheduling & Dispatching software solution?**

A) Gulf Coast Center has not purchased the phone system for the Texas Admin Facility. If your software cannot integrate with specific systems or has specific requirements, please note that in your proposal.

Q **The Respondent Information Form references a Vehicle Maintenance Service Capabilities document, but the RFP does not contain this form. Please provide this document.**

A) Please disregard that statement. See change listed above.

Q **Please indicate if there are any holidays for no service or reduced service.**

A) Currently Gulf Coast Center provides limited or no service on the following holidays: Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas, New Years Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day and Independence Day.

Trip and Call Volumes for Paratransit Service

Q **What are your current Rides per Hour (RPH)?**

A) Approximately 1.5.

Q **What are your average trips per day?**

A) Approximately 150 one-way trips.

Q **What is the average trip length?**

A) Approximately 7 miles.

Q **What is the number of will calls weekly?**

A) Recently implemented. No data to report.

Q **What is the weekly average number of declined trips?**

A) Approximately 0 declined trips.

Q **What is Gulf Coast Center's average number of one-way trips weekly?**

A) Approximately 900 one-way trips weekly.

Q **Does Gulf Coast Center provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?**

A) Yes, no more than 15% of trips.

Q **Does Gulf Coast Center provide group trips? If yes, what percentage of trips are group trips?**

A) Gulf Coast Center provides group trips and it is approximately 7%.

Q **What is the current size of your client population? What is the growth rate?**

A) Approximately 1,000 clients currently. Growth rate is not currently monitored.

Q **On average, how many calls will your call center handle? What is the peak number of calls handled per hour? How are calls tracked for reservation completion and hold time during the reservation? Is the current phone system able to perform Automated Call-taking?**

A) Approximately 150 call per day. Approximately 20 calls handled during peak times. Calls are not tracked currently. No, the current phone system does not perform Automated Call-taking.

QUESTIONS FROM ETA TRANSIT SYSTEMS

Q **9.2. Question: How do the twenty-three (23) types of service integrate with Connect Transit's six (6) funding sources?**

A) Funding sources are assigned to trips that are eligible under that particular program.

- Q **10.1.13. Question: What is desired for more detailed and timely billing?**
- A) Ability to assign a trip (or percent of trip) to a service program and/or funding source. The trip would also be associated with these measures:
- Revenue hours
 - Revenue miles
 - Vehicle hours
 - Vehicle miles
 - Fares
- Q **10.2.1.3. Support or perform Automated Call-taking. Question: Does a web-based passenger portal to request rides meet this requirement?**
- A) Automated Call-taking is required, but web-based passenger portal can supplement.
- Q **10.2.2.2. Push real-time updates to manifest based on cancellations/no shows/breakdowns/traffic, etc. Question: Should the desktop software alert traffic conditions?**
- C) Not required. This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q **10.2.3.4. Support download of data in multiple formats. Question: What formats are required?**
- A) Including but not limited to: Excel, CSV, SQL
- Q **10.2.4.5. Capability to integrate with other radio, cellular, or other communication system devices. Question: Can Connect Transit provide specific examples?**
- A) Will provide answer in Addenda 2.
- Q **10.2.4.10. Capability to augment/amplify cell signals, if necessary. Question: Please provide more detail.**
- A) Will provide answer in Addenda 2.
- Q **Of the 47 vehicles in the fleet, how many run fixed route versus demand response? Are the fixed route vehicles dedicated to running fixed route or do they change to demand response? The purpose of the question is to gauge if both fixed route and demand response software should be proposed on all 47 buses.**
- A) 15 fixed route vehicles versus 32 demand response vehicles. The vehicles can change to demand response when necessary.
- Q **Often, in similar projects, agencies have interest in automated on-board announcements and automatic passenger counters. Is this technology desired, and if so on how many buses?**
- D) The ability to integrate the proposed solution with other ITS technology can be noted. This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.

QUESTIONS FROM ROUTEMATCH

- Q **How many vehicles are specific to the scope of this RFP? (ADA Paratransit and DR vehicles)**
- A) Approximately 50 vehicles are specific to this scope and includes ADA Paratransit, Demand Response Vehicles, medium duty buses, and commuter buses.
- Q **How many in-office staff, not including operators, would be in the RSD software at any given time?**
- A) At any given time, a minimum of 12 in-office staff would be accessing and using the software.
- Q **Within section 10.2.1, it references phone call time and hole time tracking. Is the expectation that the software provider integrate with the existing phone system, and is it required?**
- A) Gulf Coast Center has not purchased the phone system for the Texas Admin Facility. If your software cannot integrate with specific systems or has specific requirements, please note that in your proposal.
- Q **Section 10.2.4.13 mentions PCI compliance, is there a payments requirement?**
- A) Will provide answer in Addenda 2.

- Q ***Is Gulf Coast Center interested in a Mobility On-Demand software component as part of the response?***
 A) This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q ***Does Gulf Coast Center have a desired go-live date?***
 A) Gulf Coast Center would like the software to “go live” during the time period of September 2020 to December 2020, based upon the completion of the Texas Admin Facility and the necessary time to complete the tasks listed in the RFP.

QUESTIONS FROM VIA TRANSPORTATION

- Q ***In an effort to support Connect Transit’s goal of providing an improved customer and user experience, is Connect Transit interested in responses that propose an app-based service model? Under such a model, customers would request rides in real-time using a custom-branded mobile application dedicated for Connect Transit riders. Such a model would additionally support phone bookings.***
 A) This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q ***Can Connect Transit confirm that it is seeking solutions that provide riders with the option to book "same-day" or "on-demand" trips, in addition to pre-scheduled trips?***
 A) Gulf Coast Center performs will call trips, or “same-day”, but does not perform “on-demand” trips.
- Q ***We read the RFP to understand that Connect Transit requires respondents to include a list of their last ten (10) installations in their proposal. We also recognize that in Section 10: Scope of Work, Connect Transit requests a cloud-based system. Can Connect Transit please confirm that cloud-based software solutions will be considered?***
 A) Yes.
- Q ***Is Connect Transit interested in proposals that recommend a partnership model through which Connect Transit and Contractor engage in close collaboration — which may include changes to service design — to explore innovative approaches in order to achieve efficiency and quality of service improvements?***
 A) This is an outcomes-based RFP and Gulf Coast Center will consider any included proposed solutions.
- Q ***Can Connect Transit please clarify which services will utilize the Reservation, Scheduling, and Dispatch software? Would Connect Transit be interested in proposals which recommend utilizing the Reservation, Scheduling, and Dispatch software to power a shared-ride, microtransit service which would additionally support Connect Transit’s ADA paratransit/demand response population?***
 A) This RFP is for both fixed route and ADA paratransit/demand response. No.
- Q ***Can Connect Transit confirm whether this service is intended to only serve ADA-eligible individuals?***
 A) No.
- Q ***Can Connect Transit please clarify whether the Reservation, Scheduling, and Dispatching software will be used for both fixed route service as well as demand responsive service?***
 A) Yes.
- Q ***What is the anticipated launch date for the services contemplated in this RFP?***
 A) Gulf Coast Center would like the software to “go live” during the time period of September 2020 to December 2020, based upon the completion of the Texas Admin Facility and the necessary time to complete the tasks listed in the RFP.
- Q ***In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will Connect Transit accept digital signatures (verified***

through DocuSign)? Further, considering business closures in response to COVID-19 that will limit our ability to print and bind proposals, will Connect Transit accept digitally submitted proposals?

A) Yes, the Gulf Coast Center will accept one electronic copy via email with electronic signatures. GCC will request original signatures from the selected Contractor for the Contract at a later date.

Q **Can Connect Transit share its total and annual budget for this procurement? Providing proposers with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as proposers will compete to provide the greatest value for Connect Transit's money.**

A) No, Gulf Coast Center does not plan to release the budget for this project because this is an outcomes-based procurement and the Gulf Coast Center does not want to restrict responses.

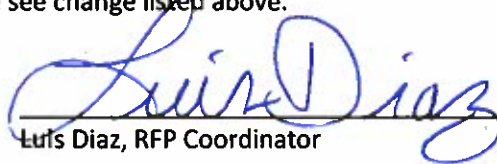
Q **In addition to submitting a completed version of Connect Transit's Contract Pricing Form (beginning on pg. 88 of the RFP), can proposers include a supplementary pricing form that clarifies the cost structure of the proposed solution?**

B) Yes, proposers can send additional pricing sheet as long as it meets the criteria of the price sheet included in the RFP.

Q **In order to compile a thorough and thoughtful proposal, we respectfully request a two-week extension of the proposal deadline to May 29th, 2020.**

A) Please see change listed above.

Approved by


Luis Diaz, RFP Coordinator

By the signature affixed below, Addendum No. 1 is hereby incorporated into and made a part of the above referenced solicitation.

ACKNOWLEDGED

Authorized Signature

Printed Name

Respondent/Contractor

Date

SUBMIT THIS DIGITALLY SIGNED FORM INTO THE DOCUMENT OF YOUR PROPOSAL PDF. FAILURE TO DO SO MAY AUTOMATICALLY DISQUALIFY YOUR PROPOSAL FROM CONSIDERATION FOR AWARD.