VVTA RFP 2024-06 ADA & MICROTRANSIT SOFTWARE ADDENDUM NO. 1

Thursday, March 7, 2024

This addendum is provided to all known prospective proposers for clarification of the subject Request for Proposal (RFP).

Q1. "Who is the vendor that is currently providing the IVR system?"

A1. Our current IVR system provider is UDI, Unified Dispatch Information.

Q2. "How does the brokerage program work and how does it interact with the current system?"

A2. The brokerage partners with Non-profit organizations. VVTA provides them with vehicles and necessary equipment such as tablets and phones. They have access to Ecolane, the data terminal, and subcontractor reporting. The program has two different funding sources that will need to be in the program. They will need access to reporting and their data terminal. The reports are used to verify rides.

Q3. "Do the riders in the brokerage program have access to Ecolane?"

A3. Micro-Link riders do have access to Ecolane information through a mobile app, but Direct Access passengers do not have access to Ecolane information.

Q4. "Are all rides in the brokerage program covered by a funding source or does it depend on the type?"

A4. Yes.

Q5. "Do they use their software for reporting?"

A5. No, VVTA provides access to our software.

Q6. "When they receive information on their rides is there an accept or reject option or is it the same type of riders and there is no need for that interaction?"

A6. Riders currently have no reject option upon notification.

Q7. "Do they dispatch themselves?"

A7. VVTA's third-party contractor dispatches the rides.

Q8. "What percentage of the fleet is the brokerage?"

A8. Brokerage vehicles are not part of the VVTA fleet as they have been retired from the VVTA fleet and donated to brokerage participants.

Q9. "Can you provide the number of vehicles that are going to be utilized for this program?"

A9. There are currently 34 Direct Access vehicles in Hesperia and 4 in Barstow, and 9 planned Micro-Link vehicles.

Q10. "Does the previous number include Microlink?"

A10. Yes.

Q11. "Do your zones for paratransit cover the entire city or the Victor Valley area?"

A11. The direct access service has three zones, zone 1 takes about 96% of the service area which is anything within ¾ of a mile of a fixed route,1 ½ mile out is Zone 2, and 2 ¼ for Zone 3. They have different costs associated with them and additional billing codes.

Q12. "Is pricing zone-based or distance-based?"

A12. The zones are distance-based. Each zone has a different pricing.

Q13. "What do you currently do for eligibility management?"

A13. VVTA partners with ADA Ride. They handle the entire eligibility process and that will continue.

Q14. "What is the process between ADA Ride and Ecolane?"

A14. Currently, they send the third-party contractor a report which is entered into the Ecolane program.

Q15. "Is there any difference between the vehicles of your Direct Access and your brokerage program?"

A15. Direct access vehicles are cutaways, and VVTA is in the process of procuring smaller vehicles such as vans.

Q16. "Do Microlink vehicles have wheelchair capabilities?"

A16. Yes, two wheelchair bases in all vehicles.

Q17. "Is there conditional eligibility you are enforcing that you are tracking?"

A17. VVTA doesn't manage eligibility. There are case-by-case situations. This is an option VVTA would like to explore in the future.

Q18. "Is not tracking eligibility a limitation of the software or is it policy?"

Q18. No, it is not a limitation of the software, but this option had not been exercised previously. VVTA would like the capability to explore this option in the future.

Q19. "Is hardware part of what we need to provide?"

A19. No, VVTA does not require Proposers to provide hardware.

Q20. "Is there an existing condition with accessibility issues we need to address?"

A20. An issue would be the limitations in the knowledge of technology for some users, so the user interface needs to be as simple as possible for those users.

Q21. "Will the software be user-defined? They choose when they sign up or you assign them."

A22. It will be user-defined.

Q22. "Are there areas where connectivity is spotty that tend to disconnect that we need to be mindful of?"

A22. Internet reception is generally good. There is a small area in Oak Hills, where the connection has been slow.

Q23. "Are there any current trip-planning aggregators?"

A23. None currently. It is something currently under review.

Q24. "What are some Trip aggregators?"

A24. VVTA has been reviewing applications such as the Transit app and Google Transit. VVTA staff is still in discussion on options, which is why no trip aggregator is referenced.

Q25. "Is there a specific number of vehicles, or users per day you would like us to use for pricing?"

A25. A total of 47 vehicles are used in service, and the most recent ridership data is included in the RFP scope of work.

Q26. "Should we provide unit pricing to accommodate future growth?"

A26. It is up to the proposer's discretion.

Q27. "What is the time frame for initiation of the program?"

A27. The anticipated award of the contract is in May or June and the initiation of the software is estimated for July.

Q28. "What is the anticipated budget for the marketing materials and outreach initiatives as described on page 13 of the RFP?"

A28. VVTA is in the process of developing the FY 25 budget and a marketing budget is not yet determined.

Q29. "What type of marketing content will VVTA need the proposer to produce? Would it include print materials, digital materials, or video?"

A29. VVTA will negotiate with the awarded contractor.

Q30. "Regarding item 5. g - "Vehicle Operator Interface g. The API provided by the operations software should include appropriately secured endpoints for the ability to add/cancel trips manually and the ability to keep a log to track such actions." Are these API endpoint requests specific to driver/operator functionalities, or are they API requirements for the system in general?"

A30. The API is the requirement for the system in general.

Q31. "Can we provide a supplemental pricing sheet to provide additional insight into our price?"

A31. Please only provide what is requested.

Q32. "Is cellular data required to be provided by the vendor or would VVTA be providing cellular network plans for the hardware on the vehicles?"

A32. VVTA will be providing the cellular network plans.

Q33. "In the RFP requirement states, "Listing of service in trip-planning aggregators" as a requirement. Does this refer to an in-app trip planning application or a third-party application such as the Transit app? If the Transit app, can we include this pricing as optional, or is it a requirement to be included in our core price?"

A33. It needs to be included in the core price. This does refer to an in-app trip-planning application.

Q34. "What criteria should be considered for accurate pricing for this program (specific number of vehicles, number of users, max trips per day, etc.)?"

A34. This information was provided in the RFP. Proposer pricing should reflect what was included in the scope of work.

Q35. "Can foreign providers participate?"

A35. There is no prohibition concerning foreign entities' participation.

Q36. "Can the service be provided remotely?"

A36. The proposer should identify the location from which support is provided and adequately explain in the proposal how ADA/Microtransit service will be maintained.

Q37. "Would VVTA be willing to allow the use of verified e-signatures for this submission?"

A37. Yes

Q38. "Could VVTA please confirm the proposal submission deadline? The RFP says March 15 on page 2 and March 14 on page 4."

A38. The submission date is Thursday, March 14, 2024, at 3:00 PM (PDT).

Q39. "The document titled "Proposer's Warranty Procedures Form" is included on VVTA's list of required forms, but is not included in attachment E. Could VVTA please clarify if this form is required for submission, and if so, provide a copy of the form?"

A39. This is your form from your company including warranty information you have for the software/service being provided.

Q40. "Section J of the RFP document states, "Proposals must be submitted and organized in the order listed below" However, project team resumes are requested in sections e, f, and h.1.a.vii. Can VVTA clarify where you would like to see project team experience included in the proposal?"
A40. Under J, 1, f.

Q41. "Are VVTA drivers unionized?"
A4. The drivers for Direct Access and Microtransit are employees of the third-party contractor who are unionized but the drivers for brokerage are not.

Q43. "What is the makeup of VVTA's operations team (e.g. how many reservationists, dispatchers, etc.)?"
A43. The third-party contractor currently has 6 reservationist stations and 3 dispatch stations.

Q44. "Is VVTA open to negotiating final terms with the winning bidder?"
A44. This will be negotiated with the awarded contractor.

Q45. "Does VVTA only use a dedicated supply of vehicles (e.g. in-house or third-party operator), or do you also use a non-dedicated supply (e.g. TNCs, taxis) for overflow trips?"
A45. VVTA uses both a dedicated and non-dedicated supply of vehicles.

Q46. "Would VVTA like vendors to offer solutions for eligibility applications and management?"
A46. No.

Q47. "Where would VVTA like to see the licensing fees provided in the pricing document?"
A47. Please incorporate the fees using the documents provided. If a separate line, there is room on the document to include them if they are above and beyond the fees listed.

Q48. "Can VVTA confirm there is no DBE goal for this project?"
A48. This is not a federally funded project, so there is no DBE goal.

Q49. "Can VVTA clarify their concerns about their LAN/network? Is it that VVTA desires network-based restrictions to access or is the agency concerned about punching holes in their firewall and impacting their internal network security?"

A49. Please see the RFP Scope of Work section D, 4C on page 16.

Q50. "Can you share any of the pain points with your current software and objectives for the new platform?"

A50. VVTA is interested in seeing what solutions may be afforded as it has been several years since the installation of the current software.

Q51. "Our 2023 audited financial statements are currently being prepared. Would it be possible to provide them if shortlisted?"

A51. Please provide 2021 and 2022, if 2023 is not available.

Q52. "Is it five or three references that you require? Different sections of the RFP state both."

A52. A minimum of 5

The due date for bid submission remains Thursday, March 14, 2024, at 3:00 PM (PDT).

All other terms and conditions of the RFP remain the same.

As stated in the RFP, all addenda must be acknowledged. Please use Attachment H of the RFP to acknowledge receipt of this addendum. Failure to acknowledge any addenda to this RFP may be a cause to deem Bidder "Non-Responsive."

********* END OF ADDENDUM NO. 1 *********