



March 27, 2024

BAY TRANSIT, A DIVISION OF BAY AGING

TRANSIT SCHEDULING SOFTWARE

RFP No.	2024-01
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ADDENDUM NO. 2

The purpose of this addendum is to respond to questions submitted by potential proposers for clarification of the bid specifications:

QUESTION: Section 3.5 Rejection Criteria mentions a “Qualification package signature page” and a “Project Specific Reference” form. If these are required, can Bay Transit please provide them to vendors, or identify where they can be found?

ANSWER: **Signature page is included as Appendix 4.1 Acknowledgement of RFP, Revision, and/or Addenda**

QUESTION: Will Bay Transit accept electronic signatures on the forms, cover letter and addenda acknowledgements?

ANSWER: **Yes, both scanned copies of signed forms and electronic signatures are acceptable.**

QUESTION: We are unable to find any forms attached with the RFP. Can Bay Transit please provide us with all the necessary forms that need to be completed and submitted along with our proposal?

ANSWER: **Acknowledgement of RFP, Revision and/or Addenda form is included as Appendix 4.1.**

QUESTION: Due to the tight timeline from the “Bay Transit responses and addenda issued” date to the “Proposals due” date, we would like to request an extension of 1 week to the submission deadline.

ANSWER: **The proposal due date has been extended to Monday, April 15th, at 5 PM EDT. Bay Transit reserves the right to amend the award date as necessary.**

QUESTION: On page 22, Section 3.5 Rejection Criteria, it states the “Submittals may be rejected if the Qualification package signature page is not properly executed”, can you provide the page number of the “signature page”?

ANSWER: **Acknowledgement of RFP, Revision and/or Addenda form is included as Appendix 4.1 on page number 33.**

QUESTION: On page 33 (Section 4: Attachments, 4.1) of the RFP package, the table states "Cover Letter of", what is required in the blank cells?

ANSWER: **Date of the respective RFP, revision and/or addenda is required in the blank cell(s).**

QUESTION: Would electronic signatures be acceptable on the forms?

ANSWER: **Yes, both scanned copies of signed forms and electronic signatures are acceptable.**

QUESTION: Will the License Agreement required be included in the page limit?

ANSWER: **No, the required License Agreement will not be included in the page limit.**

QUESTION: Can you clarify if you want pricing for microtransit included in this response OR if you just want the ability for microtransit in the future?

ANSWER: **Bay Transit would like the proposer to include pricing for microtransit service if they currently have this capability.**

QUESTION: What are the maximum vehicles at peak service for microtransit?

ANSWER: **For demand responsive services, Bay Transit has approximately 35 vehicles in service during peak periods. Vehicles in service with Bay Transit's microtransit service are not relevant to this RFP.**

QUESTION: What are the maximum vehicles at peak service for paratransit?

ANSWER: **For paratransit (demand responsive), Bay Transit has approximately 35 vehicles in service during peak periods.**

QUESTION: Do you currently have a fare payment provider (such as Masabi or token)?

ANSWER: **No.**

QUESTION: Hosting - Cloud based is mentioned in the RFP. Would you like the hosted environment or on your server?

ANSWER: **Cloud based is preferred.**

QUESTION: Could you please clarify the contract term? Section 3.1 of the RFP indicates a contract duration of 2 years, whereas section 2.2.2 suggests that the project spans 1 year with the possibility of two additional 1-year extensions.

ANSWER: **The term of the contract is expected to be two (2) years, including one (1) year of initial service plus one (1) year of pre- and post-deployment activities. There might be an option to renew for two (2) additional 1-year service extensions based on the success of the initial year of service and available funding resources.**

QUESTION: Can you provide detailed information regarding the onboard tablets currently installed in the buses?

ANSWER: **Tablet inventory is included as Appendix B of the RFP.**

QUESTION: Does Bay Transit express a preference to include SMS and/or IVR communication methods?

ANSWER: **Both text and IVR communication methods are preferred.**

QUESTION: Section 3.5 of the RFP specifies a completed Qualifications package. We were unable to locate it; could you please provide this package?

ANSWER: **Qualifications package refers to the overall RFP package.**

QUESTION: Regarding section 3.5 of the RFP, it states that written proposals are limited to a 25-page maximum. Could you please confirm if the requested software license agreement falls outside of this page restriction? Additionally, could you consider extending the page limit to 40 or allow us to attach the responses to individual requirements as an Appendix to our proposals, as the requirements list alone exceeds 10 pages?

ANSWER: **As stated in RFP 2024-01 Addendum No. 1, dated 03-21-2024, the maximum allowable page limit for the technical proposal has been increased to 40-pages excluding the pricing proposal and the license agreement. Additionally, proposers can submit up to 15-pages of marketing materials to supplement the written response including the software license agreement.**

QUESTION: Can you confirm that the deviated fixed route and fixed route functionality is optional, not required?

ANSWER: **Yes, deviated fixed route and fixed route functionality is desired but optional.**

QUESTION: Can Bay Transit please provide detailed information regarding the farebox, APC hardware that Bay Transit would like to integrate with a new software solution?

ANSWER: **No requirements for APC, but proposers are requested to provide information on what the software can integrate with for future considerations.**

QUESTION: Can Bay Transit provide more details regarding what marketing activities and support is expected from vendors?

ANSWER: **Marketing support available from vendors should be described for all customer facing elements of their transit scheduling software.**

QUESTION: Does Bay Transit have a target Productivity (Passengers per Vehicle Hour) for each / any of these services (Demand Response, New Freedom Mobility Management, Bay Transit Express)?

ANSWER: **No.**

QUESTION: Does Bay Transit envision 1 zone for the entire service area as well as smaller zones within the service area for the Bay Transit Express Service?

ANSWER: **Bay Transit will have 3 zones to cover the entire service area as well as smaller zones within each area for microtransit service.**

QUESTION: Can Bay Transit identify the number of zones in which this service would operate?

ANSWER: **Service is anticipated for the entire service area as well as outside the service area for New Freedom Mobility Management service.**

QUESTION: Are there any details that can be shared regarding the scope of the proposed service to be delivered by Bay Transit? (number of vehicles, service zones, number of users by role, etc.)?

ANSWER: **Details regarding the existing transit services and the service areas can be found in the [Bay Transit Transportation Development Plan \(TDP\) FY 2016-2021](#) or [baytransit.org](#).**

QUESTION: What is the maximum number of vehicles to be used for each individual service (Demand Response, New Freedom Mobility Management, Bay Transit Express)?

ANSWER: **For demand responsive services, Bay Transit has approximately 35 vehicles in service during peak periods. The number of vehicles operating during peak times for the New Freedom and Bay Transit Express services are not relevant for this RFP.**

QUESTION: How many vehicles are operating at peak times for each service (Demand Response, New Freedom Mobility Management, Bay Transit Express)?

ANSWER: **For demand responsive services, Bay Transit has approximately 35 vehicles in service during peak periods. The number of vehicles operating during peak times for the New Freedom and Bay Transit Express services are not relevant for this RFP.**

QUESTION: Are the Demand Response services, New Freedom Mobility Management services, Bay Transit Express services all door-to-door / curb-to-curb services?

ANSWER: **They are all door-to-door. More details regarding the transit services can be found in the [Bay Transit Transportation Development Plan \(TDP\) FY 2016-2021](#) or [baytransit.org](#)**

QUESTION: Is there any limit to how far outside of the service area New Freedom Mobility Management trips can be taken?

ANSWER: **90-miles one-way outside the service area.**

QUESTION: How many trips per day/week/month do the microtransit vehicles complete? The demand response vehicles?

ANSWER: **Not applicable.**

QUESTION: Who does Bay Transit use as a cellular provider?

ANSWER: Verizon.

QUESTION: Does the 25-page proposal include attachments / appendices and resumes / case studies (etc.)?

ANSWER: **As stated in RFP 2024-01 Addendum No. 1, dated 03-21-2024, the maximum allowable page limit for the technical proposal has been increased to 40-pages excluding the pricing proposal and the license agreement. Additionally, proposers can submit up to 15-pages of marketing materials to supplement the written response including the software license agreement.**

QUESTION: What is the overall budget of the Bay Transit Express program? The Demand Response program?

ANSWER: **Bay Transit's overall operating budget is about \$5 million. The Bay Transit Express budget is not relevant to this proposal.**

QUESTION: Can Bay Transit confirm the model tablets currently being used?

ANSWER: **Tablet inventory is included as Appendix B of the RFP.**

QUESTION: Does Bay Transit anticipate a large percentage of trips to and from work to be transportation to and from shift work / industrial complexes?

ANSWER: **No.**

QUESTION: Are there any integrations required for this project?

ANSWER: **Integration with the VIA customer facing App and security camera footage is desired but optional.**

QUESTION: Does the price proposal need to be in a separate document from the technical proposal?

ANSWER: **Not necessarily.**

QUESTION: Regarding price scoring methodology, how many years is the lowest price based on (i.e. one-year term, two-year term, three-year term)?

ANSWER: **Pricing should be offered for a minimum of two (2) years period, including one (1) year of initial service plus one (1) year of pre- and post-deployment activities. Pricing beyond the first year of initial service should also be provided, if capable.**

QUESTION: Is there a DBE requirement/goal for this project?

ANSWER: **DBE participation is desired but optional.**

QUESTION: Are there any benchmark datapoints that can be shared and targeted as goals for the Bay Transit Express Service? (i.e., Cost / Passenger, Ridership, PVH, etc.).

ANSWER: Not applicable.

All other conditions of this RFP remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: _____
Manual

Signature: _____
Typed or Printed

Company Name: _____

Address: _____

Date: _____

