

On Demand Scheduling - RFP Questions

Number	Agency	Question	Answer
1	HBSS Connect Corp.	Can VCTC provide the service hours and days for all of the services mentioned in the RFP and any other significant details?	<p>Gold Coast Transit (GCTD): GoAccess (ADA/Seniors): Weekdays - 4:45AM - 11:00PM Sat/Sun - 5:15AM-10:15PM GoAccess Zones (For people with temporary disabilities): Weekday/Sat/Sun-7:00AM-7:00PM GoNow Microtransit (General Public 14yrs and up): Weekday - 7:00AM-7:00PM Late Night Safe Ride (General Public 16 yrs and up): Weekday/Sat/Sun-7:00PM-12:00AM Valley Express Paratransit and General Purpose Dial-a-Ride: Weekday - 5:45AM-7:45PM Sat/Sun - 8:00AM-6:00PM Simi Valley Transit: ADA/Senior Dial-a-Ride: Monday-Saturday - 5:00AM-7:45PM Camarillo Area Transit: Paratransit and General Purpose Dial-a-Ride: Weekday 6:00AM-9:00PM Saturday - 8:00AM-9:00PM Sunday - 8:00AM-6:00PM Moorpark City Transit (MCT): ADA/Senior Dial-a-Ride:Weekdays - 6:00AM-6:00PM Saturday 8:00AM-6:00PM MCT On Demand Microtransit: Weekdays - 6:00AM-7:00PM Thousand Oaks Transit (TO): Senior/ADA Dial-a-Ride: Weekday - 5:00AM-8:00PM Sat/Sun - 7:00AM-8:00PM East County CONNECT (ECTA): Weekday - 6:00AM-6:00PM Sat - 8:00AM-6:00PM</p>
2	HBSS Connect Corp.	Can VCTC kindly confirm if the total fleet size for this project is 86 (as per the data given in the RFP)? a) Please confirm if any increase in the fleet size is expected in the future. b) Are the vendors required to provide any vehicles or drivers for this project?	Yes, total fleet size is 86. a) at this time no increase in fleet size is planned however, individual agencies may determine an increase in fleet size is necessary. b) no
3	HBSS Connect Corp.	Can VCTC list all required integrations with existing or 3 rd -party systems, including the ones required by the partnering agencies, if any? a) Please mention the IVR system the vendor needs to integrate with and also confirm if the vendor can propose its own IVR as well? b) Also, please confirm if the Agencies will provide the APIs for the same.	The scope of work included a requirement to integrate with Umo as Umo is Ventura County's closed loop payment system. The ability to pay for rides with the VCbuspass (Umo) is highly desirable but it is recognized that there are challenges associated with integrating with other payment systems. Vendors will be required to attempt integrate with Umo to the highest degree possible. The app is required to have a way to pay with a credit/debit card, and any other payment types feasible. a) The vendor should propose their own IVR, there are none to integrate with.

4	HBSS Connect Corp.	In the Pre-Bid, it was mentioned that VCTC may want the vendor to integrate with its fixed route system (Multimodal). a) Can you please elaborate on this multimodal requirement and what exactly is expected from the vendor software? b) Can you please also who is the incumbent software provider?	a) there is no need to integrate with the fixed route system b) There are different providers for each system - GCTD and Simi have Ecolane, Valley Express and TO/ECTA (and Moorpark DAR) have Trapeze, and Camarillo has a contractor provided proprietary system, and Moorpark Microtransit has RideCo.
5	HBSS Connect Corp.	Can VCTC please provide the budget for the initial contract term (5 years) and the remaining optional years of this project?	VCTC is not providing budget information for this RFP.
6	HBSS Connect Corp.	Can VCTC provide the name of the incumbent software provider for the Paratransit, Microtransit, and DAR services? a) Can VCTC also discuss the challenges it faced with the last software?	There are different providers for each system. GCT and Simi Valley Transit DAR: Ecolane Valley Express and Thousand Oaks/Moorpark & ECTA DAR: Trapeze Camarillo: contractor provided proprietary system Moorpark Microtransit: RideCo GCT Microtransit: Transloc
7	HBSS Connect Corp.	In the RFP, it is mentioned that: "App should have the ability to provide multiple languages for customer needs." a) Can VCTC kindly clarify what are the "multiple languages" it is expecting the vendor app to provide?	We would like the app to be available in Spanish
8	HBSS Connect Corp.	Please confirm whether the vendors have to provide the hardware – MDTs/tablets – for this project? If not, kindly confirm which tablets VCTC is currently using and its operating system information.	Yes, the vendor should plan to provide hardware.
9	HBSS Connect Corp.	Can VCTC confirm that audited financial statements are required to be submitted? a) For which (how many) years are the audited financial statements required ? b) Also please confirm if the financial statements can be shared through a secure link or via email?	Yes, the statements are required. a) 3 fiscal years. B) yes can be shared via secure link or email.
10	HBSS Connect Corp.	In the RFP checklist (Required Submittals), the requirement of a Bid Form is mentioned. However, this Bid Form was not found within the RFP package. a) Can VCTC share this form with the vendors? b) Also confirm if the vendor is required to sign and submit Attachment H - Proposal Declaration Form? c) Also, please confirm if the sample contract provided is just for vendor's reference or does it need to be filled and submitted with the proposal as well?	a) No bid form is required - the RFP checklist has been updated in Addenda #1 b) Yes, please sign and include Attachment H in your proposal. An updated Attachment H is included in Addenda 1. c) the sample contract is for reference only
11	HBSS Connect Corp.	Please confirm if there is any DBE goal for this project, and if yes, does the bidder have to be a DBE in the state of California in order to submit a proposal?	There is no DBE goal for this project.
12	HBSS Connect Corp.	Kindly confirm if VCTC will accept proposals electronically? a) Also confirm if VCTC will accept electronic signatures on the technical and cost proposals (excel included), forms, and any other documents which require signatures?	We will not accept electronic submissions but we have reduced the number of required hard copies to one (see Addenda #1). Electronic signatures are acceptable.

13	HBSS Connect Corp.	Please confirm if there is a page limit for the proposals.	No, there is no official page limit but please be as concise as possible.
14	HBSS Connect Corp.	Could VCTC kindly extend the response submission deadline to allow bidders to submit more responsive and solid proposals?	Yes, please see Addenda #1
15	Yaffe Mobility Consulting	Is this scope of services focused on dedicated ride providers, or should the software platform accommodate taxi and non-emergency medical transport providers to handle peak period overflow and other rides that aren't likely to group well or fit between grouped tours?	The scope is dedicated to the public transit providers listed in the RFP. The platform need not accommodate taxi or non-emergency medical transport providers.
16	Via	Could VCTC please share the service hours for each listed agency?	Please see the answer to question 1.
17	Via	We respectfully request that VCTC allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar).	Please see the answer to question 12
18	Via	Can VCTC please allow the use of verified e-signatures for this submission?	Please see the answer to question 12
19	RideCo	Would VCTC consider at least two weeks extension to the proposal submission due date?	Please see the answer to question 14
20	RideCo	Will VCTC allow electronic submission of the proposal instead of hard copy?	Please see the answer to question 12
21	RideCo	Is it OK to sign the cover letter and required forms electronically?	Please see the answer to question 12
22	RideCo	Would all of the agencies be using a single app instance, or would each site have its own individual, white-labeled application?	We are open to either option. Include your recommendation in your proposal.
23	RideCo	As a private company we do not have audited financial statements. Will internal financial statements suffice?	Please see the answer to question 9
24	RideCo	How many copies of the cost proposal are required?	One copy.
25	RideCo	Will this RFP be awarded to a single vendor or multiple vendors?	This will be awarded to a single vendor
26	RideCo	Are the Dial-A-Ride services curb to curb or stop to stop?	Curb to curb
27	RideCo	Is there a projected go-live date for this project? Or is the requirement just to begin implementation after the contract is awarded based on the tentative date of March 1, 2024.	We plan to begin implementation after the contract is awarded based on the tentative date of March 1, 2024.
28	RideCo	Is there a DBE requirement/goal as part of this RFP?	Please see the answer to question 11
29	RideCo	The RFP check list references a bid form, however there does not appear to be a corresponding form in the RFP. Is the Milestone Payment Schedule the bid form? If so the checklist may need to be amended.	No bid form is required
30	RideCo	From a project management perspective: What level of involvement will each City have, vs direct coordination with Ventura Transit / what role does Ventura Transit play in coordination?	VCTC will oversee the project from a high level and make final determination that milestones are met. The vendor will interact and coordinate with each city/operator directly and include VCTC project management staff on calls, emails, meetings, etc. Individual agencies will work with vendor to ensure system is fully implemented and completely set up.
31	RideCo	The questions outlined in 2.0 Proposer Background/Qualifications do not appear to be represented in the 6.0 Proposal Format. Given the requirement to adhere to the 6.0 we would like to confirm where the information requested in 2.0 should appear.	Please include requirements for 2.0 Proposer Background/Qualifications in section 6.1.6 Section 3 Firm/Team Overview .
32	RideCo	Are vendors allowed to include a supplemental pricing sheet in addition to the price form within this RFP?	Yes

33	RideCo	For the Pricing Sheet (Attachment C), would VCTC like us to provide an individual sheet for each implementation, or a generalized price schedule that can be applied to each based on the scope of each site?	Yes, please include a individualized price sheet for each implementation.
34	RideCo	Will there only be a single app required for all agencies or will each agency require its own unique branded app? If it will be a single app solution, will there be a single project team that RideCo will work with?	Please see the answer to question 22. If there is a single app solution there will be a single project team with members to be determined after project award.
35	RideCo	For this requirement: <i>“During the warranty period, the Proposer shall provide on-call support to assist the Commission in the maintenance of the System. This on-call support shall be provided on-site for hardware and operational troubleshooting of communications equipment, and over the phone, such as to answer questions regarding software, missing or incorrect data. Proposer shall include on-call support (on-site and/or remote) in its Cost Proposal.”</i> If the vendor is providing a cloud-based SaaS solution and commercial off the shelf (COTS) hardware, and therefore all support can be provided remotely, are we required to provide on-site support? Will the agency be responsible for hardware inventory management, minor troubleshooting and minor fixes (e.g. loose screws, switching tables between vehicles). Alternatively, could we train a first line support member at each site as a first step?	Support for SaaS can be delivered remotely and the agencies will be responsible for hardware inventory management, minor troubleshooting and minor fixes and we would like to also have training for a first line support member at each site.
36	RideCo	Who are the fleet operators for the various agencies under this RFP?	GCTD DAR/Microtransit, Valley Express, TO/ECTA and Moorpark DAR are MV. Camarillo is RATP. Simi Valley is directly operated and Moorpark Microtransit is First Transit.
37	StrataGen	Are the Agencies Simi Valley, Thousand Oaks, etc. all planning to use the same software system or are they seeking their own independent, “stand-alone” system to manage and schedule trips?	Currently, each agency has their own independent scheduling system. VCTC is seeking to receive proposals with costs for a single scheduling platform for all agencies listed in the RFP. VCTC wants each agency included in any proposal and it will be the individual agency’s choice to accept the chosen vendor or not.
38	StrataGen	Section 3.8 Warranty and Maintenance – On-call support shall be provided on-site for hardware...on-call support (on-site and/or remote) in its cost proposal. Clarification if hardware consists of mobile tablets for drivers and software is hosted cloud-based and all services can be accessed remote is there a specific reason for “On-site” support? For example does Ventura not have any IT operations who can physically manage a tablet or do you require that all operations and support be managed by the vendor?	Yes, the reason for on-site support is to help manage the system as VCTC and other agencies have very limited staffing and expertise in diagnosing, repairing, installing, replacing, etc. onboard tablets. See also to question 35.
39	StrataGen	Will you provide an editable version of the Attachment A – H versions that can be filled in and signed?	No VCTC will not be providing editable versions of the Attachments. Vendors may convert them to meet their needs.
40	Sparelabs	Are DBEs a requirement for this procurement?	Please see the answer to question 11
41	Sparelabs	Are mail-in references questionnaires required? The due date on the form says Sept.1, 2020	Please have references sent to Matt Miller at mmiller@goventura.org. The due date is the same as the RFP.
42	Sparelabs	Can you provide clarification on this requirement please? <i>a Dun & Bradstreet report or a one-page summary from a CPA firm shall be submitted as an Appendix to the Proposer’s proposal.</i>	The information needed from this requirement is listed in the RFP on page 34. This is to confirm that the firm has the capital needed to complete the project.

43	Sparelabs	Due to us being a SMB, audited financial statements have not been required in the 100+ contracts we currently have. NTR and Review Engagement Financial Statements have been more than sufficient. Will these suffice and if so, for how many years? In one section you indicate 5 years and 3 years in another.	Please see the answer to question 9
44	Sparelabs	Would it be possible to extend the questions deadline?	No
45	Ecolane	In reference to Page 60 of the RFP, Attachment G. I see it lists Aaron Bonfilio as the person my references need to send the questionnaire. His email address is not provided.	Please have references sent to Matt Miller at mmiller@goventura.org The due date is the same as the RFP.
46	The Routing Company	RFP P. 10, Section 3.2 provides the requirements for the General Purpose DAR/Microtransit system. Can you please clarify what, if any, are the differences between the intended DAR and Microtransit services? Or should proposers consider DAR and Microtransit as interchangeable?	Yes, please consider them interchangeable. The main differences between them are pricing, population served, and boundaries of service area. Otherwise they can be treated as interchangeable. For example, one agency may want a general purpose dial-a-ride that covers their whole city with certain pricing per trip and another agency may want to create a zone for microtransit within the city limits with certain pricing per trip.
47	The Routing Company	Can you please identify the current paratransit or microtransit software being used by all agencies supported in this RFP?	Please see the answer to question 6
48	The Routing Company	On RFP P. 31, can you please clarify what the differences you'd like to see between Section 1 Project Understanding/ Proposer Solution and Section 2 System Description? The RFP makes it seem that both sections require proposers to provide overlapping information in each section (e.g. describing our platform and solution).	Section 1 requires a high level explanation of the platform and solution as well as an understanding of the project. Section 2 requires an in depth detailed explanation of your platform and solution.
49	The Routing Company	Can you please clarify if there is a DBE requirement? We didn't see any % goals, so does that mean Attachment E and the DBE Affidavit (RFP P.58 and 59) are optional?	Please see the answer to question 11
50	The Routing Company	Can you please send proposers an updated Attachment G (RFP P. 61). We noticed the RFP due date is not correct, and can you please confirm to whom our references should email their completed forms to?	Please have references sent to Matt Miller at mmiller@goventura.org. The due date is the same as the RFP.
51	The Routing Company	Can you please send proposers an updated Attachment H (RFP P. 65) as the form attached appears to be for another RFP.	Yes it will be included as Adendum 1
52	The Routing Company	Can you please clarify whether proposers are supposed to provide hardware like driver tablets and vehicle mounting solutions or will VCTC/your operating agencies provide that hardware?	Please see the answer to question 8
53	The Routing Company	On RFP P. 7, under Section 3.1, the RFP requires that paratransit scheduling and dispatching software "should have the ability to create partner agencies if and when the need arises." Can you please clarify what this means and/or provide an example?	This means that the system should have the ability to add another agency in the future that may not have chosen to participate in the original implementation.
54	The Routing Company	On RFP P. 8, under Section 3.1, the RFP requires that paratransit scheduling and dispatching software have the "Ability to integrate with Interactive Voice Recognition (IVR) application for advance notification calls." Can you please clarify o Who is VCTC's current IVR partner? o Do all the operating agencies use VCTC's same IVR provider or are they different?	Please see the answer to question 3.

55	The Routing Company	On RFP P. 8, under Section 3.1, the RFP requires that the paratransit scheduling and dispatching software have the "Ability for dispatcher to change service window type to general or no earlier than according to anchor." Can you please clarify what this requirement means and please provide an example/case study in action?	This means that the system should allow the dispatcher to configure service times for different types service (microtransit/general public DAR/ADA DAR, etc.) from within the dispatcher's screen in real time.
56	The Routing Company	RFP P.13, Section 3.3, requires that VCTC "shall be informed at least thirty (30) days in advance in writing of upgrades that require updated software." We typically require the ability to release updates on a more frequent basis, especially when they are intended to fix bug and any immediate risks to availability/security. Would VCTC be open to letting vendors have this flexibility to move quickly to fix areas of concern and keep the system safe and reliable for your team and riders?	Yes, notifications will still need to be sent before updates occur.
57	The Routing Company	RFP P.8, Section 3.8, states that proposers "During the warranty period, shall provide on-call support to assist the Commission in the maintenance of the System. This on-call support shall be provided on-site for hardware and operational troubleshooting of communications equipment, and over the phone, such as to answer questions regarding software, missing or incorrect data." We have two questions on this: o First, can you please clarify how long the warranty period is for? o Second, would instant in-app messaging with members of our customer support team be considered an acceptable form of "on-call support" for software/data questions ?	1) Installation of hardware, hardware and software warranty period requirement is at least 1 year from final acceptance. We also ask that vendor also proposes an extended service/maintenance agreement beyond the initial one-year for a minimum of four additional years. 2) Yes, we are willing to consider in -app messaging support however please include a definition of when support will be escalated to over the phone support and VCTC staff must be provided the phone number.
58	The Routing Company	RFP P. 43, Section 7.19, details bond requirements. Can you please confirm that there are no bond requirements (performance, payment, fidelity, etc.)?	Bond requirements determinations will be made during the BAFO/Negotiations.
59	The Routing Company	RFP P. 33, Section 7.20, detail milestone retainage. Can you please clarify what the 5% means and if this will apply to software vendors?	As stated in the RFP Retainage for Implementation Period Project Milestones has been set at 5%. Retainage will be released upon Final System Acceptance. Any exceptions to this can be noted in the proposal.
60	The Routing Company	Regarding the federal terms, can you please clarify that to the extent a vendor's software is acquired on behalf of the U.S. Government, it is provided with restricted rights. Furthermore, that our software and documentation are considered as "commercial computer software" and "commercial computer software documentation?"	VCTC Understands that if a vendor's software is acquired on behalf of the U.S. Government, it is provided with restricted rights.
61	The Routing Company	We typically provide use of our software platform under a standard licensing agreement. Since VCTC did not include a sample licensing or platform management agreement in the RFP, can proposers include theirs in proposal submissions?	Yes
62	The Routing Company	Is VCTC open to negotiating final terms with the winning bidder?	Yes

63	The Routing Company	RFP P. 43 details liquidated damage. Can VCTC explain how these liquidated damages apply to a provider of on-demand transportation software for the project? These appear more written for construction agreements.	The liquidated damages may result from the late completion of the contract or certain milestones not otherwise caused by Unavoidable delays. Pass through of liquidated damages may include up to full cost of additional staff time, including planning, maintenance or consultant expense related to Implementation Period activities that occur after the agreed upon Milestone deadline date for Final System Acceptance (i.e. beyond the end of the scheduled Implementation Period).
64	The Routing Company	RFP P. 25 details Ownership of Materials and Service Data. We cannot transfer to VCTC any elements, components, plans, or code related to our commercial software or commercial software documentation, which is provided to partners like VCTC with restricted rights. Can you confirm that is a satisfactory approach?	VCTC is only interested in the transference of service and customer data.
65	The Routing Company	Regarding warranties mentioned throughout the RFP, we typically do not provide a warranty but instead provide an industry standard customer support for our proposal. Would this detailed ongoing customer support, along with SLA commitments, be deemed satisfactory by VCTC?	Yes, detailed ongoing customer support, along with SLA commitments, is deemed satisfactory. See also answer to question 57.
66	The Routing Company	RFP P. 32 states that "no changes in team composition will be allowed without the prior written approval of the commission." Will VCTC kindly waive or alter this requirement as over the course of a 5-10 year contract there will inevitably be unforeseen staffing changes, some of which may be planned and others that happen quickly.	VCTC understands that staffing changes may occur. Prior written approval should be attained when possible. VCTC should be notified as soon as possible when unforeseen staffing changes occur.
67	The Routing Company	RFP P. 40 states that VCTC can allow partial payments based on conditional acceptance of the system. We do not typically work on partial payments and instead work on a SaaS platform that provides consistent service levels and support as defined in our SLA which will be included in our proposal. Can you please confirm if this is a satisfactory approach?	Attachment C Milestone Payment Schedule is a required form as part of this RFP and the cost proposal needs to reflect a milestone payment structure.