

Responses to Written Questions (RFP: Providing and Customizing Real-Time Ridesharing Software for Sonoma, Marin and Contra Costa County Pilot)

Q1. The range of approaches in applying real-time rideshare technology varies within each of the three counties. It is intended that this range of approaches will inform MTC and the region on the performance of a variety of strategies aimed at diverse user groups. Can you provide a few specific examples that are currently under consideration by the 3 counties that might have an impact on the technology function?

A1. Examples include web-based affinity groups including colleges, seniors, and employment centers.

Q2. What commitments has TEAM reached with target population authorities (BART, college campus administrations) for outreach and recruitment? And what types of activities are being considered (billboards, use of park and ride lots, meetups, preferred parking)?

A2. Initial, informal contact has been made with transportation providers. Marketing options have not yet been decided, all of the activities listed may be considered.

Q3. Please describe the current UI design, database architecture, and software architecture of the 511 program. What APIs does 511 have available for the ride share system?

A3. The 511 web user interface uses a standard design template across all 511 sites. Each modal website contractor uses that template to develop mode specific features and functionalities that are supported by mode specific databases and software architecture. There are detailed templates/coding that the selected contractor could use, if the team agrees that the pilot UI should be designed accordingly. 511 has no APIs for the rideshare system.

Q4. Please provide an analysis of the travel demographics of the three counties. What sort of population density? What are the major corridors and flow rates of those corridors by time of day? What percentage of people have decent walking distance to publicly accessible pickup stops? How many park and rides exist in the area?

A4. The www.511contracosta.org website and the 511.org site both have the listing of all park and ride lots in the 9 Bay Area counties, which also includes many details about each (e.g. # parking spaces, which have lights, transit access, etc.). We can provide the details about which lots have parking capacity and which ones don't within Contra Costa. SCTA and TAM also have land use and travel information that we will share with vendor.

Q5. Who will be responsible for identifying the target groups (i.e.: TEAM or vendor)?

A5. The TEAM.

Q6. Please explain any types of activity (software licensing professional services, integration services, customization, escrow fees) which specifically CANNOT be used as matching funds or in kind services.

A6. Costs must be incurred during the life of the contract. CMAQ funding has funding limitations that will be made available.

Q7. How often and at what locations meetings expected to take place?

A7. Availability for the number and schedule of meetings should be included in proposal and will be determined during contract negotiation.

Q8. Proposer should provide model for how the system could continue to operate after the conclusion of the pilot funding period (February 22, 2013), including how it would meet the following conditions:(i) Continue to operate the ride---matching software (ii) Continue to perform any level of outreach. If the successful vendor is not being tasked to perform the outreach in the pilot, please explain the desire/intent of the request.

A8. TBD in contract negotiation; see RFP (System Requirements 10.C) for additional information.

Q9.What are the budgets and activities planned for marketing outreach by the 3 counties (i.e. PR, billboards, advertising, banners, highway signs, etc.)?

A9. TBD. Input is welcome.

Q10. Does SCTA or the grant have any specific restrictions on outside revenue sources (i.e. Coupons, advertising, branding)?

A10. Allowable revenue must be in line with CMAQ requirements. Please include under Proposal Requirement 3(f)iv.

Q11. Please confirm if there will, or will not, be a scoring advantage given to vendors that qualify as a DBE?

A11. The DBE target as listed in the RFP is 0%.

Q12. Please provide examples of reporting and auditing requirements.

A12. Below are Caltrans contractor and subcontractor general audit and accounting requirements:

1. The ability to record and report financial data in accordance with generally accepted accounting principles.
2. A system of record keeping to ensure that costs billed to SCTA are a) supported by adequate documentation, b) in compliance with the terms of the contract and applicable Federal and State Regulations specified in the contract.
3. A system of record keeping ideally includes the following: a) general ledger, b) job cost ledger, c) labor distributions, d) time records, e) subsidiary journals, f) chart of accounts, g) financial statements.
4. The ability to accumulate and segregate reasonable, allocable and allowable costs through the use of a cost accounting system.
5. Compliance with cost principles described in the Code of Federal Regulations 48, Federal Acquisition Regulations System (FAR), Chapter 1, Part 31. This regulation contains cost principles and procedures for the pricing of contracts/subcontracts and the determination, negotiation, or allowance of costs. Contact: Superintendent of Documents, Government Printing Office, Washington, DC, 20402.
6. Controls to ensure that written approval is obtained prior to any changes to the contract.
7. Procedures to retain accounting records and source documentation as required by the terms of the contract.
8. A system of internal control which provides reasonable assurance that assets are protected: financial data, records and statements are reliable: and errors and irregularities are promptly discovered, reported and corrected.
9. Authorization and record keeping procedures which provide effective accounting control over assets, liabilities, revenues, and expenditures.
10. A system of practices to be followed in the performance of duties and functions. Such a system normally includes policies and procedures which establish the purpose and requirements of the accounting systems.

11. Personnel with skills and training commensurate with their responsibilities.
12. A system of internal review.
13. Compliance with audit requirements to determine whether costs claimed are allowable, allocable, reasonable, and in compliance with Federal and State laws and regulations as well as the fiscal provisions stipulated in the contract.

Q13. Who is on the evaluation committee?

A13. The evaluation committee will be made up of members of the three member agencies and of MTC.

Q14. Is the vendor bound by the schedule posted in the RFP or would you consider alternative schedules based on prior experience of similar pilots.

A14. We will consider alternative schedules within life of the project, currently as determined by the funding source.

Q15. Can vendor provide tools to report or extract list of participants, and recommend an off the shelf third party mailing tool?

A15. Yes.

Q16. For incentives that are outside existing system capabilities (i.e.: monthly award for top rider, store coupons based on achievement levels) will SCTA accept system reports or exports (Excel) for required statistics and TEAM distribute such incentives?

A16. Yes.

Q17. Please clarify what type of screening is being contemplated for registrants (criminal history checks, driver record checks, etc)? Background checks can be expensive, who bears this cost?

A17. This is yet to be determined.

Q18. Since there is a requirement to provide an escrow option, does SCTA expect to license software as part of this proposal? If the proposal does not require SCTA to enter into a license agreement with vendor, will this requirement still apply?

A18. TBD in contract negotiation (our intent is not to enter into a license agreement).

Q19. Has the TEAM approached any of the affected transportation providers to participate in the pilot and what can they provide (i.e.: GTFS static schedules, vanpool routes, XML real time feeds, use of part and ride lots, etc)?

A19. We have had initial discussions with transportation providers.

Q20. The RFP requires that data be property of TEAM. Please clarify whether this includes registration information, user activity, account activity, etc. If so, existing commercial off the shelf software privacy policies place strict limits on the use and distribution of user data. How does SCTA intend to use this data and is it willing to place similar safeguards/privacy protections on user data?

A20. SCTA intends to use the data only within the scope of the project, however non-identifying user data may be used to improve this or other similar programs in the future.

Q21. Will SCTA permit the vendor limited license for continued use of the data collected during the pilot for specific purposes (i.e.: aggregate statistics, predictive engine calculations)?

A21. TBD.

Q22. Please clarify if vendor is only to provide the technology tools to enable data collection during registration, through surveys, etc. and that the TEAM (not the vendor) will perform the surveys, reporting, etc.

A22. The vendor will primarily be required to provide technology tools for data collection, but will still be required to work with the TEAM in some degree to evaluate participants. The TEAM will be responsible for providing services such as survey design and analysis.

Q23 Request to provide Exhibit D as a Microsoft Word document, so that any proposed modifications can be incorporated as markups.

A23. We will provide the document in Word.

Q24. In regards to the \$100,000 in matching funds that the vendor is to provide in series: are there any restrictions to the types of services applicable? Also, can this be applied to software licenses?

A24. The funding source is CMAQ - there are restrictions. We will post information re CMAQ. The match activities must occur after the contract is signed and within the life of the project.

Q25. What vendor currently provides trip planning software used with the transit 511.org website?

A25. MTC contracts with SAIC for operation and maintenance of the 511 Transit (transit.511.org) website. SAIC has a subcontract with the trip planning software vendor mdv to provide the software and ongoing technical support. MTC contracts with PB Americas and Base Technologies to provide the 511 RideMatch system and 511 Rideshare website.

Q26. What is the expected number of individual registrants (commuters) between the three counties?

A26. The target of the project is to reach the critical mass needed to sustain the project beyond the life of this specific pilot. We have rough estimates that at least 2,000 riders are needed. Vendor input is welcome to help determine critical mass target.

Q27. How many staff members need to access the system as administrators?

A27. TBD in contract with vendor.

Q28. Would you intend to host servers at your location or have vendor host the solution on their servers?

A28. The TEAM will not host servers.

Q29. The RFP does not indicate how and where pricing information is to be provided in the proposal.

A29. Include an Exhibit in proposal.

Q30. Can time already invested in developing the product be used as a match?

A30. No.