TRI DELTA TRANSIT

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Addendum No. 2

Response to Question and Requests for Clarification, Interpretation, and Additional Information
For:

Request for Proposals #2024-04
Micro-transit Software and Support Services

Eastern Contra Costa Transit Authority

Notice to Prospective Proposers

Eastern Contra Costa Transit Authority's (ECCTA) response to questions and requests for clarification, interpretation, and additional information, as set forth in the Information to Proposers section of the RFP, page 10, "Interpretation of Contract Documents," is attached and hereby incorporated into, and made part of, the RFP solicitation for the provision and support of micro-transit software as a service with ECCTA's service area.

Office of the CEO

December 19, 2024

Questions and Answers

Q: Section 3, "Information for Proposers," page 12 directs proposers to complete a project reference table. However, no project reference table exists in the RFP documents. Can ECCTA provide the project reference table?

A: Proposers do not need to submit a project reference table. The direction to do so in the RFP is an erroneous typo left over ECTA's 2019 micro-transit RFP. While proposers must still submit reference information that contains a listing of at least five projects within the last three years, the proposer is to free to format said information in a manner they deem appropriate.

Q: How does ECCTA envision allocating funding for this project? For example, would ECCTA prefer higher upfront costs with lower ongoing expenses, or a different balance of investment over time?

A: ECCTA has no preference on how costs are distributed.

Q: Can you provide more information on how Tri MyRide is currently integrating with the regional fare medium, Clipper? Namely:

1. **How riders are currently using Clipper to pay for Tri MyRide trips?**
2. **How are drivers validating payment through Clipper?**
3. **How does ECCTA approach fare payment data reconciliation regarding Clipper usage?**

A: There is currently no integration with Clipper.

1. Riders currently 'tag' the Clipper Card upon boarding a vehicle. The rider chooses 'Cash OR Clipper' payment option when booking the trip.

2. There is a Clipper Fare Payment Validator on the vehicle that gives a visual/audible notification to the operator once a successful payment has been received.

3. Due to the system not being integrated with Clipper, there is no reconciliation.

Q: Can you provide any additional information or guidance on how you envision the integration and usage evolving with potential upcoming changes to the Clipper program?

A: Integration with ECCTA's Tri MyRide service is not currently a part of the Clipper 2 roadmap. Full integration with Clipper is not a requirement.

Q: Page 42 of the RFP states "The final recommendation will be presented to the ECCTA Board of Directors in the Spring of 2025 and, upon approval, be implemented in the Fall of 2025." Does ECCTA wish to have the project completed by Fall of 2025, or is that when we would initiate project kick-off?

A: The schedule referenced above is in regards to ECCTA's Comprehensive Operational Analysis (system redesign) project. For this RFP, ECCTA intends to award the contract in February 2025 and the service will go live on May 4, 2025.

Q: Page 14 of the RFP states "If the proposer submits a proposal containing proprietary information, it must also prepare and submit a version of the proposal that redacts or otherwise removes all proprietary information." For proposers who are submitting through the BidExpress portal, does the portal allow for multiple documents to be uploaded in the Technical Proposal section of the Required Documents tab?

A: The BidExpress platform has been updated to allow for optional documents (such as redacted versions of proprietary proposals) to be submitted.

Q: Is ECCTA open to negotiating final contractual terms and conditions with the successful/winning vendor?

A: ECCTA is open to negotiating only the contractual terms that appear in the Sample Contract. ECCTA advises that the RFP itself is considered part of the final contract and there are aspects of the RFP that are non-negotiable.

Q: Is ECCTA looking for hardware (tablets, mounting equipment, etc) as part of this project submission and price proposal?

A: No.

Q: To clarify, will ECCTA allow for a fully digital submission?

A: Yes.

Q: Will ECCTA allow the use of verified e-signatures for this submission?

A: Yes.

Q: Page 50 of the RFP includes 'Booking integrations through other regional partner mobility options (i.e. BART, Transit App) accessed via an API'. Can you please elaborate on your expectations of integrating Tri MyRide into regional trip planning tools? Is this functionality a desire for launch?

A: ECCTA would like to have integration with trip planning tools such as Transit App and BART's App but the functionality is not required at launch.

Q: To address the desire for multimodal travel options and trip planning, would ECCTA please be able to share your fixed route GTFS Schedule data set and GTFS Real times?

A: Yes, please see the following URLs:

http://rta.trideltatransit.com/rtt/public/resource/gtfs.zip

http://rta.trideltatransit.com/rtt/public/utility/gtfsrealtime.aspx/alert

http://rta.trideltatransit.com/rtt/public/utility/gtfsrealtime.aspx/tripupdate

http://rta.trideltatransit.com/rtt/public/utility/gtfsrealtime.aspx/vehicleposition

Q: Does Tri Delta expect that agencies with neighboring routes will be displayed and available for trip planning within the Tri Delta trip planning application? Agencies like BART, AC Transit, etc.?

A: ECCTA does not have its own trip planning application outside of the Tri MyRide app.

Q: Is there a desired launch date of the Tri Delta trip planning tool?

A: ECCTA does not desire to have its own trip planning application at this time.

Q: What is the current list of tools that riders use to plan, book, and pay for trips throughout Tri Delta's services? For example: Google Maps, Apple Maps, etc.?

A: In addition to the universal trip planning applications (ie. Google Maps, Transit App, etc.) Tri Delta Transit services can be found in the BART app for planning purposes. Customers are able to book a ride by phone. Trips are paid through the Tri MyRide app via a credit card or onboard the vehicle with cash or Clipper.

Q: Is the intention to utilize a clipper card integration with your on-demand mobile application? If so, is the integration meant to embed the clipper card functionality in the on-demand mobile application, or link the clipper card mobile application to the on-demand mobile application?

A: Integration with ECCTA's Tri MyRide service is not currently a part of the Clipper 2 roadmap. Full integration with Clipper is not a requirement.

Q: Does ECCTA want the feedback functionality available in both the website and mobile application?

A: Yes.

Q: What specific advantages or goals are you aiming to achieve by using a white-labeled application?

A: The key advantages are ease of use for the passengers and to maintain the brand recognition the service has developed.

Q: Would ECCTA consider a vendor branded app that would display your agency's trade dress and branding after riders confirm selection of your agency?

A: No.

Q: What is the total number of vehicles to be used for Microtransit?

A: 11.

Q: What is the total number of vehicles operating in maximum service (voms) for microtransit services?

A: Currently VOMS is 7 but is subject to change.

Q: What are the total combined number of Demand Response vehicles (paratransit & microtransit)?

A: 39.

Q: If a requirement for the Web-booking interface or Customer app is fulfilled by one system, does the requirement still need to be fulfilled by the other as well?

A: Yes.

Q: Does ECCTA use vehicles for both services? If so, how many?

A: Not currently but ECCTA is interested in exploring opportunities for commingling down the road.

Q: Will ECCTA consider a two-week extension for submissions?

A: No.

Q: Should the price proposal be submitted separately from the main proposal?

A: No. It can be submitted with the main proposal.

Q: Under the section asking for "supervision interface to monitor and make changes to vehicles currently in operation", can ECCTA clarify or provide examples of the types of vehicle changes ECCTA would like to make?

A: A field supervisor interface is not required. These features were intended for the dispatcher interface.

Q: What TNC's are currently active in the service area that ECCTA would like to integrate with?

A: Uber and Lyft.

Q: Can ECCTA confirm that operator hardware devices will be procured by ECCTA?

A: Yes.

Q: Can ECCTA share what type of devices are intended for this service?

A: Samsung Galaxy Tab S7 FE 5G tablets.

Q: Audits (pg. 31) - Can ECCTA clarify that it will be responsible for costs of any audits that it initiates and the amount of advance written notice it will give to Proposer prior to conducting an audit of Proposer?

A: ECCTA will be responsible for any reasonable costs associated with any audits of the contractor's records. However, ECCTA expects that costs will be minimal, as the contractor is to keep project records for a minimum of three years – that is to say, readily available. ECCTA will provide notice 10 business days before such an audit, or whatever timeframe is necessary to comply with state or federal requests.

Q: Claims (pg. 32) - Can ECCTA clarify if that, as it relates to Disputed Work, ECCTA requires Proposer to waive its right to file a cause of action in a court of competent jurisdiction?

A: As it relates to Disputed Work, the contractor's sole and exclusive remedy for Disputed Work is to file a written claim within the time limits set forth in the RFP.

Q: Opportunity to Cure (pg. 33) - Can ECCTA clarify that the opportunity to cure violations or potential breaches is ten (10) business days? Proposer reads the cure terms of "Abandonment or Delay of Work" (7 days cure) to contradict the terms of "Opportunity to Cure" (10 days cure).

A: ECCTA apologizes for the confusion and contradiction. Contractors will have 7 business days to cure violations or potential breaches.

Q: Payment (pg. 33) - Can ECCTA clarify that it will make payments to Proposer Net 30 days from ECCTA's receipt of an invoice?

A: Payments will be made within 30 business days following the payment authorization of the invoice, which will usually come from the project manager. This authorization generally occurs within the payment terms listed on the invoice (e.g. net 10, net 30,etc.).

Q: Termination for Convenience — Can ECCTA clarify the advance written notice required for termination for convenience? Proposer advises sixty (60) days notice to ensure no disruption of services to riders and a smooth transition of systems to the oncoming software provider.

A: Agreed. In the event of a contract termination for convenience, ECCTA will provided 60-days advanced notice in writing.

Q: Payment to Subcontractors (pg. 38) - Proposer has active agreements with a host of subcontractors stipulating payment by Proposer to Subcontractors within 30 days of receipt of payment from transit agencies by Proposer. Can ECCTA honor these existing payment terms?

A: Yes. As this contract is neither federally-funded, nor a construction contract, payment to subcontractors within 30 business days of receipt of payment from ECCTA is acceptable.

Q: Can ECCTA please provide service area details, service hours and service days for this project? Also, kindly provide the area details of the additional zones to be included in the future.

A: Please refer to the scope of work section of the RFP starting on pg. 42.

Q: Can ECCTA please provide the budget for the first year and the subsequent years for this project?

A: There is no specified budget.

Q: Who is the incumbent for ECCTA?

A: Via Transportation.

Q: Can ECCTA confirm if the number of vehicles required for this project is 7?

A: Current peak requirement is 7 vehicles and the total fleet size is 11.

Q: Please confirm if the vendors are expected to provide the drivers, vehicles, or any other staff for this project?

A: Vendors are not expected to provide the drivers, vehicles, or any other staff for this project.

Q: What does ECCTA want included in the fixed route module? Is there any GTFS requirement for this project? If yes, kindly elaborate on the requirement.

A: Ride proposals should incorporate fixed-route GTFS real-time data to provide multi-modal options.

Q: How many days of on-site training is ECCTA anticipating for this project?

A: Please refer to page 53 of the RFP.

Q: Can ECCTA share the pre-proposal conference recording with the Vendors?

A: The pre-proposal meeting was not recorded. The topics of discussion and the questions asked during the meeting are outlined in Addendum 1.

Q: Can ECCTA confirm the anticipated Go-Live date for this project?

A: May 4, 2025.

Q: Is there any page limit for the proposal?

A: No.

Q: Can the Vendor add additional materials and an appendix with the response?

A: The proposer should add anything they think relevant to their technical proposal.

Q: Is ECCTA open to the vendor providing its own pricing format?

A: No. Proposers must submit pricing in accordance to the instructions of the RFP.

Q: Is there any DBE goal for this project? If yes, does the vendor need to be DBE certified in CA to submit a proposal?

A: No.

Q: Are the vendors expected to provide a certificate of insurance with the proposal submission?

A: No. The selected contractor must provide proof of insurance prior to contract executive or their proposal may be rejected.

Q: Are there any bid or performance bond requirement for this project?

A: No.

Q: Is it possible for the ECCTA to extend the submission date so offerors can provide more responsive, solid, and informative proposals?

A: No.