REQUEST FOR BID NO. P-256

SOFTWARE, TRANSPORTATION SCHEDULING SYSTEM, COUNTYRIDE

REVISED Due Date: 06/19/20, Time: 3:30 PM

AMENDMENT NO. 2
DATED 05/29/20

BID@BALTIMORECOUNTYMD.GOV

AMBER BUTCHER, STAFF BUYER
PHONE: 410-887-3887

PLEASE SIGN BELOW ACKNOWLEDGING RECEIPT OF THIS ADDENDUM AND RETURN WITH YOUR BID.

________________________________   __________________________________
Company Name                             Signature
1. Minority Participation Affidavit is attached. This form is referenced in the solicitation package RFP 256 on page 24, General Condition 14.1.4.

2. **Question:** Under the ADDENDA it mentions that deadline for questions pertaining to the solicitation is Wednesday, May 29, 2020. So, either 29th is incorrect or Wednesday is in correct as 29th is on Friday. Please confirm.

**Answer:** The original deadline for written questions was Friday, May 29, 2020. Per this amendment, the last day for written questions is revised to **Friday, June 5, 2020**.

3. **Question:** Mandatory Requirement section 2.007 mentions Microtransit and the Circulator. Is CountyRide looking to have Microtransit and their fixed route service provided through the new system? Does CountyRide currently have a fixed route software system? Will we confirm routes and vehicles with the written questions?

**Answer:** The County is looking for an option to do fixed route planning as well as demand response planning. At this time, we do not have routes to list as the County does not have a fixed route service nor does the County have a fixed route software.

CountyRide needs to maintain flexibility with adding, deleting, changing routes to accommodate number of riders and number of available drivers. CountyRide currently has ten (10) eight-passenger and fourteen (14) 12-passenger buses, each of which can accommodate two (2) wheelchairs, and needs to add/remove vehicles as necessary. CountyRide also has one (1) sedan.

The Circulator which slated to have twelve (12) buses, does not have a final route plan but estimates 45 stops within the Towson geographic area.

4. **Question:** Will you be able to provide a list of all the fields you would like imported in to the new system, as well as the number of years of historical data being imported?

**Answer:** Please see the Mandatory Requirement section 3 for the information that will need to be imported into the new system. The goal is to move all active information from approximately two (2) previous years into the new system. The information required will include but not limited to the Client Profile consisting of name, date of birth, home address, mailing address, space type (ex. Wheelchair, walker), phone number, program type, emergency contact information, disability type and frequent locations (name, address and phone number).

5. **Question:** Scope of work section 2.1 - Which of the following modules are parts of or included in the "Base system" in the Price Proposal?

5.1 Is the IVR system supplied by Vendor or integration to existing IVR required? Interactive Voice response for customer service, with auto response, ETA, etc.

5.2 Are you replacing current call center phone system as well and should be part of baseline pricing?

5.3 Web Based Service request for ride reservation.

5.4 Smart Phone rider app for both booking their own trips and tracking their riders booked via phone (Where-is-My Rider, WMR)
5.5 Route Optimization Module
   5.5.1 For pre-planned trips from previous days
   5.5.2 Dynamic booking during each day

Answer: The County request that any Offeror identifies in their technical proposal the base system and optional modules that they feel will meet all the mandatory requirements. Please ensure the base system is fully detailed in the technical proposal. If any mandatory requirement results in the need of an optional module to your company’s base system, provide the module information in detail as well. The County encourages Offerors to provide information on any additional module or item that has not been requested in the mandatory requirements. REMINDER: Cost of systems and options can only be provided in the Price Proposal.

6. Question: Regarding Mandatory Requirement 2.028: The system must allow trip requests to be accepted and/or rejected. Is this approval mechanism required for all the trips booked by riders? In case of reservation by calling call center will the accept or reject occur while the rider is on call? How will you inform the rider that her rides is rejected.

Answer: Trips booked through call center will be accepted or rejected while caller is on phone. Automated call system informs clients that their requested trips were unable to be scheduled.

7. Question: Regarding Mandatory Requirement 5.007: Does CountyRide have an existing Payment Gateway that is to be used for the County Pre-Pay Card or can the vendor use an existing integration?

Answer: CountyRide does not have a current Payment Gateway system at this time.

8. Question: What is the timeline for estimated award date?

Answer: The timeline for estimated notification of potential award will depend on the number of proposals received and if any additional discussions or demonstrations are required.

9. Question: What is the timeline for beginning of transition to final delivery date?

Answer: The timeline for Go Live will depend on finalization and approval to the awarded contract, the awarded Offeror’s solution and their implementation schedule based on the County’s requirements.

10. All other terms and conditions remain the same.
PRIME CONTRACTOR MINORITY AND WOMEN PARTICIPATION AFFIDAVIT

A. AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the [title]________________________________________ and the duly authorized representative of [business]________________________________________ (the “Business”) and that I possess the legal authority to make this Affidavit on behalf of myself and the Business for which I am acting.

B. AFFIRMATION REGARDING MINORITY AND WOMEN PARTICIPATION

I FURTHER AFFIRM THAT:

I am aware that, pursuant to the July 27, 2017 Executive Order of Baltimore County, Maryland, the following words have the meanings indicated.

(A) “Minority Business Enterprise” or “MBE” means a business enterprise that is owned, operated and controlled by one or more minority group members (African American, Hispanic American, Asian American, or Native American) who have at least 51% ownership and in which the minority group members have operational and managerial control, interest in capital and earnings commensurate with their percentage of ownership.

(B) “Women’s Business Enterprise” or “WBE” means a business enterprise that is owned, operated and controlled by one or more women who have at least 51% ownership and in which the women have operational and managerial control, interest in capital and earnings commensurate with their percentage of ownership.

_____ The Prime is a MBE [ ] or WBE [ ]

[ ] Maryland State Department of Transportation (MDOT) #_____________________

[ ] City of Baltimore #_____________________

[ ] Name Other Jurisdiction: __________________________ #_____________________

[ ] The ownership of the Noncertified MBE/WBE business consists of _____% minorities and _____% women (for a total of _____ %), each of which has operational and managerial control, interest in capital and earnings commensurate with their percent ownership.

<table>
<thead>
<tr>
<th>% African American</th>
<th>% Hispanic American</th>
<th>% Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>______ %</td>
<td>______ %</td>
<td>______ %</td>
</tr>
<tr>
<td>______ % Asian American</td>
<td>______% Native American</td>
<td>______% Disadvantaged (DBE)</td>
</tr>
</tbody>
</table>

_____ The MBE/WBE prime anticipates meeting up to 50% of the stated participation goal with its own workforce. MBE/WBE primes percentage must be stated on the MBE/WBE PRIME PARTICIPATION SCHEDULE (FORM B) to count towards the goal.

_____ The prime [ ] anticipates [ ] does not anticipate utilizing subcontractors for _____% of the work of the contract requirements, of which it anticipates ___% will be MBEs and ___% will be WBEs.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: ________________________ By: __________________________

(Authorized Representative and Affiant’s Name and Title)