REQUEST FOR BID NO. P-256
SOFTWARE, TRANSPORTATION SCHEDULING SYSTEM, COUNTYRIDE

REVISED Due Date: 07/15/20, Time: 3:30 PM

AMENDMENT NO. 3
DATED 06/05/20

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. Amend to change the bid due date and time to **July 15, 2020** at 3:30 p.m.

2. Amend to change the date for the last day of questions to **Wednesday, June 24, 2020**.

3. Amendment no. 4 will be issued to address remaining questions that were submitted prior to May 29, 2020.

4. **Question:** Will an updated RFP document with language amendments be released?
   **Answer:** A revised RFP will not be issued. An amendments may update any language within the RFP that is required to be revised.

5. **Question:** Background section 1.2 - RFP states that there are 10,000 plus subscribers using the service -- Would the County be able to share the data for daily riders/trips for each day of the week? If you can't share trip data, can you share estimated numbers?
   **Answer:** It is more accurate to say that there are 2,000+ active CountyRide clients, with 4500 clients listed in the database. CountyRide averages 150 riders/trips per day.

6. **Question:** Background section 1.3 - Will electronic payment terminals be required to be installed in the vehicles, and if so, will it be part of the driver MDT, which requires the passenger to hand over the credit card/county card to the driver for swipe, or is a separate Passenger Interface Module (PIM) needed for the Rider to swipe and complete payment on their own?
   **Answer:** While this is not a requirement, terminals that allow the passenger to swipe and complete payment on their own would be seen as a benefit. Offerors may supply in their technical and price proposals any options that may enhance the system being offered.

7. **Question:** Regarding Mandatory Requirement 2.031: Uber, Lyft ride services have to be integrated with live API or a simple export is required?
   **Answer:** Req 2.031 reads as: *The system must allow alternate ride services, such as Uber or Lyft to be selected for overflow and any other special cases or events.*

   This requirement is requesting to keep track of how clients are transported for reporting purposes. There is no need for integration.

8. **Question:** Please clarify the process for filing an exception to a specification and any timelines for said exceptions. For example, can exceptions be submitted with the proposal response, or should exceptions be submitted earlier?
   **Answer:** Any exceptions should be submitted in the Technical Proposal.
9. Question: Will the County consider an exception to the sample software contract provided in the RFP to be replaced by the awarded vendor’s software license agreement as long as risk, warranty and indemnification processes are clearly outlined in said replacement agreement?

Answer: Offerors may provide their software license agreement in the Technical Proposal labeled as an exception. Please ensure that any language provide as an exception is submitted in Word or a format that is allows for redlining.

10. Question: Does the price proposal need to be in a separate email from the technical proposal?

Answer: The price proposal document may be in the same email with the technical proposal, however the Offeror must ensure that each document is clearly marked. Offerors may also provide an email for each portion, Technical, MBE/WBE and Price.

11. Question: Would the County please consider extending the due date for 2 weeks? We understand that questions will be responded to as quickly as possible. Still, if they are not all responded to within a week as stated, proposers may not have much time to finalize our response based upon the answers received with the current due date.

Answer: This question has been addressed under item no. 2 of this amendment.

12. Question: What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?

Answer: The vision is for new software to optimize routing to become more efficient, and to eliminate the use of cash, tickets using payment system.

13. Question: Would the selected contractor have the ability to access the current legacy server to extract and keep intact the historical data? We would like to be able to review the data (remove duplicate locations /fix address mistakes, etc.) before importing.

Answer: The County will provide the legacy data to the successful vendor.

14. Question: What is the funding source for this project?

Answer: Multiple funding sources could be utilized on this project.

15. Question: What are the funding deadlines/timelines for this project?

Answer: At this time, there are no funding deadlines/timelines. However, timelines will be part of the Scope of Work developed with the awarded vendor.

16. Question: Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

Answer: No. At this time there is no consultant involved with this RFP.
17. Question: For a potential IVR component, what other languages would the County be interested in other than Spanish and English?

Answer: Please provide in the appropriate technical portion of the proposal all the language’s your company’s solution offers.

18. Question: What is the County’s expectations related to data conversion? Will the chosen vendor need to come onsite to pull data, or can it be done remotely?

Answer: It can be done remotely.

19. Question: When would the County want/expect to “Go Live” with software system implementation?

Answer: This question is addressed in Amendment no. 2 under item no. 9.

20. Question: Will the County be purchasing the vehicle mounts and tablets and providing in-vehicle installation, or would the County like those included in the bid?

Answer: Any Offeror may provide optional hardware and installation in their technical and price proposals.

21. Question: Regarding key staff resumes to be submitted as part of item 14.4.1.2, is the pg. limit per staff member?

Answer: Correct. Each staff member resume must not exceed two (2) pages.

22. Question: Is the MBE/WBE 0%, as stated in the RFP? If this is not required, do forms need to be returned regarding this if we do not use an MBE/WBE as part of our response?

Answer: The Prime Contractor Minority Participation Affidavit form is the only form that must be completed and submitted as required in the Technical Proposal. The goal for this solicitation is confirmed a 0%. However, there is nothing prohibiting an Offeror from submitting MBE/WBE participation, if they choose. MBE/WBE Forms are available as listed in General Condition 24.1 and submitted with the bid if the Offeror intends to submit MBE/WBE participation as part of the solicitation package.

23. Question: Must we turn in attachments A-D with our response, or only indicate acceptance as part of our response?

Answer: Indicating acceptance to Attachments A-D within the technical proposal is acceptable.

24. Question: Please indicate if there are any holidays for no service or reduced service.

Answer: CountyRide follows the holiday schedule of Baltimore County government as listed in General Conditions section 12 and does not operate on those days. Service is not available on weekends. Service may also be reduced or unavailable due to inclement weather.

25. Question: What are your days and hours of service normally?
Answer: For CountyRide, office hours of operation are Monday through Friday, from 8 a.m. until 4 p.m. and buses operate Monday through Friday, from 7 a.m. until 5 p.m.

26. Question: What is the maximum number of paratransit vehicles at peak service on any given day in normal service times?
Answer: Currently at peak service times there are 20 CountyRide buses. That number will increase when fixed route begins and adds buses that are not operated by CountyRide.

27. Question: How many dispatchers does the County have?
Answer: CountyRide has two full-time Dispatchers.

28. Question: How many reservation agents does the County have?
Answer: CountyRide has two Intake Specialists.

29. Question: How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does the County have?
Answer: CountyRide does not have any “hybrid positions”, but all Office staff are cross-trained and available to assist with Intake and Dispatch when regular staff are not available. This includes the CountyRide Program Manager, Office Assistant, and Office Automation Assistant.

30. Question: Are the Drivers and Dispatchers represented by a Union? If so, which Union?
Answer: This question is not pertinent to this RFP.

31. Question: Does the County have any Commuter Routes that will be part of this project?
Answer: No. CountyRide does not have any fixed routes and does not provide any commuter routes.

32. Question: Does the service area encompass more than Baltimore County? If so, which counties?
Answer: The only exception for service outside of Baltimore County includes services to select “partnership” medical facilities located in Baltimore City.

33. Question: Does the County plan to leave the Mobile Data Terminals (MDTs) within the vehicles at all times, or bring them inside when they are not in use?
Answer: There is no preferred way and this will depend on how the MDTs are set up. The device must be easily removable if necessary.

34. Question: How many office users will you have?
Answer: Based on current CountyRide staffing, there will be seven (7) office users.
35. **Question:** Do you want the chosen vendor to do all the driver training, or are we training the trainers? How many drivers to be trained? If training the trainers, how many of those are there?

**Answer:** The County will need to train approximately twenty-one (21) drivers plus seven (7) office staff for implementation and approximately five (5) staff for train-the-trainer sessions. Offerors are requested to provide all available options for training in their technical and price proposals.

36. **Question:** How many depots do you operate out of? Will go-live support and training need to be provided for each depot if there is more than one?

**Answer:** In addition to the central office, CountyRide drivers operate out of four (4) transportation hubs. Training and go-live support can be provided centrally.

37. **Question:** If there are subcontractors, will those subcontractors need go-live support onsite?

**Answer:** The County is not utilizing subcontractors.

38. **Question:** Do you use a taxi provider(s) for peak and overflow operations? If yes, are Android tablets or smartphones used by the taxi provider? Are the tablets or smartphones locked down or open to an API interface?

**Answer:** CountyRide does not use a taxi provider for peak or overflow operations at this time.

39. **Question:** Does the County provide any other types of service? Do you consider yourself a “Paratransit” operation?

**Answer:** CountyRide is a Paratransit operation.

40. **Question:** Is the County looking to have microtransit and fixed-route provided through the new system?

**Answer:** The County would like to have one system provide microtransit and fixed-route, however the County will entertain any viable solution to this RFP.

41. **Question:** Does the County currently have a fixed route system? If so, how many routes are in service normally, and how many vehicles are assigned to a route at one time?

**Answer:** The County does not currently have a fixed route system.

42. **Question:** Req. No 2.014 – Why would the County want to receive an alert on any change if an audit log is kept of all changes that are made to a client’s profile?

**Answer:** CountyRide would need to be notified to approve the change of address, client spacing type, and if additional passengers because all of these factors need to be taken into consideration on the type of vehicle that is sent.
43. **Question:** Req. No. 2.027 – in the County looking to have the new system handle the client application process? Or simply put the information in about applications and acceptance/rejection.

**Answer:** Clients should have ability to fill out application right into system only. Acceptance and rejection would be managed by staff.

44. **Question:** Req. No. 2.030 – Would the County like CountyRide trips to be able to optimize in real-time on the day of service if it can make the schedule more efficient to move a trip to another run than was initially planned?

**Answer:** Yes.

45. **Question:** Req. No. 2.031 – Does the County have a current contract with Lyft, Uber, or any other service for overflow? If so, how does the current process work to pass trips onto them?

**Answer:** The County recently entered into an agreement with Uber. This is a pilot program for assisting with overflow for CountyRide and is scheduled to start as soon as July 2020.

46. **Question:** Req. No. 2.037 – Is the new system to handle clients entering their applications on their own? How does this work currently? Is the new system to handle application processing?

**Answer:** The County is searching for a new system that would be able to handle either clients or staff entering the applications. Currently applications are received on paper and entered manually.

47. **Question:** Req. No. 4.601 - Can you elaborate on the ‘data elements’ that need to be updated at anytime?

**Answer:** Data elements include demographic and other client data (e.g., address, phone number(s), email, emergency contact, payment information, etc.).

48. **Question:** Req. No. 4.605 – Does the current system handle refunds and sales of pre-paid trips and ticket books? Or is this handled by the County’s financial system?

**Answer:** This is not handled by the financial system. The County is not utilizing a system to manage fare payment. It is handled manually by accepting cash or check at this time.

49. **Question:** Req. No. 4.705 - please describe or give an example of ‘radio buttons’.

**Answer:** Radio buttons are a form element that allows one of two or more buttons to be checked.

50. **Question:** Req. No. 5.003 – is this search functionality in regards to the client doing the searching or the County’s staff?

**Answer:** The requirement is for both clients and staff to search for trips.

51. **Question:** Req. No. 8.004 – does the County have a current pre-paid card issued system? If so, please describe these cards. Do they have magnetic strips?

**Answer:** CountyRide does not have this system in place at this time.
52. **Question:** Req. No 8.009 - Circulator routes are mentioned. Can you elaborate on what ‘Circulator’ is?

**Answer:** The proposed Towson Circulator project is intended to provide vehicles for a new fixed route service that serves the geographic areas bounded by Charles Street, I-695, Loch Raven Boulevard, and the northern boundary of Baltimore City along strategic corridors co-located to MTA service. The service area encompasses the majority of the unincorporated Towson census-designated place within Baltimore County. Two universities, Towson University and Goucher College, are primary features within the study area, as are three hospital facilities (Greater Baltimore Medical Center, Sheppard Pratt Health Systems, and St. Joseph Medical Center) clustered to the south of the Towson University campus. The service is planned to operate 6 days a week for up to twelve hours a day.

53. **Question:** Req. No. 8.012 - Please describe in detail the desired interface with the Transit App.

**Answer:** This is a next bus real time system that is part of Maryland Transit Administration applications.

54. **Question:** Req. No 8.102 - Please describe in detail the desired interface with Remix.

**Answer:** MTA uses Remix to cost out the price per mile service.

55. **Question:** Req. No 8.102 - Please describe in detail the desired interface with MTA Real-Time Circulator. Trip and Call Volumes

**Answer:** MTA uses MTA Real-Time Circulator to provide information regarding buses arrivals, departures and coordination with other bus routes.

56. **Question:** Are any private contractors/subcontractors used to provide trips for the County? If yes, how are these contractors paid by the trip or by the hour?

**Answer:** CountyRide does not use any private contractors/subcontractors to provide trips.

57. **Question:** Does the County provide group trips? If yes, what percentage of trips are group trips?

**Answer:** Yes, approximately 25%.

58 **Question:** What are your current Rides per Hour (RPH)?

**Answer:** CountyRide averages 2-3 rides per hour.

59. **Question:** What are your average trips per day?

**Answer:** 100-200 per day

60. **Question:** What is the average trip length?

**Answer:** 3-10 miles
61. **Question:** What is the number of will calls weekly?
   **Answer:** 150 – 200 per week

62. **Question:** What is the weekly average number of declined trips?
   **Answer:** 50 – 100 declined trips per week.

63. **Question:** What is the County average number of one-way trips weekly?
   **Answer:** Average one-way trips are 1,000 – 1,300 per week.

64. **Question:** Does the County provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?
   **Answer:** Approximately 50% of trips are by subscription.

65. **Question:** What is the number of Flex Routes (Deviated Fixed Route) per day and week?
   **Answer:** At this time, the County does not have a Fixed Route service.

66. **Question:** What is the current size of your client population? What is the growth rate?
   **Answer:** Currently we have 4500 clients listed in the database. Unfortunately, the County does not have growth rate to provide.

67. **Question:** On average, how many taxi trips are used per day?
   **Answer:** There are no taxi trips used.

68. **Question:** On average, how many calls will your call center handle? What is the peak number of calls handled per hour?
   **Answer:** Staff handles an average of 150 calls per day.

69. All other terms and conditions remain the same.