

Shasta Regional Transportation Agency
Response to Questions on
Request for Quotes (RFQ) for On-Demand Transit Software, Training,
Maintenance and Support
Final Update: June 5, 2018

- Q1:** Are vendors required to include hardware and any associated installation costs on the quote?
- A1:** Vendors are not required to include hardware or associated installation costs with their quote. As indicated on page 3, under the Scope of Work – Software, vendors are asked to indicate the minimum hardware specifications necessary to run their software. However, if vendors also provide hardware to go with their products, vendors are encouraged to include the hardware and associated costs in their quote.
- Q2:** Are vendors required to include cellular data costs, or would SRTA prefer to procure those costs internally to save on overall project costs?
- A2:** Vendors are not required to include cellular data costs in their quotes. However, if vendors include hardware in their quote, they're encouraged to indicate cellular rates as well.
- Q3:** How does SRTA currently collect fares?
- A3:** SRTA is not a transit operator. SRTA plans to partner with Dignity Health Connected Living to operate the Sunday transit service demonstration project. The vehicles operated by Dignity Health are equipped with lock boxes for collecting fares. Some riders pay weekly or monthly and submit payment via check or card in their office. Dignity Health does not have any passes or other forms of electronic fares.
- Q4:** Does SRTA have an existing fare collection provider? If so, is SRTA able to provide the vendor details, contact information, etc.?
- A4:** No, SRTA does not have an existing fare collection provider. Please see response to Question #3 above for further information.
- Q5:** Is it the goal for the project to include mobile payment via the application?
- A5:** Yes. SRTA is interested in vendors who can provide software that supports the ability for riders to make ride requests via mobile app and integrates payment collection through an account.
- Q6:** Can you describe in further detail the requirements for: "Ability to incorporate fare collection, including: credit/debit cards, passes/vouchers and cash." Does this imply that riders are able to pay for trips through the mobile app or online portal; to what extent does the overall system front end and back end have to handle fare collection?

- A6:** SRTA desires a software system that allows riders to request rides by calling in by phone, submitting a request on a website or through a mobile App, and be able to pay for their trip through the website or mobile App. Even if there are multiple (back end) components, the user should only have to use a single interface (front end) for requesting rides and submitting payment.
- Q7:** Please confirm that the cost quote does NOT include the actual transportation services (e.g. drivers, operation of vehicles)
- A7:** Correct. This RFQ does not include the administration or operations of the transportation service (e.g. drivers, vehicles, maintenance, etc.).
- Q8:** Is DBE participation a hard requirement or does having a participating DBE firm qualify for the 5 points in scoring? Is there a percentage participation required to achieve the 5 points?
- A8:** The DBE participation is not a hard requirement, though SRTA encourages DBE participation in all of its contracts. SRTA's DBE goal is the same as the California Department of Transportation's annual goal of 4.8% for all procurements. There is no requirement that a minimum percentage of the vendor's work include DBE participation to achieve the five points. No DBE participation garners '0' points for that evaluation criteria. If vendor(s) are a DBE firm(s), vendors should indicate this in their quote and indicate which state or federal list they are on.
- Q9:** For significant uptake, it is best to avoid as many service limitations as possible. To that end, is there interest in providing some level of dynamic micro-transit during the week in addition to the Sunday service?
- A9:** This Request for Quote solicitation is focused only on the Sunday Transit Demonstration Project, with the goal of providing on-demand style transit services on Sundays. There is the potential for future participation or integration with other projects currently being studied. The city of Shasta Lake is currently studying the feasibility of providing micro-transit services. However, this project is not far enough along to determine what service alternatives may be considered and a schedule for implementation is unknown (please see the 'Need' section of the RFQ for more on this). If vendors believe their product has benefit to other types of transit projects, they are encouraged to indicate this in their quote.