

1/19/19

City of Sioux Falls

Addendum No. 3

Request 19-0158

Request for Proposals for Software Platform for Mass Transit On-Demand Pilot Project

The following answers to questions asked by firms. Please answers are hereby made of the RFP.

- 1. Can a USB containing additional materials and videos be included with our proposal for a better understanding of our software?**
 - Yes.

- 2. Does SAM intend to utilize the selected software platform for the mass transit on-demand pilot (if successful) for its Paratransit services?**
 - If yes, which software solution does SAM currently use for its Paratransit service?
 - Yes. Currently, paratransit service operates using RouteMatch.
 - What are some of the biggest concerns seen with the current Paratransit service software solution that you would change immediately if you could?
 - Paratransit staff is still manually scheduling rides at the end of each day for the next day because there are certain requirements (i.e. this passenger must ride with this bus driver) that the software cannot accommodate.
 - Customers must call 24 hours in advance over the phone.

- 3. What are SAM's expectations related to data conversion? If there is a current software solution in place, will we need to come onsite to pull data, or can it be done remotely?**
 - No data is expected to be converted.

- 4. The RFP Scope of Work on page 4 requires the proposer to identify the approach to provide service, including the number of buses and staff required but then states that the pilot will have a minimum of 10 vehicles up to the existing peak fixed-route fleet size of 18 peak buses. Does SAM intend to use the total number of drivers currently providing the fixed-route service on Saturday for the on-demand pilot?**
 - If yes, what is the number of drivers (both full-time and part-time)? Please provide the number of full-time and part-time drivers for SAM's services.
 - Currently, Saturday fixed route service is operated with eight buses and 13 drivers.

- 5. Please clarify what SAM means by "pooled rides on existing fixed routes" listed under "Trip Characteristics" on pg. 5 of the RFP.**
 - "Pooled rides on existing fixed route buses" requests that any passenger trip be shared with other passengers (pooled), and utilize existing fixed route buses rather than another vehicle.

- 6. In the RFP under "Ride Booking" on page 5, it lists "Ability to schedule via telephone calls and text messages for customers that do not have Internet services." Is this a request for Interactive Voice Response (IVR) functionality?**
 - **No, SAM prefers that scheduling not be done via IVR.**

- 7. Does SAM currently utilize IVR technology?**
 - **If yes, would SAM consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products for purchase?**
 - **No, SAM does does not currently utilize IVR technology.**

- 8. In the RFP under the Business Metrics on page 7, please provide an example of a unique user.**
 - **A unique user is equivalent to one individual person, i.e. Allie Hartzler.**

- 9. Please provide SAM's fleet inventory, including peak number and year of the vehicle.**
 - **26 fixed-route vehicles (19 in peak hour) 25 paratransit vehicles.**
 - **Fixed Route year in service – 17 are 2009, 5 are 2015, 4 are 2018**
 - **Paratransit year in service – 12 are 2010, 3 are 2012, 4 are 2014, 6 are 2018**

- 10. What is the funding source for this project?**
 - **This project will be funded through the City of Sioux Falls Transit Fund.**

- 11. What are the funding deadlines/timelines for this project?**
 - **1 year project plus ability to extend to 3 years with budget authority**

- 12. Do the current vehicles have any existing MDT's in them? If yes, does SAM intend to use existing MDT's for the on-demand pilot service? And what is the make model of the current MDT's?**
 - **No, the fixed route services do not currently have MDTs.**

- 13. Does SAM have a preferred cellular network? If so, please provide contact information for our account manager. Does SAM plan to leave the Mobile Data Terminals (MDTs) within the vehicles at all times, or bring them inside when they are not in use?**
 - **Verizon is the preferred network. Jeff Green jeffrey.grieme@verizonwireless.com.**
 - **The MDTs will be left in the vehicles, but should be easily moveable from one bus to another.**

- 14. Does SAM have existing hardware (computers or laptops) now that can access the internet? If so, what are their specifications?**

- **Yes, the specs are:**
 - **HP EliteDesk 800 G1 to G3 models**
 1. **I5 processors**
 2. **8gig ram**
 3. **128 gig SSD drives to 256 Gig SSD**
 - **Any new desktops deployed in 2020 will have this standard setup: HP EliteDesk 800 G4**
 1. **I5 processors**
 2. **8gig ram**
 3. **256 gig SSD drives**

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

- **No, there is no consultant involved with this RFP.**

16. How many in-office users will you have?

- **That has not yet been determined – we would look for suggestions of what is needed from vendor.**

17. Do you want the chosen vendor to do all the driver training, or are we training the trainers?

- **If training the trainers, how many of those are there?**
- **SAM prefers to have the vendor train the trainers. There will be 3-5 trainers.**

18. How many depots do you operate out of?

- **Service is operated out of one bus garage, and two transfer depots.**

19. Do you have any subcontractors?

- **If there are subcontractors, will those subcontractors need go-live support on-site for this project?**

Yes, SAM subcontracts with Transit Advertising Services. This subcontractor will not need go-live support, but will likely be involved in project marketing as it relates to bus advertising.

20. Are any private contractors/subcontractors used to provide trips for SAM? If yes, how are these contractors paid - by the trip or by the hour?

- **No. SAM provides all fixed route transit services.**

21. Is it permissible to have a site visit before submission of the response to the RFP to learn more about your system?

- **No, there simply is not enough time between now and the time the submissions are due to offer tours for every firm interested in this submission.**

- 22. Are there any interfaces required for external sources such as Medicare? If so, what other external sources?**
- Medicare is only reimbursed for some Paratransit rides.
- 23. Are there any special reporting requirements other than the ones requested?**
- No.
- 24. Please provide a monthly reporting summary for SAM.**
- a. Posted to the City's webpage at <https://siouxfalls.org/business/rfq/2019/12/19-0158>
- 25. What is the potential time frame for this project to be implemented?**
- Including planning and iterations the potential time frame is April 2020 – March 2020.
- 26. When would SAM want/expect to "Go Live" with software system implementation?**
- August 2020 or September 2020
- 27. Will SAM be purchasing the vehicle mounts and tablets and providing in-vehicle installation, or would SAM like those included in the bid?**
- Please include vehicles mounts and installation in the bid.
- 28. What is the total number of drivers?**
- 38 Fixed Route Drivers + 1 Part time Driver
 - 24 Paratransit Drivers + 1 Part time Driver
- 29. How many dispatchers does SAM have?**
- 3 fixed-route dispatchers
 - There are 6 paratransit dispatchers/reservationists (they do both jobs)
- 30. How many reservation agents does SAM have?**
- Reservation agents are only utilized for Paratransit.
- 31. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does SAM have?**
- No hybrid positions at SAM. Staff are either reservations specialists for Paratransit or a dispatcher for fixed-route or dispatcher for paratransit.
- 32. Are the drivers or dispatchers represented by a Union? If so, which Union?**
- Yes, drivers and dispatchers are represented by ATU Local 1356.
- 33. Does SAM have any Commuter Routes that will be part of this project?**

- **No.**

34. Does the service area encompass more than one county? If so, which counties?

- **Yes, service area encompasses Lincoln and Minnehaha counties.**

35. What is the maximum number of fixed-route and paratransit vehicles at peak service on any given day?

- **19 for fixed route during weekdays (not evenings) on Saturdays it is 9 vehicles**

36. Please indicate if there are any holidays for no service or reduced service.

- **Currently service is not provided on New Year's Day, Christmas Day, Fourth of July, Thanksgiving, Labor Day, and Memorial Day.**

37. Confirm that the initial pilot covers on-demand services only on Saturday.

- **Correct, the initial pilot covers services only on Saturday. However, if the pilot is successful it will be expanded.**

38. What are SAM's hours of service on weekdays and Saturdays?

- **Although specific hours of service vary by route, generally**
 - **Monday – Friday: 5:45 a.m. – 8: 45 p.m.**
 - **Saturday: 7:45 a.m. – 6:45 p.m.**

Trip and Call Volumes

39. Does SAM work with any transportation brokers now? If so, can you list whom you work with and approximately how many trips are provided for them on a daily or weekly basis?

- **SAM does not currently work with any transportation brokers.**

40. Does SAM provide group trips? If yes, what percentage of trips are group trips?

- **Currently, SAM only provides group trips for paratransit services, which account for 14% of paratransit rides.**

41. What is the average trip length?

- **Although exact fixed route trip duration cannot be precisely calculated, it is estimated that the average trip length is 32 minutes. For weekday trips, 72.6% of riders transfer.**

42. What is the number of will calls weekly?

- **For fixed-route there are zero will calls. On paratransit there is technically no will calls, but in some cases a rider can call in to try and leave early if there is ride available or see if they can get another ride if they missed a ride. Paratransit tries to guarantee rides home whenever possible.**

43. On average, how many calls will your call center handle?

- **Paratransit only handles calls. They experience 100 – 130 calls per day.**
- a. **What is the peak number of calls handled per hour?**
 - **The call center is only for paratransit rides and that is not included with this project.**
- 44. What is the weekly average number of declined trips?**
- **SAM does not decline trips for fixed route service.**
- 45. What is SAM's average number of one-way trips weekly?**
- **The average number of trips per weekday is 1,766. One-way trips cannot be calculated.**
- 46. Does SAM provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?**
- **SAM does not provide subscription trips for fixed route service. Only for paratransit,**
- 47. What is the current size of your client population?**
- a. **What is the growth rate? Varies between 1.5% and 2.5% per year**
 - b. **SAM estimates there are approximately 1,000 total unique riders per year. In 2018, there were 491 unique riders per weekday.**
48. Please provide an example of a use case where a driver creates an ad-hoc stop in the Driver App.
- How might we accommodate passengers without a phone? And/or low cognitive abilities? For example, could there be designated bus stops that are “hop on,” where passengers don’t need to request a ride ahead of time, rather stand and wait for a bus? For example, the downtown bus depot.
49. Automated voice announcement of rider’s upcoming stop - is the voice coming from the Traveler’s App or from the Driver’s App or from the vehicle’s audio system?
- This optional, if your platform for a traveler’s app or the driver’s app would provide this.
50. Section 2.03, Optional Mobile Fare Payment – for promotional or discounted fares, is there an existing system to handle creation, management, and validation of discount codes? Or is the vendor expected to manage discount codes directly in our software platform?
- The vendor would be expected to handle discount codes if you have a mobile fare payment system that can link to your software platform.
51. Section 2.03, Scope of Work/Specs – “Service must be in compliance with Title VI and ADA regulations.” Are there any compliance or regulatory requirements for the software related to these regulations? Please specify if so.
- This is a required statement in all FTA RFPs. You must ensure that your proposal takes into consideration methods to help operate your software for people with disabilities and people of different languages. The methods could include ways to market, educate and train.
52. Section 2.03, Scope of Work/Specs - in reference to the statement - “the pilot will stay within the existing fixed-route fleet size (peak weekday hours—18 buses) over the course of the pilot period.” Should we base our Cost Proposal using 18 buses in Year 1? Please confirm or provide the desired number of buses to be included in Year 1.
- Initially, the pilot will launch with 10 buses for 3 months. If the pilot is successful, the on-demand service will be expanded to additional days of week or service area, potentially resulting in the need for a larger

on-demand fixed route fleet. The maximum number of buses would be 26, however we do not anticipating needing more than 10 in Year 1

53. Section 2.03, Pilot Simulation – how much prior notice will be given to the vendor before the start of the Pilot Simulation?
- Ideally the simulation will run in Summer 2020, however timeline is flexible based on the vendors recommendation.
54. Section 2.03, Optional Mobile Fare Payment – can additional detail be provided about the existing mobile ticketing systems?
- Currently, there is mobile ticketing system. GenFare is the current ticketing system.
55. Section 2.03, Data, Metrics, & Evaluation – are there specific reports that are needed now? If so, please provide sample reports displaying the desired formed and data/output (anonymized).
- No specific reports are needed now, but case studies of other implementations are encouraged.
56. Section 2.03, Data, Metrics, & Evaluation – what type of database (including version) is currently used for the City of Sioux Falls Geo-database (e.g., Microsoft SQL)?
- Currently, no spatial data is collected for fixed route transit service. However, the City utilizes Microsoft SQL 2016.
57. Section 2.04 Cost Proposal – does the Pilot have a term of one (1) year? If not, please provide the actual term length in months.
- The initial pilot will have a term of three months to one year, unless otherwise recommended by the vendor.
58. Transition - What type of data would the City like to be transitioned from the existing booking system (demand/booking, vehicle, passenger)? In the case of historical data, how far back should the data be retained?
- Currently the only data collected is through our fare collection system, which is quite limited. Because data elements will be different, no data mapping will be needed.
59. Transition - For any data that the City would like transitioned, can you provide the current data model for the existing booking system? This would allow us to accurately scope and price the transition work required
- See above
60. In the requirement “Autonomous intelligent routing algorithms,” please provide your definition of “autonomous” in this context?
- The City desires for driver routes to be generated by algorithms without the need for any human interaction, i.e. autonomous.

Sign this form and include with your proposal response.

Signature

Company

Date