City of Sioux Falls

Addendum No. 4

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. Does the HTML5 requirement refer to administrative tools for dispatchers, web booking, or something else?
   a. Yes, the HTML5 requirement should be used for any platform functions, including dispatch and web-booking.

2. What languages would the City like the software platform to support? What does the City consider to be "interpretative services"?
   a. The platform should support English. Spanish is the alternative, but not required. The City does not have specific interpretive service requirements, but seeks input from the vendor on potentially feasible ride booking solutions for non-English speakers.

3. Could the City elaborate on the role of "maintenance technicians" and the kind of training they will require?
   a. Maintenance technicians provide mechanical service to the fleet. The City envisions they will support the installation and upkeep of the hardware.

4. Will the Software Vendor be required to procure any additional hardware, or is the Software Vendor responsible only for making recommendations on hardware?
   a. At a minimum, the Vendor should recommend hardware. Ideally, Vendor would include hardware as part of the bid.

5. Could the City provide more details on the Sioux Falls Geo-database — specifically, what integration with the Software Vendor's software will the City require?
   a. The City uses ESRI to share open data: http://gis-cityofsfgis.opendata.arcgis.com/. Ideally, some data from this pilot will be shared publically. Ideally, all public data is shared through the open data portal. An integration with ESRI will make that easier for the City, however it is not a requirement.

6. Could the City provide additional insight into Saturday ridership, such as ridership per line?
   a. There an estimated 525 rides on a Saturday. Attached is the 2018 breakdown of Saturdays by hour, by route and by rides per hour.

7. Could the City describe the post-award negotiation process?
   a. Contract negotiations vary by project and vendor selected. The City does not disclose its negotiation strategy prior to award.

8. Could the City clarify the requirement for the Software Vendor to secure liability insurance covering vehicles? In our experience, the entity overseeing the operation of the service is typically responsible for providing this insurance, not the Software Vendor.

9. Could the City confirm that it does not have a contract goal for DBE participation for this procurement? The City of Sioux Falls and Sioux Area Metro transit have an approved DBE goal of 0.73%.

10. Could the City confirm that no bid bond is required upon submission of the response to the RFP?
    a. There is no bid bond required.

11. What use cases does the City envision for voice commands in the smartphone app and web-app?

    a. The City wishes the on-demand service to be accessible to all users, including those with vision or mobility impairments. One way to ensure the service is accessible to those with vision or mobility impairments is to use voice commands. However, alternatives would be considered.

Sign this form and include with your proposal response. If your response has been submitted please email your signed addendum to srust@siouxfalls.org.

_____
Signature

_____
Company

_____
Date