STAR Transit
RFP # 2023111 – Transit Scheduling Software
Questions and Answers

Q: Can STAR Transit confirm the due date for questions submissions and the proposal as the RFP lists multiple deadlines for both?

A:

RFP Issued:	Friday, September 30, 2022
Amendment 1 Issued:	Friday, October 7, 2022
Amendment 2 Issued:	Wednesday, October 19, 2022
Deadline for Questions:	Wednesday, October 12, 2022
Responses to Questions Posted:	Wednesday, October 19, 2022
Proposals Due:	**November 16, 2022, by 3:00 P.M. CST**
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Notice to Proceed (NTP):	**Anticipated on or before December 7, 2022**

Q: We respectfully request a two-week extension of submission deadline.

A: *Please refer to question 1. Addendum 1 & 2 attached.*

Q: How many vehicles are currently being used by STAR and is an increase in fleet size anticipated in the near future?

A: *STAR Transit currently has approximately 65 active vehicles. Yes, expansion is anticipated for near future and beyond.*
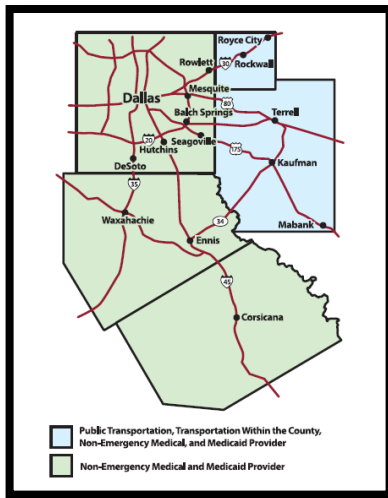
Q: Can STAR please share the monthly ridership volumes?

A:

FY 2022	TRIPS
Sep-21	9,524
Oct-21	9,368
Nov-21	8,934
Dec-21	10,504
Jan-22	8,488
Feb-22	7,254
Mar-22	11,524
Apr-22	10,375
May-22	10,777
Jun-22	11,675
Jul-22	11,382
Aug-22	12,945

Q: Can STAR provide a map of the service area?
A:

Q: Can STAR provide more details about the service hours?
A: *Demand Response Mon – Sat 5am – 8pm / Fixed Route Sun – Sat 4am – 1am / Microtransit Mon – Friday 6am – 8pm, Sat 8am – 5pm*

Q: Who is the incumbent provider?
A: *TripSpark – Novus is used for ADA Complementary Paratransit and Fixed Route and Spare Labs, Inc. is used for microtransit.*

Q: Can the STAR share the budget for this project?
A: *Not applicable*

Q: Will STAR accept electronic signatures on the forms and cover letter?
A: *Yes*

Q: In section 8 regarding the Qualification Requirements on page 17, for which years are the Financial Statements required?   And can the Financial Statements be sent in a separate email?
A: *Financial Statements are only upon request from STAR Transit. Yes, if requested, they can be sent in a separate email.*

Q: Can STAR please extend the submission deadline by a week to ten days to allow vendors to provide more responsive and informative proposals?
A: *Refer to question 1.*

Q: Are the technical specifications about software mentioned on page 5 part of the section 6 pricing structure?
A: *Software is not mentioned on page 5, however, section 6 pricing structure is listed on page 37 under 3.9 Pricing Schedule.*

Q: On page no. 25, in 2.2 Project List is states: *Minimum Requirements – Proposal Construction.* Please explain what is meant by Proposal Construction.
A: *The word construction can be removed. Proposal is the minimum requirement.*

Q: *At a minimum, each proposal should contain the following elements…..*Should these elements be provided as supplementary materials, or should a separate section be created?
A: *These elements can be included in proposal however offer chooses, as long as it is included.*

Q: Are the *Required Forms and Certifications* mentioned on page 26 the same "Required Forms and Certifications" mentioned in Section 2 on page 5?

A: *Yes*

Q: Can STAR confirm there is not a specific DBE goal attached to this procurement?
A: *There is not a specific DBE goal.*

Q: Would STAR consider waiving its required DBE documentation requirements for this procurement? Because this procurement is seeking software, there is virtually no opportunity for a subcontractor to deliver any of the Scope of Work? Requiring additional subcontractors will likely increase total overall costs of this procurement with no value-add to STAR Transit, its drivers or riders.
A: *Not Applicable*

Q: Could STAR Transit provide more detail on the kinds of services that are relevant to this RFP? For example, ADA paratransit, non-emergency medical, or microtransit.
A: *ADA Complementary Paratransit, Microtransit and Fixed Routes*

Q: For Section 4: State of Qualifications, how many comparable deployment examples and references would STAR Transit prefer?
A: *The number of examples included is up to offeror in the time frame of the last 2 to 5 years.*

Q: How many vehicles does STAR Transit plan to launch for the services covered in this RFP?
A: *We currently operate up to 65 vehicles daily. Expansion is anticipated.*

Q: How many years will the contract cover? 5 years?
A: *Minimum 5 years*

Q: For the requirement of importing STAR Transit's fixed route GTFS data with the routing info – what is the goal of importing GTFS data? In other words, how does STAR Transit envision using GTFS data in the technology? Would it be for rider trip planning purposes? Please describe.
A: *STAR Transit envisions the software to be able to input ridership count information and arrive/perform time functions for our fixed route service.*

Q: For the evaluation criteria of "Delivery Time/Schedule" – does this refer to length of time for service launch? If so, what are STAR Transit's expectations?
A: *Yes, 90 days from contract execution to launch date.*

Q: What other entities does STAR Transit want the software to integrate with?
A: *There are none*

Q: Can STAR Transit confirm that respondents may submit additional / supplemental pricing materials in addition to filling out the provided pricing schedule form?
A: *Yes*

Q: How many days should the bid be valid for?
A: *Proposals and subsequent offers shall be valid for a period of 90 days.*

Q: Does the price proposal need to be in a separate document from the technical proposal?
A: *This is at the offeror's discretion.*

Q: What is the current s/w and what are some of the biggest concerns seen with the current software solution that you would change immediately if you could?
A: *TripSpark. Ease of use.*

Q: What are the goals of STAR Transit surrounding this software upgrade?
A: *To be able to use one software for all services that is user friendly and has capabilities for automated reminders and ability to take credit cards for fare payment.*

Q: What is the funding source for this project?
A: *Federal and State Grants*

Q: What is the funding deadlines/timelines for this project, i.e., when does the money need to be spent?
A: *No deadlines/timelines.*

Q: Does STAR Transit have a preferred cellular network? If so, please provide contact information for our account manager.
A: ATT, Alexandria Villarreal, Sales Executive 3 Mobility, 208 S. Akard St., 12th Floor, Dallas, TX 75202, av824a@att.com

Q: Does STAR Transit provide any other types of service that may be used by the awarded solution?
A: *ADA Complementary Paratransit, Microtransit and Fixed Routes*

Q: You mentioned floodgate messaging. Does STAR Transit have an Interactive Voice Response (IVR) system currently? If so, who is the current IVR system with? What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish?) Is it an onsite server or hosted solution?
A: *Yes, through Cisco, however, it is not connected to current software. Currently scheduling software solutions include night before, reminder calls with option, arrival notification calls, floodgate messaging, English and Spanish. The server is on-site.*

Q: Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?
A: *No*

Q: How many in office users will you have?
A: *At least 20*

Q: 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?
A: *Train the trainers, at least 10*

Q: How many depots do you operate if more than 1?
A: *Only 1*

Q: How many subcontractors do you work with? Will those subcontractors need go-live support on site?
A: *None*

Q: Are any private contractors/subcontractors used to provide trips for STAR Transit? If yes, how are these contractors paid, by the trip or by the hour? Will (agency) allow proposers to provide a demo of the software before awarding the contract?
A: *No*

Q: What is your agency expectations related to data conversion from the Route Match system, aside from the 4 years of trips you have required?
A: *STAR Transit would like rider profiles, driver profiles and subscriptions to be converted.*

Q: Are there any interfaces required to external sources such as Medicare? If so, what other external source.
A: *Yes, our broker is SafeRide's whom we provide Medicaid Trips through.*

Q: What is the total number of Drivers to be trained? How many of these are volunteers?
A: *60-65 drivers, we have no volunteers.*

Q: How many dispatchers does your agency have?
A: *4*

Q: How many reservation agents does your agency have?
A: *5*

Q: How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?
A: *None*

Q: Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?
A: *No*

Q: Does the service area encompass more than one county? If so, which counties (other states as well)?
A: *Yes, Kaufman County, Rockwall County, Navarro County, Ellis County, Portions of Dallas County (Cities of Mesquite, Balch Springs, Seagoville, Hutchins, and DeSoto)*

Q: How many group trips do you currently provide per week? What percentage of all trips are group trips?
A: *Group trips are only provided for Senior Centers and our local partners. On an average 2-3 every three months.*

Q: What is the maximum number of paratransit vehicles at peak service on any given day?
A: *45*

Q: Please indicate if there are any holidays for no service or reduced service.
A: *New Year's Day, President's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, The Day after Thanksgiving, Christmas Eve, and Christmas Day.*

Q: On what days of the week are trips provided?
A: *ADA Complementary Paratransit - Monday – Friday / Microtransit - Monday – Saturday / Fixed Routes vary – Monday – Sunday*

Q: What are your current Rides per Hour (RPH)?
A: *1.7*

Q: What is your average number of trips per day?
A: *660*

Q: What is the average trip length?
A: *7.5 miles*

Q: What is the number of will-calls weekly?
A: *9*

Q: What is the weekly average number of declined trips?
A: *63*

Q: What is average number of one-way trips provided weekly?
A: *2,361*

Q: Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?

A: *Yes, 42%*

Q: What is the current size of your client population?

A: *Approximately 790,140*

Q: What is the peak number of calls handled per hour?

A: *67*

Q: Is it mandatory to be able to turn driver messaging capabilities on or off?

A: *No*

Q: Will you accept alternatives to push-to-talk messaging through the driver tablet?

A: *No*

Q: What specific information do you require to track grocery deliveries? How many grocery delivery trips do you provide compared to demand response and microtransit trips?

A: *STAR Transit does not provide grocery delivery trips.*

Q: Are driver tablets and mounts required to be included?

A: *No, STAR Transit provides both tablets and mounts.*

Q: What are minimum insurance requirements?

A: *Offeror should follow the state minimum requirements.*

Q: What camera system do you have in vehicles? Why would your transportation software produce camera ready print outs? Why wouldn't you print these directly from your camera system? Please elaborate on this requirement: 'Printing/producing camera ready printed output'.

A: *Section 6, GIS Functionality, second bullet (page 8) "Printing/producing camera ready printed output" has been removed. Refer to Addendum 2.*

ADDENDUM 1

RFP # 2023111 TRANSIT SCHEDULING SOFTWARE

ISSUED DATE: 09/30/2022

October 7, 2022

STAR Transit reserves the right to amend the RFP at any time. Any amendments to or interpretations of the RFP will be in written addendum. Prospective Offerors officially known to have received the RFP will be emailed or mailed the addendum.

The date specified for receipt of Proposals is:

[ ] **Not Extended** [X] **Extended to** November 16, 2022 at 3:00 pm

RFP Document pages amended:

1. COVER PAGE – Updated due date
2. 1.2 SOLICITATION SCHEDULE (page 3) – Proposal Due, Interviews and Notice to Proceed have all been updated.

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3. 1.4 INSTRUCTION TO OFFERORS SUBMISSION REQUIREMENTS (page 5) – Proposal due date updated.

Respectfully,

Teresa Elliott
Project Manager

ADDENDUM 2

RFP # 2023111 TRANSIT SCHEDULING SOFTWARE

ISSUED DATE: 09/30/2022

October 19, 2022

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The date specified for Interviews (if needed) and Notice to Proceed (NTP) is:

[ ] **Not Extended** [X] **Extended to** Interviews: November 21 – November 27, 2022 and Notice to Proceed: on or before December 7, 2022. (Extended due to holiday).

RFP Document pages amended:

4. COVER PAGE – Updated – Amendment dates added
5. 1.2 SOLICITATION SCHEDULE (page 3) –Interviews and Notice to Proceed have been updated.

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6. SECTION 6 PRICING STRUCTURE, GIS and Mapping Functions, GIS Functionality (page 8) – GIS functionality requirement was removed. See below.
   ➢ Printing/producing camera ready printed output.

Respectfully,

Teresa Elliott
Project Manager