

STAR Transit

RFP # 2024102 – Fixed Route Software

Questions and Answers

Q: *Can companies from Outside USA apply for this (like, India or Canada)?*

A: Yes.

Q: *Does the vendor need to come over there for meetings?*

A: No, any meetings we may need can be scheduled virtually.

Q: *Can we perform the tasks (related to RFP) outside USA?*

A: Yes and No. Any implementation items that can be performed virtually may, however, any hardware that needs to be installed or onsite training will need to be in person.

Q: *Can we submit the proposals via email?*

A: Yes

Q: *Is this STAR Transit software an in-house solution or a COTS application?*

A: This software will be an in-house solution.

Q: *Is this an existing software that needs updating or is it a complete overhaul?*

A: This is not an existing software; this will be a new application for STAR Transit.

Q: *Based on your response to the previous question, it doesn't seem like there is an incumbent. If applicable, who currently holds the position for this work?*

A: STAR Transit is a public transportation agency; we require software for certain services that we perform. The software we are seeking is strictly for fixed route services and should be cloud based. N/A

Q: *To what extent will we collaborate with STAR Transit engineers?*

A: STAR Transit does not have engineers; vendor will work directly with management to get the software implemented.

Q: *Can you furnish a comprehensive list of hardware and software requiring integration into the system and do these systems come equipped with APIs (Application Interfaces)?*

A: Our drivers use Samsung Tab A's, and the software will need to be compatible with these tablets and have a mobile app for driver and passenger use.

Q: *There are two sections which appear to outline how the Government would like the proposal to be structured. Proposal Format and Contents Requirements (Pages 3-15) seems to indicate a different structure than the Project List (Pages 23-24). Can you clarify which format you'd like contractors to follow?*

A: The Proposal and Contents Requirements is a breakdown of how the proposal should be submitted. Section 6 of these requirements should be broken down under 3.9 Pricing Schedule. Section 7 of these requirements is the SOW (Tech Specifications). The Project List is the minimum each proposal should contain. This is up to the Offeror to decide how and where to include in their proposal.

Q: *Would you accept a letter of financial veracity instead of audited financial statements?*

A: It is up to the Offeror what they provide, however, financial statements prepared in accordance with the GAAP must be made available upon request.

Q: *How many vehicles/types are in scope, 3??*

A: That is correct.

Q: *What budget does the agency have?*

A: N/A

Q: *How many years of use/licensing are in scope?*

A: 5

Q: *Does the agency want spare hardware to be quoted?*

A: Optional

Q: *What budget does the agency have?*

A: N/A

Q: *Are there any issues with bus equipment i.e., speaker working, etc.?*

A: N/A

Q: *Please provide installation hours and bus availability?*

A: 8am – 4pm Monday through Friday, availability should be open

Q: *Are we required to remove any existing equipment?*

A: No existing equipment

Q: *Is there existing Wi-Fi at the garage?*

A: No

Q: *After installation, will staff be there for sign-off?*

A: Yes

Q: *When does the agency want to be installed and go-live?*

A: Preferably March 1st, April 1st at the latest.

Q: *Are there attachment size limitations for email submission? If there are, can we provide a Dropbox link with our submission?*

A: Email size limitations unknown – Dropbox will be fine if file is too large to send to the email address listed for submission.

Q: *What is the make/MFG of existing LED signs? Does STAR Transit want the successful vendor to provide new LED Signs?*

A: STAR Transit does not currently have LED signs. Fell free to provide as an option.

Q: *Does STAR Transit have exterior speakers for an AVA system?*

A: No

Q: *What type of passenger information is STAR Transit interested in capturing? What is the source of this passenger information?*

A: Information on each client is not needed, therefore, would be optional.

Q: *Will a line item be added to the pricing sheet for the 5 year warranty requirement?*

A: No

Q: *Can the vendor provide their own price breakdown in addition to the provided pricing sheet to give more detailed breakdown of understanding of all components included?*

A: Yes, please make sure this is separate from the pricing schedule provided in the solicitation.

Q: *The company is based in California but uses out of country contractors. Any restraints on this approach?*

A: No restraints

Q: *The preference is to use React with Javascript/Typescript for web app, and React and would prefer to use native with Javascript/Typescript from mobile app. Backen with Python, and maybe also Django.*

A: There is no preference on the back end details. STAR Transit is looking for ready-to-use, reliable and accurate Transit Fixed Route Software.

Q: *Item 6.a.1 Is the Automatic Voice Announcement system and 3.a.8 Passenger Feedback and Response Mechanism required in the base bid or should it be listed at optional?*

A: Both can be optional.

Q: *It is our understanding that when the RFP indicates that the system MUST perform a function, the vendor assumes that this is required functionality. When the RFP indicates that the system SHOULD perform a function, the vendor assumes that this functionality is not required, but is desired. Does this align with your agency's intent with regard to your RFP?*

A: Yes

Q: *shall all submitters include pricing for 10% spare equipment?*

A: Optional

Q: *In addition to using the supplied pricing sheet, may vendors also submit pricing in their own format (to mitigate confusion)?*

A: Yes, must be completed separately.

Q: *Does the agency require SSO (Single sign on) with: Headsign or Farebox*

A: No

Q: *Where will vehicle installation occur (outside parking lot, covered lot, garage, etc.)??*

A: Outside parking lot

Q: *The RFP is silent on the number of vehicles in STAR Transit's fixed route fleet. Please provide a fleet list with the quantity of buses including the make, model, year, and length/number of doors for each bus.*

A: Page 4 software solution for three (3) vehicles.

Q: *The RFP is silent on the desired implementation timeframe. Does STAR Transit have a target project completion date, and if so, can it be shared with interested bidders? If not, we will include a schedule of implementation from contract signing to final acceptance and support of the system with our bid as required in Part 7 (page 14).*

A: Preferably March 1st, at the latest A

Q: *Is it possible to provide photographs and information from the serial number/asset tag and current Android OS/software version and number of existing ports/connections on the existing Samsung Galaxy Tab A tablets. This*

information will aid interested bidders to assess the feasibility of re-using the existing MDT hardware or if they will need to be replaced.

A: Samsung TAB A 8.4 (2020) SM-T307U Android 11

Q: *Do any of the vehicles currently have cellular routers? If so, can you provide which vehicles, and the router make/model?*

A: No

Q: *"Will STAR Transit be providing the cellular data plan, or, is it within the CONTRACTOR's area of responsibility to provide the cellular data connection? Does STAR have a preference for which cellular carrier network to utilize, or if STAR is providing the network, please specify the existing carrier(s) or if it is an aggregated network."*

A: STAR Transit provides cellular service via AT&T

Q: *We would like to request a two week time extension on the deadline for submission of proposals and a one week extension to submit additional questions for clarification. Having additional time will permit our team time to address the responses to clarifications posted after Nov 24 and will provide additional time after the Thanksgiving holidays to submit our bid.*

A: STAR Transit will extend submission deadline to December 8th at 4pm to allow make up dates for Thanksgiving.

Q: *Can STAR Transit provide a two-week extension?*

A: STAR Transit will extend the submission deadline to December 8th at 4pm to make up for Thanksgiving.

Q: *Can STAR Transit provide a fleet list of the following:*

A:

- *Vehicle Name – Commercial Cutaway*
- *Make – Ford*
- *Model – Startrans Senator II*
- *Year - 2021*
- *Bus length – 26.5ft.*
- *Bus voltage (12v or 24v)? N/A*
- *Number of doors requiring APC equipment per each vehicle. 1*
- *Measurements of the width of the door(s) requiring APC equipment per vehicle type. N/A*
- *Pictures of the exterior of each vehicle type*



- *Pictures of the door frame (looking up) for each vehicle type i.e., if you're standing in the doorway, a picture looking straight up to where the APC sensor equipment would be installed." N/A*

Q: *What hardware is already installed in the vehicles?*

A: No

Q: *Does STAR Transit already have APC equipment? If so, please specify the provider and equipment details.*

A: No

Q: *Does STAR Transit already have AVA equipment? If so, please specify the provider and equipment details.*

A: No

- Q:** *Page 5 - Provide a cloud-based or browser-based ITS system enabling the scheduling of driver assignments, trip schedules, automatic status updates, and GPS vehicle location. Is the intent here to allow the driver to self-assign work?*
- A:** No, the intent here is for dispatch to be able to adjust on the back end if needed as well as automatic status updates for passengers, dispatch, and drivers and vehicle tracking.
- Q:** *Page 6 - The system shall support route interlining. This shall include linear routes, 'figure-8' routes, and other custom route designs. Can STAR Transit expand on what is meant by "other custom route designs"?*
- A:** The ability to suggest better routes to the already existing routes.
- Q:** *Page 6 - The CAD/AVL System must allow the user the ability to create unlimited customized dispatch triggers and/or alerts (such as a pop-up message). Who is the intended recipient of the triggers and alerts? Please provide examples of a customized dispatch trigger and alert.*
- A:** The Passengers, mainly. These can be for Holiday closures, Inclement Weather Alerts, any message that STAR Transit needs to push out for information to the passengers on App.
- Q:** *Page 10 - System shall have the option to allow for the capture of passenger identification information from media such as magnetic stripe or RFID cards without any driver/operator interaction. Can STAR Transit provide an example image of the front and back of a card along with card make details?*
- A:** An Addendum was pushed out yesterday to remove this from RFP. I have attached that addendum. It was also emailed to privacy@tripshot.com, which is the contact email I had on file.