ADDENDUM ACKNOWLEDGEMENT FORM
RFP-003-25-24
ADDENDUM #17

Bid No: RFP-003-25-24

Bid Title: METS Bus Tracking CAD AVL AVA

Opening Date: Thursday, May 2, 2024 @ 1:30 p.m.

ADDENDUM NUMBER: (17)   Date: April 12, 2024

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES ARE APPLICABLE TO THE

ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED RFP:

This addendum includes the following:

Question: In **Section 2 – Exhibits**, could METS clarify what is meant by:
        V. List of 2 previous customers

Answer: METS would like a list of two former customers.

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL RFP.

THE A D D E N D U M   ACKNOWLEDGMENT FORM SHALL BE SIGNED BY AN A U T H O R I Z E D
COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE RESPONSE.

COMPANY:_____

BY:_____

TITLE:_____

DATE:_____

PHONE NUMBER: _____

SIGNATURE:_____

Bid No: RFP-003-25-24

Bid Title: METS Bus Tracking CAD AVL AVA

Opening Date: Thursday, May 2, 2024 @ 1:30 p.m.

ADDENDUM NUMBER: (18)   Date: April 18, 2024

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES ARE APPLICABLE TO THE

ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED RFP:

This addendum includes the following:

1. **Question:** Please elaborate on requirement 2.1.10 "App must allow point and drop for passengers." In what scenario would a passenger need to "point and drop"? Is this a feature you currently offer? What outcome are you seeking for the rider?

   Answer: Like smart phone Map Apps, METS would like customers to be able to drop a pin in the METS app as to where they are and where they want to go and have the app show what bus or buses to take and from which bus stops and times. This is not a feature METS currently has. This is to improve rider experience.

2. **Question:** Please elaborate on requirement 2.1.12 "App must show real time traffic." Are you seeking for drivers to see real time traffic on their on-board device? Or, are you seeking for passengers to see real time traffic on their iOS/Android mobile rider app?

   Answer: This is for the passengers to see real time traffic on the public app.

3. **Question:** Please elaborate on requirement 2.2.9 "Software must have support for Driver Comments. These are comments the driver can see on the in-vehicle tablet." Who is making the driver comments? How do you envision these comments being displayed? What is a use case or example of needing to make a drive comment? Are these comments archived or stored? What users have access to these driver comments and how do they access them? Is this a feature you currently have, and if so can you provide a visual example?

   Answer: This feature is for drivers to receive messages from base and for base to receive messages from drivers. We would like the comments stored. We would like the Admin and Dispatchers (Refer to addendum 1) to have the ability to send and receive comments. The purpose is to keep some chatter off the radios. METS does not currently have this feature on its fixed route service.

4. **Question:** Please elaborate on requirement 2.2.10 "Software must have support for Private Comments. These are comments that can be hidden from other users depending on permissions." Who is making the private comments? How do you envision these comments being displayed? What is a use case or example of needing to make a private comment? Are these

comments archived or stored? What level of access would you envision being able to read private comments? Is this a feature you currently have, and if so can you provide a visual example?

Answer: (Refer to addendum 1) We would like private comments so if those with Admin privileges want to send a private comment someone with a lower Dispatch privilege might not see the comment. We would like the comments stored. METS does not currently have this feature on its fixed route service.

5. **Question:** Please elaborate on requirement 2.6.6.5 "Off Route Reports." What exact metrics are you looking to obtain from this report (ie: simply that a vehicle was off route, the duration a vehicle was off route, the exact path the vehicle drove when it was off route)?

   Answer: Off Route Reports should show if the bus is off route, where they are when off route, how long in distance and time they were off route. With DoubleMap breadcrumbs are left and we can go into history to see if the bus left route on a map.

6. **Question:** Please elaborate on requirement 4.1.1 "Software must support English, Spanish at a minimum. Software must be ready to support additional languages as required by the Agency." Do you require the driver app to support English and Spanish? Do you require the rider app to support English and Spanish? Do you require the dispatching software to support English and Spanish?

   Answer: This would be for the passenger app used by the public.

7. **Question:** Regarding the Performance Bond: In our experience, such bonds are traditionally used in construction projects for public works or real estate development, and they are less commonly used in technology projects. We understand the role of a performance bond as intended to ensure the client receives the value for which it has contracted.

   In the case of Public Transit CAD/AVL project, we understand some of the main risks to be:
   - The vendor goes out of business mid project
   - The system does not get completed on time, or ever
   - The system lacks key functional capabilities that were promised
   - The vendor fails to provide necessary support to ensure project success

   To mitigate these risks in place of a performance bond, would METS be willing to instead:
   - Require proposing vendors to provide financial statements to demonstrate solvency
   - Establish a system of milestone payments so that the client is not releasing any payment to the contractor until the contract has completed significant, discrete parts of the project
   - Establish a system of contract retention to ensure the vendor's incentive to finish the project in its entirety

8. **Question:** Will METS remove the requirement for the Performance Bond as a component of this RFP?

   Answer: The selected vendor should be prepared to obtain a performance bond if requested.

9. **Question:** Can the proposer submit their own quote document in addition to the Cost Proposal Page?
   a. Is the City open to both Traditional and SaaS pricing models?

   Answer: The proposer must submit Form E-1. If they would like to break down pricing as to better explain the cost of each item that is acceptable but Form E-1 is to show the cost of the proposal being offered.

10. **Question:** What quantity of vehicles have 2 doors?

Answer: 26 buses have dedicated entrance and exit doors. 3 buses are BOC and have an Entrance/Exit Door with an ADA lift door in the back of the bus.

11. **Question:** What kind of Fare collection integration is the City looking for regarding GenFare
    a. Reports
    b. Fare types,
    c. Etc.

    Answer: METS would like the driver to be able to login on one device and use the device to login to the farebox with route information and select fare types during the trip.

12. **Question:** Is the City open to the proposer providing new interior signs?

    Answer: Yes

13. **Question:** Does the City currently have existing APC sensors for the potential future integration?
    a. If yes, what is the make/model
    b. If no, would you like us to include pricing for Automatic Passenger Counters? Should that be listed as a core or an optional cost?

    Answer: a. Refer to Addendum 10.
    b. The RFP asks for Optional pricing for APCs.

14. **Question:** How many buses could be tentatively available per day for installation?

    Answer: This is difficult to answer due to not knowing the length of time it will take to install the systems and how many installers will be onsite. However, I can answer that METS Garage staff is on site 20 hours per day Monday to Saturday and 14 hours on Sunday. We will work with the selected vendor to rotate buses in for a smooth installation process.

15. **Question:** Regarding the Indiana Access to Public Records Act and potential disclosure of our proposal to the public, would METS accept a redacted copy of our proposal upon submission. If yes, should the redacted version be included with the printed copy, or can it be made available electronically (either email or USB) after the due date and time?

    Answer: If a Public Access request is made it would go to the City Legal Department for approval. An Electronic Redacted Copy may be submitted with your proposal to have on file.

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COMPANY: _____

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