RFP 24-04: Transit On-Demand Service
Questions and Clarifications
June 18, 2024

1. Q: What is the budget for this project, for year one and subsequent years?
   - A: The project has been funded with a $650,000 grant awarded by the Massachusetts Department of Transportation for the state fiscal year 2025. Funding in future years is not guaranteed by the grant or by the department.
2. Q: What is the anticipated date for Go-Live?
   - A: The MBTA anticipates train service to begin in May 2025; transit on-demand service shall go-live on the date that the MBTA Commuter Rail service starts.
3. Q: What is the expected ridership from each location per hour?
   - A: The commuter rail service is new for the region and transit on-demand is new for SRTA; no estimate for daily ridership is provided.
4. Q: Is there a DBE goal for this project?
   - A: There is no DBE goal for this project. DBE contractors and sub-contractors are encouraged to participate in this project.
5. Q: What is not included in the 30-page proposal limit set forth by the Agency, e.g., is the cover page, cover letter, cost proposal, forms, bios, etc. count toward the 30-page limit?
   - A: The Management Fee Proposal Form and required attachments are not included in the 30-page limit. Included in the 30-page limit are: Letter of Introduction; Experience and Capability of Company; and Proposed Management Team.
6. Q: Can the Vendor suggest optional modules for the project in an Appendix that is excluded from the 30-page limit for the proposal?
   - A: Optional modules can be included as an appendix.
7. Q: To facilitate more complete and detailed proposals, can the Agency please increase the page limit for the proposal?
   - A: The page limit remains at 30 pages.
8. Q: Which section of the proposal should contain the technical requirements of the project?
   - A: The technical requirements can be discussed in the "Experience and Capability of the Company" section.
9. Q: Providing fully audited financial statements is very costly, is a certified CPA statement regarding our financial status acceptable? If not, what other documents are?

- o A: If a financial statement is not available, other documentation of the financial status of the Proposer shall be furnished as part of the Proposal.
10. Q: Does the vendor need to submit the cost proposal separately?
    - o A: The cost proposal can be submitted as an appendix and is not included in the 30-page limit for proposals.
11. Q: Can vendors also submit their own pricing format along with the one required by the Agency?
    - o A: Vendors are welcome to submit their own pricing format in addition to completing the price proposal form in Exhibit F: Fee Proposal.
12. Q: Will the Agency accept electronic signatures on the forms, cover letter, etc.?
    - o A: All forms shall be signed by an authorized agent of the proposer.
13. Q: To facilitate submission and reduce paper usage, can vendor proposals be submitted electronically or via a portal?
    - o A: Submissions should include four (4) physical copies, one (1) marked original, and a digital version via a Universal Serial Bus (USB) thumb drive.
14. Q: In order to allow bidders to prepare a more customized and informed response to this RFP, can the Agency please provide an extension for the submission of proposals?
    - o A: The timeline for submittal is unchanged from the timeline presented in the solicitation.
15. Q: Is there a garaging location to store our vehicles if needed?
    - o A: The successful bidder is expected to provide a plan for vehicle storage, maintenance, and fueling. SRTA will not provide these services.
16. Q: How many vehicles are required for this project? Will SRTA provide vehicles or does the vendor provide them?
    - o A: A minimum of one vehicle per zone is expected. The successful bidder must provide the vehicles, vehicle maintenance, storage, fueling, and insurance.
17. Q: Does the Agency anticipate growth in the number of vehicles required in the near-, mid-term future?
    - o A: The option to expand the number of vehicles is included in the price proposal template. The successful bidder should have the capacity to expand the number of vehicles if requested by SRTA.
18. Q: What type of vehicles does the Agency require for this project, e.g., hybrid, EVs, standard fuel?
    - o A: There is no preference for fuel used by the vehicle.
19. Q: If the Agency requires electric vehicles, does the vendor need to set up the charging stations?
    - o A: Electric vehicles are not required for this service. If the bidder proposes electric vehicles, the bidder should provide space for vehicle charging and storage along with a contingency plan if electric vehicles are unavailable for service.

20. Q: If the Agency requires fuel vehicles, will the Agency cover the fuel costs for the vehicles?
    o A: The successful bidder is responsible for fuel costs associated with operating the transit on-demand service.
21. Q: If the Agency requires vehicles, will Agency provide space for storage and maintenance of vehicles?
    o A: The successful bidder will be expected to provide vehicles, space for storage, and maintenance of the vehicles.
22. Q: Does the Agency require MDTs for this project?
    o A: The successful bidder is expected to provide all hardware and software needed to facilitate transit on-demand service.
23. Q: Is the Agency willing to buy the MDTs from the vendor?
    o A: SRTA is not obligated to purchase any equipment used by the successful bidder at the end of the contract.
24. Q: Can agency provide geographical and demographical details of Fall River Depot, New Bedford Church street and New Bedford downtown?
    o A: The service areas for each station are available in Exhibit E: Micro-Transit Service Area Maps.
25. Q: What is the fare we are to collect from passengers?
    o A: The fare rate for this service has not been established but will be set to an amount less than half the day-rate parking fee at the MBTA station.
26. Q: When passengers pay with a credit card, are we able to pass down the fare minus credit card fees?
    o A: Credit card processing fees can be deducted from the fares collected if accompanied by an invoice for fees charged by credit card processing company.
27. Q: What data do they need to see on reporting of fares?
    o A: The technology needs to include reports that show the trips booked, delivered, and fares paid; data shall include trip origin and destination, requested pick-up time, actual pick-up time, and actual drop-off time.
28. Q: Does the Agency require White Labelling for the software?
    o A: White labeling software is not a requirement for this project; however, it is encouraged if possible.
29. Q: Which software is used for paratransit system by SRTA?
    o A: SRTA uses Novus by TripSpark. Integration with this system is not expected and not a requirement for this service.
30. Q: Does the Agency require Driver Apps for this project?
    o A: The successful bidder shall provide the technology needed to facilitate transit on-demand services and shall include a customer facing app through which trips can be booked and paid for. The technology shall include back-end reports that show all trips with details of origin and destination.
31. Q: How soon after submitting an invoice does payment come through?

- o A: Invoices are typically paid monthly.
32. Q: Can billing be sent bi-weekly?
    - o A: SRTA prefers monthly invoicing.
33. Q: How often should fares be sent in?
    - o A: Fares can be credited from the invoice amount.
34. Q: What data do they need to see on billing reports?
    - o A: Billing should include all eligible reimbursable costs.