

1. How many days should the bid be valid for?
 - a. Proposals submitted should be valid for 120 days
2. Would you accept an electronic submission for final proposals?
 - a. Proposals must be submitted electronically via email to Shaun Vigil (svigil@fairfield.ca.gov)

Proposals should be titled: “[Name of Firm] On-Demand/In- Advance Scheduling System – Technical Proposal.” “Firm Name” must be the name of the prime Firm.

The technical proposal should include Parts 1-3 per Section C.

Part 4 – Cost Proposal included as Section 8 of this solicitation must be electronically submitted in a separate file titled: “[Name of Firm] On-Demand/In-Advance Scheduling System – Pricing Sheet.” “Firm Name” must be the name of the prime Firm. The Cost Proposal file will not be opened until each submitted Technical Proposal has been carefully reviewed and evaluated, and the highest ranked Firm has been selected. The Cost Proposal will form the basis of contract negotiations.

Technical and Cost Proposal submissions will be accepted until 4:00 p.m. PST on Thursday, July 7, 2022. The timeliness of proposal submission is the sole responsibility of the Firm.
3. Does the price proposal need to be in a separate sealed envelope from the technical proposal?
 - a. Please see the response to Question 2.
4. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?
 - a. Yes, but only information submitted in Section 8 will be considered as part of the proposal evaluation.
5. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?
 - a. The City is rethinking its approach to on-demand and in-advance technology. Please focus on how well the proposed solution meets the requirements and specifications in the solicitation.
6. What are the goals of Fairfield surrounding this software upgrade?
 - a. Please review the solicitation for a description of goals and for the reasons Fairfield is pursuing this RFP.
7. What is the budget for this project?
 - a. The City has conducted an independent cost estimate (ICE) and will compare proposer Section 8 submittals to this ICE.
8. What is the funding source for this project?
 - a. State and local funding are the funding sources for this project.

9. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent?
 - a. Any funding deadlines/timelines are not relevant to this RFP.
10. Does Fairfield have a preferred cellular network? If so, please provide contact information for our account manager.
 - a. No, the City does not have a preferred cellular network.
11. Does Fairfield provide any other types of service that may be used by the awarded solution?
 - a. Please review the City offerings on its website located at fasttransit.org
12. Does Fairfield have an IVR system currently?
 - a. No, the City does not have an IVR system currently.
13. Does Fairfield have any Commuter Routes that would be considered part of this project? If so, how many?
 - a. Please see the response to Question 11.
14. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?
 - a. This question is not relevant to the RFP.
15. How many in office users will you have?
 - a. Currently, we anticipate having between 12-15 total users.
16. Do you want the chosen vendor to do all the driver training or are we training the trainers?
 - a. We anticipate vendors will conduct "training the trainers" training.
If training the trainers, how many of those are there?
 - b. We anticipate 12-15 individuals will undergo training.
17. How many depots do you operate if more than 1?
 - a. If a depot is defined as the place where vehicles are parked when not in service, then the City of Fairfield has one depot, which is located at its Corporation Yard.
18. Do you have any subcontractors?
 - a. The City contracts with MV Transportation currently.
If there are subcontractors, will those subcontractors need go-live support on site?
 - b. Yes, and they are included in the training number listed in Questions 15 and 16.
19. Are any private contractors/subcontractors used to provide trips for Rouge Valley? If yes, how are these contractors paid, by the trip or by the hour?
 - a. The City of Fairfield does not understand what is referenced asking "to provide trips to Rouge Valley". We request Ecolane clarify this question and resubmit.
20. Will Fairfield allow proposers to provide a demo of the software before awarding the contract?
 - a. Demos will not be a part of the evaluation process.

21. What are your agency expectations related to data conversion from the Route Match system?
 - a. At this time, the City does not anticipate a conversion will be necessary.
22. Are there any interfaces required to external sources such as Medicare? If so, what other external source
 - a. No, there are no interfaces required to external sources.
23. Please provide 3 years of monthly reporting summaries for your demand response system.
 - a. The City will upload 1 year worth of paratransit ridership in excel format.
24. What is the total number of Drivers to be trained?
 - a. Please see the response to Question 16.
25. How many dispatchers does your agency have?
 - a. 4
26. How many reservation agents does your agency have?
 - a. 4
27. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?
 - a. 0
28. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?
 - a. Yes, MV Transportation drivers are represented by ATU Local 256.
29. Does the service area encompass more than one county? If so, which counties (other states as well)?
 - a. No.
30. Does your agency provide group trips? If yes, what percentage of trips are group trips?
 - a. This information is not currently available.
31. What is the maximum number of paratransit vehicles at peak service on any given day?
 - a. Currently, the City expects to operate 3 peak paratransit vehicles.
32. Please indicate if there are any holidays for no service or reduced service.
 - a. Please review the City's website for operating days. See Question 11 for website location.
33. On what days of the week are trips provided?
 - a. Monday-Saturday.
34. What are your hours of service?
 - a. The City will work with the selected firm to establish a span of service prior to launch.

Trip and Call Volumes

35. What are your current Rides per Hour (RPH)?

- a. Please see the response to Question 23.
36. What are your average trips per day?
- a. Please see the response to Question 23.
37. What is the average trip length?
- a. Please see the response to Question 23.
38. What is the number of will calls weekly?
- a. Please see the response to Question 23.
39. What is the weekly average number of declined trips?
- a. Please see the response to Question 23.
40. What is average number of one-way trips provided weekly?
- a. Please see the response to Question 23.
41. Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?
- a. This information is not currently available as we will be implementing this service for the first time.
42. What is the number of Flex Routes (Deviated Fixed Route) per day and per week?
- a. The City does not operate any Flex Routes.
43. What is the current size of your client population?
What is the growth rate?
- a. Please review the City's NTD filing for FY 2020 for more information about population.
44. On average, how many taxi trips are used per day?
- a. The City anticipates terminating its local reduced taxi program sometime in 2023 after its microtransit program is operational.
45. On average, how many calls will your call center handle?
- a. 1,500 Per Month
- What is the peak number of calls handled per hour?
- b. 7
46. Is it mandatory to be able to turn driver messaging capabilities on or off?
- a. No
47. Given that this Monday 5/30 is a Federal Holiday, will FAST consider extending the deadline to submit questions by several days to June 1 or 2?
- a. The City does not intend to extend the due date for questions.
48. Whether companies from Outside USA can apply for this? (like from India or Canada)
- a. Yes, companies from outside the USA may apply.
49. Whether we need to come over there for meetings?
- a. Yes. The City expects firms to be onsite from time to time based on the deployment plan the firm provides in its proposal.

50. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- a. Some tasks yes. Please specify in your proposal what tasks will be completed outside of the U.S. if major work is intended to happen offshore.
51. Can we submit the proposals via email?
- a. Please see the response to Question 2.
52. Can FAST explain why the previous procurement was cancelled?
- a. Please refer to Section 3.F of the previous RFP.
53. What does FAST consider to be the major differences/changes made between the initial procurement and this one?
- a. The City requests all bidders to review the new solicitation in detail and prepare a specific response based on this current solicitation.
54. How does FAST define “commingling” between microtransit and paratransit?
- a. “Commingling” refers to a single service that can provide both paratransit trips as defined by the ADA and microtransit trips simultaneously and optimally
55. Does FAST desire that riders of both services will share the same vehicles at the same time?
- a. Yes.
56. Can you share the expected fleet size for this procurement, including the breakdown of vehicles across paratransit and on-demand service?
- a. The City is asking firms to provide technology for up to four vehicles for Phase 1 and up to an additional 3 vehicles in Phase 2. Firms’ technologies should have the capability to assign any one or all four of these vehicles to either paratransit only, microtransit only, or be able to provide commingled paratransit and microtransit. The City is also requesting that firms provide pricing using Section 8 of the RFP. This outlines the pricing for the 4 Phase 1 vehicles and 3 Phase 2 vehicles plus pricing for additional scaling in Phase 1 and 2.
57. Are there plans to reinstitute service to Suisun City with microtransit? Would this be a phase 3 Option?
- a. No, at this time, it is expected Suisun City current fixed route and DART service that is operated by FAST will end on December 31, 2022.
58. Due to agencies' email size restrictions, can we provide a Dropbox/Google shared drive link to download the proposal? Would that be acceptable?
- a. Please compress any attachments to below 10 megabytes and email as directed in the RFP. Multiple emails may be submitted if they are named in accordance with the directions provided in the RFP. Should firms require more than one email for the technical section, Firms can label each email “Part 1” or “Part 2” etc. The City will confirm receipt via email.
59. Is there a separate schedule? Or is this just a general statement that we would need to work within city hours, holidays, etc.?
- a. The new service is expected to operate initially during the same span and service days as FAST’s current fixed route service.
60. Is it the expectation of FAST that both zones will operate initially with Microtransit and ADA Paratransit services on the same platform? Or is the initial focus Microtransit with ADA Paratransit service transitioning in at a later date?

- a. Please see the response to Question 57.
61. Are these a combined statistical average between the current Fixed Route Service and ADA Paratransit Service?
- a. Yes, that is correct.
62. If the agency is willing to share, why was the earlier RFP On-Demand In-Advance Scheduling System canceled and reissued with the same requirements? Can the agency also provide details on any differences between the two RFPs?
- a. Please see the response to Question 52.
63. Since FAST is not expecting federal funding, can the City share details about how they plan to fund the project if it crosses the City's independent cost estimate?
- a. The City will negotiate final price and service levels with the highest rated firm.
64. 3. Can the City provide details on the payment milestones for phase 1 and phase 2 funding?
- a. Please see the response to Question 64.
65. Can the City elaborate, "Describe the Firm's approach to system expansion from Phase 1 to Phase 2 but also within Phase 1 if budget allows"? Does the City mean it can change the dates of Phase 2 launch from 2023 to 2022 along with phase 1?
- a. The City would like to keep options open in terms of scaling the service up. Dates, service levels, and service areas may change as a result. These changes will more than likely mean more vehicles would be put into service.
66. Since the project is for 4 and 3 vehicles in phase 1 and phase 2 respectively, would the agency be interested to procure Mobile tablets & airtime under this RFP?
- a. That is not part of this procurement.
67. Can the agency provide details of the API integrations required with token transit and the fixed-route app?
- a. This information is not currently available.
68. What is the purpose of the "clipper" used by the agency?
- a. Please refer to this website: <https://mtc.ca.gov/operations/traveler-services/clipper>
69. Is it possible for the agency to provide API codes for all the required integrations?
- a. The City does not currently have this information.
70. The agency has mentioned the "Software cutover approach" as a requirement in section 3.c., Can FAST elaborate on which provider's software is being used and what all facilities are being provided in the current system?
- a. The City currently uses RouteMatch paratransit software.