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REQUEST FOR INFORMATION

BID NO. 23-017

FOR

TRANSIT WEB-BASED DATA MANGEMENT PLATFORM AND RELATED SERVICES

INFORMATIONAL ADDENDUM NO. 3

DATED ISSUED: NOVEMBER 27,2023

1. What is the budget for this project?

**There is sufficient budgeted funding for this project.**

2. What solutions have you seen in the last 24 months that are similar to what you need?

**In the past 24-months several City transit staff members viewed a presentation on the TransTrack Manager application that had similar features and functions.**

3. Can firms provide commercial references?

**See Top of Page 6, under Section D ‘Similar Projects’ References need to be from municipal/public agencies.**

4. Under Proposal Formal Guidelines, point A, Qualifications, and Experience, states, "Describe the professional experience and number of employees (licensed professionals, technical support) on the proposed project team." However, point C also states, "Provide a list and resumes of individual(s) who will be working on this project" Could the City please clarify if firms have to provide the same personnel in points A and C?

**Point A is asking for a description of professional experience and the *number* of employees. Point C is asking more specifically for the list of names and individual resumes of employees who will actually be working on our project. So yes, the individuals identified as responsive to Point C should also be included in the number provided in response to Point A.**

5. If a firm does not provide municipal/public agency references, will they be disqualified?

**No, proposals that fail to include municipal/public agency references will not be disqualified solely on that basis, though their exclusion may have a negative impact on the points awarded during the proposal’s evaluation.**

6. Will the City favor firms that provide municipal/public agency references?

**See answer for Question#3**

7. Under Proposal Formal Guidelines, point B Methodology Section states, "Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize time and cost-effective operations or increased performance capabilities." Could the City please clarify what is required under this point? Are firms required to provide other approaches besides the ones proposed in the proposal?

**Additional innovative and/or creative approaches for providing the service that will maximize time and cost-effective operations or increased performance capabilities are only encouraged, not required. This is an opportunity for a proposer to highlight a creative or innovative process, method, interface or report that meets or exceeds RFP requirements, if available.**

8. Under Proposal Formal Guidelines, point B Methodology Section states, "Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize time and cost-effective operations or increased performance capabilities." If firms do not provide additional approaches will they be disqualified?

**Since this is not a requirement of the RFP, firms will not be disqualified for not providing additional approaches. Rather, this is an opportunity for a proposer to highlight a creative or innovative process, method, interface or report that meets or exceeds RFP requirements, if available.**

9. Could the City kindly consider accepting electronic responses?

**Please see Page 6 of the RFP under 'Process for Submitting Proposals' Sealed bids for this RFP shall be filed with the Purchasing Division at 156 S. Broadway, Suite 270, Turlock, California, 95380, on or before 3:00 PM on Wednesday, December 6, 2023. No late bids will be accepted. Proposers shall submit one original, and three hard copies of the proposal, along with one electronic copy.**

10. Could the City kindly confirm whether the electronic copy can be delivered via USB?

**Yes, the electronic copy must be on a USB**

11. Can the City please clarify in which format (Word, PDF, etc) is required to submit the electronic copy?

**No format requirement**

12. How many years of data does the City have in various data systems?

**The City has approximately six years' worth of ridership and fare data in its Genfare system and financial data covering the same span in its New World Systems financial system. Mileage, fuel and other operational data is available in Excel spreadsheets.**

13. What are the different data sources and types of data in each source system?

**The Genfare system tracks ridership and fares across all three modes (Fixed Route, Paratransit and On-Demand). The New World System contains the City's general ledger and includes budget, transaction, contract and purchase order history for all City operations. Data within each system can be exported in a variety of different formats, including .csv, with specified fields included or excluded as needed.**

14. How would the City rate the quality of data for each of the data source systems?

**High.**

15. Can the City explain more about the web-based platform? Does CITY require a web portal for data entry with a form-based interface and uploading data sets?

**In addition to what is specified in Scope of Services Section 1(a), the City requires the web-based interface to ensure interoperability with both City-owned systems and contractor-owned systems, without the need to support a hosted solution.**

16. Does the City have an ER diagram explaining current Data models/systems?

**No.**

17. From a governance perspective, how many years of Data is the CITY looking to store in the new aggregator platform?

**The City desires for the consultant to retroactively add historical data, per Scope of Work Section 2(b)(i), as well as store all future years of data in the system with no limit or cap.**

18. What is the expected source-wise data growth rate in terms of % on a yearly basis?

**While transit ridership is expected to grow year-to-year, which will reflect changes to data values, there are no changes anticipated to the number of data fields or sources of data that will be added to the database.**

19. Does the City have a presence in cloud technologies? If so, is it hosted on a Commercial Cloud or a Government Cloud?

**The City has Microsoft 365 accounts hosted in the Commercial Cloud, although the data within the scope is hosted in a private, on-premises environment.**

20. Do any of the existing data systems reside in a cloud environment (Azure, AWS, GCP, etc.), or are they all on-premises?

**The Genfare data resides locally on a laptop managed by the City's transit contractor. This data is backed up daily to the cloud environment (Backblaze). The financial data is contained within our Tyler New World ERP software and hosted in an on-premises environment.**

21. Is the City looking for an on-premise solution or a cloud solution for aggregators? If yes, is there any preference for a cloud platform (Azure/AWS/GCP)?

**The City is seeking a web-based, total solution accessible from a desktop computer with a high up-time (99%). There is no preference for the host or cloud platform for any element of the proposed solution.**

22. Does the City expect that vehicle and transit data to be rendered to the new aggregator platform on a real-time or near real-time or batch basis?

**Data entered into the system by City staff, or it's contractor, shall be saved immediately, but not necessarily immediately available/rendered for reporting purposes. The data should be rendered at least daily.**

23. Is there a preferred database platform that aligns with the internal skill sets for the long-term supportability of the solution (Oracle/SQL Server/PostgreSQL/Snowflake)?

**No. In addition to the requirements of Scope of Work Section 2(c) regarding training for the use of the system, it is the intent of the City that the system is supported and maintained entirely by the consultant as specified in Scope of Work Section 3.**

24. Is there any preferred reporting/dashboard solution is the City looking for (Tableau/Power BI)?  
**No.**

25. How many reports/dashboards does the City currently have and what is the existing tool utilized?  
**None.**

26. How many new dashboards/reports are expected to be created from the aggregator?

**There is not a fixed number. The City intends to view the available dashboard/report options available, though they should include (at a minimum) a dashboard that shows: (1) transit ridership (by mode), compared to previous time periods, (2) fares collected (by mode), compared to previous time periods, (3) on-time performance (by mode) of revenue vehicles, (4) vehicles in service vs. out of service and (5) adherence to adopted safety targets.**

27. What are all NTD forms that the City anticipates submitting as part of NTD reporting?

**Monthly: MR-20 Annual: B-30, F-10, F-20, F-30, F-40, A-30, S-10, FFA-10**

28. Does the City have a preference to upload the NTD Forms directly to the NTD Website over manually keying them to the website?

**The preference would be to upload the NTD Forms directly to the NTD Website for review before submittal. However, a generated report for manual entry is acceptable.**

29. In which timeframe of the year does the City submit the NTD Forms to the FTA?

**Reports are due annually on October 31<sup>st</sup>.**

30. Are there external Vendors, who provide data to the City for NTD reporting?

**No.**

31. Since NTD reporting is for a Fiscal year, does the City prefer to have a Self-Service model to perform a comparative analysis against prior fiscal years?

**Yes, with support from the adopted system, City transit administrative personnel intend to run the necessary analysis and reports for prior fiscal years.**

32. How many Power Users does the City have who should have access to the new aggregator platform, and self-service reporting models to perform ad-hoc analysis?

**While this is subject to change following the review and selection of a system, based on how it's structured, City staff estimates a pool of five "power users" for the purposes described.**

33. At present, does the City use any ETL tool to process data that feeds internal or external reports?

**No, the City does not use an Extract, Transform and Load (ETL) tool to process data that feeds reports.**

34. Does the City possess the necessary documentation outlining the current systems and business processes?

**The City has user guides related to the use of the New World Systems and Genfare systems, but does not have any specific documentation reflecting a workflow for data entry, processing and reporting. City transit personnel will be available to verbally describe work processes as they exist currently.**

35. What is the current skillset of the incumbent team? Are there data scientists, analysts, developers?

**The incumbent team is familiar with standard data entry and reporting systems, but there are no personnel with specific, advanced data management skills, such as data scientists or developers.**

36. Does the City expect the vendor to deploy any on-site resources to complete any tasks in the project or it is possible to go for completely remote resources?

**No, the City is not seeking the local deployment of any on-site resources.**

37. Is it allowed to utilize a hybrid resource model (on-site, remote, off-shore) to accomplish the project?

**The City is not interested in hosting any technological resources on-site. The selected consultant may physically locate their resources off-site, as long as they are physically located within the United States of America and subject to its laws.**

38. What is the duration of the entire project?

**The City desires to implement and deploy a solution as soon as possible, but it should be active and online no later than (6) months from the award of an agreement, though this is subject to negotiation.**

39. Does the City have any specific budget for the whole project?

**See answer to question #1**

40. How many environments does the City have in the present technology stack?

**Two environments, Genfare tracks the ridership and transit data, Tyler New World ERP is for the financial data**

41. Does the City use any Project Management or version control tools such as Azure DevOps, JIRA, etc.?

**No.**

42. Is there any preference for a development framework such as Agile/Scrum?

**No.**

43. Could the City kindly provide clarification on whether the training and services outlined in section 3. Support and Maintenance Services, can be delivered remotely?

**Yes, training can be provided in-person or remotely.**

44. Could the City please confirm the Agreement document provided in the RFP is just a sample and does not have to be signed and provided alongside the proposal response?

**The Agreement provided in the RFP is a sample, it does not need to be signed and submitted with the proposal response.**

45. Could the City please kindly grant an extension for the due date submission?

**No, as per Page 6 under 'Process for Submitting Proposals' Proposals are due on or before 12/6/2023 at 3:00 p.m.**

46. Is the utilization of subcontractors permitted by the City for this project?

**Yes, but only if expressly approved by the City in writing, in accordance with Agreement Paragraph 11. If a proposer intends to use a subcontractor, they should list that subcontractor in their proposal, along with a description of the work to be performed and the approximate percentage of work they are expected to perform.**

47. Is it allowed to use a subcontractor for 100% of the completion of this project?

**No. Agreement Paragraph 11 outlines the process for utilizing subcontractors, which includes requirements related to the supervision of subcontractors by the primary consultant (“Professional”), so that administrative/oversight function of the project, at a minimum, could not be subcontracted. In addition, since all subcontracting requests must be approved by the City in advance, should a proposer seek to have a majority of the project completed by a subcontractor, they would be expected to clearly articulate the need for such an arrangement.**

48. Could the City please clarify if is it allowed to use digital signatures?

**Yes, it is allowed.**

49. Does the City require wet ink signatures?

**Wet ink signatures are not required.**

50. Could the City please clarify if there is a mandatory set-aside goal?

**No, there is not a set aside for small business associated with this procurement.**

51. Could the City please clarify how many vendors will be awarded?

**The City intends to select one vendor to meet all project requirements, though it reserves the right to select more than one vendor, if necessary.**

52. Is it required to provide the Good Standing Certificate alongside the proposal response?

**No.**

53. Is there any incumbent associated with this project? If so, please disclose the name.

**No, there are no incumbent providers.**

54. Is it required to provide the Certificate of Insurance (COI) alongside the proposal response?

**No**

55. If we are using a subcontractor, is it required for the subcontractor to provide the COI?

**No.**

56. If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could we replace them with equally qualified resources?

**Possibly, though it would be at the City’s sole discretion as to whether the proposed, substitute resources were sufficiently qualified.**

57. Does the City have a mandatory participation goal for DVBE/SBE/MBE/LBE/MWBE?

**No.**

58. If we are using a subcontractor, can the subcontractor meet the DVBE/SBE/MBE/LBE/MWBE participation?

**Not applicable, as we don't have any such goals on this solicitation.**

59. Will the City have preferences for a vendor that is certified as DVBE/SBE/MBE/LBE/MWBE?

**Not applicable, as we don't have any such goals on this solicitation.**

60. If there are any forms, could the City kindly confirm whether it is acceptable to complete proposal forms electronically?

**Proposers shall submit one original, and three hard copies of the proposal, along with one electronic copy via a USB Drive in a sealed envelope.**

61. Does the City accept remote resources to work on the project?

**Yes.**

62. Does the City prefer on-site resources to execute the project?

**The City prefers an on-site kick-off meeting and on-site training, but will accept remote versions of these, if needed. All other elements of the project, including the technological components, should be web-based as described in the RFP.**

63. Price Proposal: The solicitation document does not include a pricing format. Does the City have a preferred pricing format? If not, can we use an Excel spreadsheet detailing milestones and the cost of each?

**No preferred pricing format.**

64. Is there a page limit for the proposal response?

**No**

65. Could the City please clarify how many references are required to be provided in the proposal response?

**Proposal Formal Guidelines Section D, first paragraph, should be amended to reflect a requirement for "...at least three (3) municipal/public agency references..."**

66. Could the City kindly clarify if at least one of the references must be from a municipal or public agency?

**See Top of Page 6, under Section D 'Similar Projects'**

67. Is it allowed to use subcontractor references?

**Yes, if a subcontractor shall be used in the provision of Services, as defined by the draft agreement, then that subcontractor's references are acceptable for the purpose of demonstrating the capacity to perform the Services.**



68. Could the City please clarify, if we can provide references of ongoing contracts?

**Yes, references can be for current or past contracts.**

69. Are there any format margins that we need to consider when writing our proposal?

**No**

70. What is the suggested font size and type for the proposal?

**No suggestion.**

71. Could the City please clarify if there is a page limit for the resumes?

**No page limit.**

72. Does the City accept offshore resources to execute the project?

**All resources used in the provision of Services, as defined in the draft agreement, must be physically located within the United States of America.**

73. Is the City looking for a web-based platform solution for aggregating/integrating/reporting data?

**Yes. See Scope of Work Section 1.**

74. Is it required to have experience with Genfare and Tyler Technologies for this project?

**No, proposers that don't have direct experience with either system will not be disqualified solely on that basis, though it may reflect negatively in the evaluation of their proposal. Ultimately the selected consultant will be expected to successfully complete the data integration as specified in the RFP.**