



SOLICITATION ADDENDUM #1

CITY OF PHOENIX
PUBLIC TRANSIT DEPT
302 North 1st Ave.
Suite 900
Phoenix, AZ 85003

Issuance Date: September 4, 2019
Solicitation Number: RFP PTD19-008
Solicitation Due Date: Tuesday, September 10, 2019 at 2:00 p.m.
MST (Local Time) CHANGED TO: Tuesday, September 24, 2019

TITLE:

BUS OPERATIONS CONTROL CENTER AND DATA COLLECTION SERVICES

The solicitation is modified as follows:

The Solicitation Due Date is hereby changed from Tuesday, September 10, 2019 at 2:00 p.m. MST (Local Time) to **Tuesday, September 24, 2019 at 2:00 p.m. MST (Local Time)**.

Section I – Instructions. Section 1.14, Solicitation Transparency Policy. First paragraph, first sentence, revise “other than the designated Contracting Officer and/or Contracts Specialist II” to “other than the designated *procurement officer*”.

Section I – Instructions. Section 1.17.1, Tab 3 – Proposed Organizational Structure. First bullet, second sentence, revise as follows:

“If offerors intend to propose incumbent staff for the transition and start-up, offerors should submit the job description of such incumbent staff. For offeror’s other staff, submit résumés detailing their qualifications and experience, including detailed descriptions of their involvement with projects of similar scope, levels of training received, and expected utilization period.”

Section I – Instructions. Section 1.18, Offeror Exceptions. Second paragraph, third sentence. Revise as follows:

“The Offeror shall list all exceptions to the solicitation, including Attachment B – Draft Master Agreement, in its technical proposal under the heading “Table of Exceptions to the RFP.”

Section I – Instructions. Section 1.20.2, Number of Offers Submitted. Revise to read as follows:

“Each Offeror shall submit one original, five printed copies and five electronic copies (searchable PDF format on CD or flash drive) of its Technical Proposal (see Section 1.17.1).

The Offeror’s Fee Schedule and Financial Information (see Section 1.17.2) must be submitted in a separate sealed envelope within the Offer package. This envelope must be clearly marked “Fee Schedule and Financial Information.” Each Offeror shall submit one original, one printed copy, and one electronic copy (on a CD or flash drive in pdf format) of this information. Offerors shall also include an electronic version of the Price Sheet in Excel format.

The submitted CDs and/or flash drives must contain electronic file copies of all offer text, spreadsheets, and diagrams included in the original printed Offers.”

See Questions and Answers on pages 2-8 of this Addendum. Spelling, grammar and punctuation are shown exactly as submitted by proposers.

The balance of the RFP specifications and instructions remain the same. Offeror must acknowledge receipt and acceptance of all addenda by signing the Addenda Certification Form (see Section 6.3) and submitting the form with its offer.



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| Question # | RFP Reference | Question | Response |
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| 1 | | Can you please confirm if this project will include audiovisual systems? Are any of the projectors, displays or monitors being upgraded as well? | A/V systems/equipment provided are as stated in Section 5.18.5 and Exhibit A of the RFP. There are currently no plans to upgrade any projectors, displays or monitors. |
| 2 | Section 5.4.1 | Section 5.4.1. of the RFP states: <i>“The [Data Collection Coordinator] position coordinates random trip generation processes for the collection of transit data.”</i> Would the CITY please clarify what is meant by “random” by providing an example? Is there a specific technology utilized to perform trip generations? | Currently, Data Collection staff utilizes the HASTUS randomizer to perform trip generations. |
| 3 | Section 5.4.2 | Section 5.4.2. of the RFP states: <i>“[The Data Collector] conducts on-board checks to collect accurate ridership data Conducts on-board checks to collect accurate ridership data, which is utilized to continuously improve transit services; conducts on-board ride checks of passengers boarding and alighting buses by location and time so that statisticians can compile the data into usable reports to enhance customer service; and stationary checks of bus ridership and schedule adherence at maximum load points of routes, branch points, and other points as directed by the CITY. The position is also responsible for conducting ride checks to evaluate bus stop/bus shelter usage and other site-specific information; distributing survey questionnaires, and performing on-board ride checks to determine methods of fare payments or other necessary planning information as directed by the CITY to support grant applications.”</i> Would the CITY please specify if this includes manual ridership counts? Does the current farebox system support the effort in collecting data on ridership and fare payment? | Yes, this includes manual ridership counts. Yes, the current farebox system supports the effort in collecting data on ridership and fare payment. |



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| 4 | Section 5.6.3 | Section 5.6.3 of the RFP states: <i>“The OCC will monitor and resolve impacts to transit services as they occur throughout the transit environment, including (but not limited to) passenger loads.”</i> Would the CITY please specify if a passenger counting technology currently supports the collection of passenger loads data onboard vehicles and at stops? If so, which solution, hardware, and software are currently deployed? | Current passenger counting technology on City buses supports the collection of boardings and alightings from buses via the equipped IRMA and HELLA automatic passenger counters (APCs). APC data is not reported in real-time, but is later available through CAD/AVL system reports. |
| 5 | Section 5.10.2 | Section 5.10.2. of the RFP states: <i>“Contractor shall implement a notification procedure to immediately notify the CITY of incidents which may require Police TU or otherwise require notification as determined by the CITY.”</i> Does the incumbent Contractor currently utilize a technology/tool for sending notifications to the CITY? | Currently, email and text message notifications are used. |
| 6 | Exhibit A – Technical Requirements | Exhibit A – Technical Requirements, under Communications System states: <i>“The CONTRACTOR is required to assign an IT representative to provide first level support to dispatch console(s).”</i> Would the CITY please name who the incumbent Contractor currently utilizes as an IT representative or subcontractor? | The Contractor must assign an IT contact with the necessary skill set and required experience to provide its team with first level of support for the City-provided technology. Incumbent currently utilizes its staff for such functions. |
| 7 | Tab 3 of the Technical Proposal | The RFP states, in Tab 3 of the Technical Proposal: <i>Identify Offeror’s proposed key staff and any additional staff that will be used exclusively for the transition and start-up of this project. Submit resumes detailing their qualifications and experience, including detailed descriptions of their involvement with projects of similar scope, levels of training received, and expected utilization period.</i> Can you confirm that the proposed key staff that requires a supporting resume is the OCC Manager and Data Collection Coordinator? Do any additional positions provided by the Contractor in this section require resumes? | Specific required positions for transition and start-up key staff are not identified; the City expects Offerors to use their knowledge and expertise in this regard. See revised Section 1.17.1, Tab 3, first bullet on page 1 of this addendum. |
| 8 | | Is it acceptable to the CITY to retain incumbent roles if approved by the CITY? | Yes; see Section 5.6. |



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| 9 | Will the OCC Controllers be accountable for customer service-related responsibilities, such as receiving, investigating, and responding to phone calls from the general public or transit customers? | No; see Section 5.3. |
| 10 | Given the importance of continuously tracking and improving any Missed Service at the OCC, is the CITY willing to share key trends or reasons that may have caused Missed Service in the recent past? | The CITY expects each offeror to exercise its professional judgment in addressing such trends identified in the transit industry. |
| 11 | Would the CITY please provide the user's manual and product description of HASTUS software for dispatching and BidWeb, Clever Devices for CAD/AVL, Eventide for voice recording, the radio and messaging system, the customer feedback system, and any other technology (hardware and software), that are included in the Scope of Work of the Contractor? | Considering the file size and proprietary information contained therein, the manuals will be shared with the selected vendor at the time of contract award. The region currently uses HASTUS 2013 for Dispatch and BidWeb functions, recognizing the modules have been customized to fit the region's business needs. |
| 12 | Are the OCC Controllers and Data Collectors represented by a union? If so, would the CITY please provide the current Collective Bargaining Agreement and current employee benefits information? | Current contracted employees are not subject to a collective bargaining agreement. |
| 13 | At the pre-bid meeting, there was mention that at peak hours, about 200 buses are in revenue service. Would the CITY please confirm the peak number of buses in revenue service the OCC would be responsible for monitoring? | See RFP Section 5.3.1. |
| 14 | Please confirm the City provides the initial security badges and keys and the Contractor is only responsible for lost or damaged units. | Contractor is responsible for initial, lost and damaged security badges/keys. See Sections 3.8 and 5.21. |
| 15 | Please confirm the Contractor is not responsible for any utility costs for the use of the facilities provided by the City | Confirmed; however, Contractor is responsible for their own Internet Service Provider ("ISP"). |



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| 16 | | Please provide the current call volume, broken down by weekday, Saturday and Sunday to include hourly levels if possible. | See Section 5.3.1 for aggregate monthly call volume data. |
| 17 | | Please provide information regarding the current benefits and co-pays for the current employees. Please include as many specifics as possible. | The City does not have access to this information. |
| 18 | | Please provide copies of the last three months of management reports from the Contractor. | Please refer to Exhibit F, Monthly Management Reports. Please note that Exhibit F, for the purpose of providing a better reporting snapshot, contains reports from the last three months prior to the full CAD/AVL transition. Under the new CAD/AVL system, some reporting has yet to be aggregated, so it does not provide a comprehensive view of OCC reporting. |
| 19 | | Please provide a listing of any liquidated damages charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current contract. | There are no liquidated-damages provisions or incentives for performance in the current agreement. |
| 20 | | Parking - Does the current Contractor provide Parking passes for the employees as a benefit each month, or do the employees pay for their own parking/transportation? | To the City's knowledge, employees pay for their own parking/transportation. |
| 21 | | What has the average annual percentage increase in parking space monthly fee been for the past couple years? | There has been no change in monthly parking fees in recent years. |
| 22 | | Please clarify whether the phone system/service provided can be used for company business. If not, please provide the month phone charges to the Contractor by month for the past 12 months. | The City-provided phone system can be used for company business. |



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| 23 | | Please confirm that the contractor shall not be liable for any transit employee protection obligations associated with 49 U.S.C. 5311 or 5333(b). If the contractor is liable, please provide the value of the liability so that it can be captured in the pricing. | Contractor is required to abide by any requirements under 49 U.S.C. § 5333(b), previously called Section 13(c). However, current contracted employees are not subject to a collective bargaining agreement so there is currently no apparent liability associated with this requirement for this RFP. The City does not anticipate any 13(c) ramifications. |
| 24 | | Are any of the current employees part of a labor union? If yes, please provide a copy of the current labor agreement and the contact name and number for the union representative. | Current contracted employees are not subject to a collective bargaining agreement. |
| 25 | | Request the City extend the due date 2 weeks to provide for a thorough review of answers to be provided. | See Offer Due Date as revised on page 1 of this addendum. |
| 26 | | Please provide the current rates paid to the existing contractor each month. Also, please indicate the total amount paid to the contractor for the last fiscal year. | See Exhibit E for current rates. See also Exhibit G, "Invoice Reconciliation Sheet," for the invoices paid. |
| 27 | | Please verify that there is no Disadvantaged Business Enterprise (DBE) goal established for this contract and that a good faith effort is not required. | Confirmed. |
| 28 | | How many years has the existing contractor held this contract including extensions? | The current agreement with Transdev began July 1, 2015. |
| 29 | | Please provide copies of the last three months of invoices from the Contractor. | See Exhibit G, "Invoice Reconciliation Sheet," for the invoices paid. |



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| 30 | | At various times, state, federal, and local governments change laws, rules and regulations which require a company to increase the wages or benefits for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation. For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations. | See Attachment B "Draft Contract," Section 8. |
| 31 | Tech 10 | IT: Is the Contractor able to segment a separate VLAN off the Agency internet service? | Contractor is responsible to supply its own ISP and network equipment. |
| 32 | Tech 10 | IT: What up/down bandwidth is available to the Contractor on the Agency internet service? | Contractor is required to obtain its own ISP provider. |
| 33 | Tech 10 | IT: Please confirm Contractor can install their own managed router and switch for segmented VLAN. | Yes. |
| 34 | Tech 10 | IT: Is there rack space available for Contractor servers, switch, routers, etc? | Yes. |
| 35 | Tech 10 | IT: Are there any non-standard system applications that need to be installed on Contractor's workstations? | Yes. Contractor will need to install "VPN - Cisco Anyconnect," which will connect to the City network for accessing applications provided by the City. |
| 36 | Tech 10 | IT: For the Agency provided telephone system, are there Service Level Agreements (SLA), Business Continuity Plans (BCP) or Disaster Recovery (DR) plans that Contractors need to follow? If so, please provide copies. | The Contractor must establish procedures for the continuity of operations in such instances, recognizing its procedures will be a component of the City's overall plans. |
| 37 | Tech 10 | IT: Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth. | The City is in the process of upgrading the regional CAD/AVL system. Future replacement of the Fare Collection System is also planned during the term of the contract. |



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| 38 | Tech 10 | IT: Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc. | The City will share the necessary information related to the network and technology landscape at the time of contract award. |
| 39 | Exhibit E | Given the high level of seniority/tenure of the existing employee workforce, there is a large amount of vacation accrued and taken each year (5 weeks for many incumbent employees) which results in a large amount of overtime incurred. Would the City of Phoenix consider absorbing this additional cost, or do they expect bidders to account for the same levels of PTO benefits, added hours, and the pay rates provided in Exhibit E? | No; offerors should account for such items in their offer, recognizing the use of overtime is not necessarily the only solution. The City expects each offeror to exercise its professional judgment in projecting the costs associated with wages and benefits. |
| 40 | Section 5.18.6 | In the case of a phone system outage, will the City of Phoenix provide backup phones or is this a responsibility of the contractor? | The City does not provide backup phones. |
| 41 | Section 4.2 | Please confirm that all liability insurance limits that are required can be met by any combination of primary and excess insurance. | Yes. |
| 42 | Section 4.2 | Would an Umbrella/Excess policy that is written as broad as the underlying policy be acceptable? | Yes. |
| 43 | Price Sheet | In further review of your Attachment A Price Pages, we noticed that the 'Total Annual Cost' on line 14 is adding in the 'Additional Controller'. Is this supposed to occur? | Yes, recognizing that an extra controller(s) will be added only as directed by, and in consultation with, the City. See RFP Sections 3.10 and 5.3.2. |
| 44 | Price Sheet | ...It appears that the 'total cost' line item (B15) includes the 'cost per additional controller' from B14. We were not sure if this was intentional and wanted to bring it to your attention. | Yes, recognizing that an extra controller(s) will be added only as directed by, and in consultation with, the City. See RFP Sections 3.10 and 5.3.2. |