

**Pee Dee Regional Transportation Authority  
Purchasing Department  
Amendment Of Solicitation**

<u>Amendment/Modification No.</u>	<u>Effective Date</u>	<u>Agency/Location</u>
2	November 29, 2023	PDRTA/Florence, SC

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ISSUED BY: Pee Dee Regional Transportation Authority  
Purchasing Department  
313 S Stadium Road  
Florence, SC 29506

ADMINISTERED BY:  
Cicily Shaull  
Purchasing Officer

CONTRACTOR NAME & ADDRESS:

Amendment of:  
RFP # 122024  
Intelligent Transportation System (ITS)

THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers ( ) is extended. (X) is not extended.

**Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: (a) by signing and returning one copy of this amendment, (b) by acknowledging receipt of this amendment on each copy of the offer submitted or (c) by separate letter or email which includes a reference to the solicitation & amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR & DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by e-mail or letter, provided such e-mail or letter makes reference to the solicitation & this amendment, & is received prior to the opening hour & date specified. The changes set below are made to the above numbered order.**

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**DESCRIPTION OF AMENDMENT/MODIFICATION:**

**Please see the attached:**

CONTRACTOR'S SIGNATURE

BY \_\_\_\_\_  
(Signature of Authorized Rep.)

DATE: \_\_\_\_\_

\_\_\_\_\_  
(Company Name)

BY Cicily Shaull  
(Signature of PDRTA's Authorized Rep.)

DATE: 29DEC2023

**THE SOLICITATION IS AMENDED AS PROVIDED HEREIN. INFORMATION OR CHANGES RESULTING FROM QUESTIONS WILL BE SHOWN IN A QUESTION-AND-ANSWER FORMAT. ALL QUESTIONS RECEIVED HAVE BEEN REPRINTED BELOW. THE “PDRTA RESPONSE” SHOULD BE READ WITHOUT REFERENCE TO THE QUESTIONS. THE QUESTIONS ARE INCLUDED SOLELY TO PROVIDE A CROSS-REFERENCE TO THE POTENTIAL OFFEROR THAT SUBMITTED THE QUESTION. QUESTIONS DO NOT FORM A PART OF THE CONTRACT; THE “PDRTA RESPONSE” DOES. ANY RESTATEMENT OF PART OR ALL OF AN EXISTING PROVISION OF THE SOLICITATION IN AN ANSWER DOES NOT MODIFY THE ORIGINAL PROVISION EXCEPT AS FOLLOWS: UNDERLINED TEXT IS ADDED TO THE ORIGINAL PROVISION. STRICKEN TEXT IS DELETED.**

**1Q.** Does PDRTA want vendors to provide and install ADA compliant interior LED sign?

**1A.** While vendors have the option to include ADA-compliant interior LED signs in their bids, it's important to note that, for the scope of this Request for Proposal (RFP), such inclusion is not mandatory.

**2Q.** Is the pricing scored on only the base scope of work or on base and all options in its entirety?

**2A.** Scope of work base.

**3Q.** Option (M) Optional Safety and Security System - page 21: Is PDRTA currently utilizing onboard video surveillance technology?

**3A.** PDRTA presently employs onboard video and surveillance technology. Any proposal for safety and security technology should encompass the removal of all outdated wires and harnesses. It is crucial to note that in cases where a vendor is providing a new installation, reusing existing cables and hardware is not permissible. The bid should account for the complete replacement of these components to ensure optimal functionality and system integrity.

**4Q.** Requirements Section 3 (Fleet): PDRTA operates a variety of different style vehicles for the services provided. Each of these vehicle types may require different camera locations and quantities to ensure proper video coverage of the vehicle and its surroundings.

To ensure that all vendors are proposing similar solutions, please specify the minimum number of cameras required per vehicle type. Examples are listed below.

**4A**  Ford Transit Vans shall be installed with (9) cameras per vehicle.

Cut Away Buses shall be installed with (8) cameras per vehicle.

Transit Buses shall be installed with (8) cameras per vehicle.

**5Q.** Option (M) Optional Safety and Security System - page 21: Does not indicate if onboard storage should be HDD (Hard Disk Drives) drive or SSD (Solid State Drive) drives. SSD's have proven to be much more reliable in a public transit application.

**5A.** Regarding the optional safety and security system, we don't have a specific preference for the onboard storage unit to be used. The vendor is encouraged to consider factors such as the likelihood of success and the longest lifespan when selecting the storage solution. Both Hard Disk Drives (HDD) and Solid State Drives (SSD) are deemed appropriate for this bid, and the vendor can choose the option that best aligns with the project's goals and requirements.

**6Q.** Option (M) Optional Safety and Security System - page 21: There is no requirement for wireless downloading of video. This has become an industry standard and minimizes the number of times PDRTA will need to physically remove drives to view stored video onboard the vehicle saving time and man hours. This functionality would also ensure the proper maintenance and functionality of the Safety and Security System. Will PDRTA make this a requirement for the Safety and Security System?

6A. The preferred method for viewing and downloading onboard audio and video from the vehicles is through wireless technology. This approach offers flexibility and convenience, allowing for efficient access to the recorded content without the constraints of physical connections. It enhances the overall accessibility and usability of the audio and video data, aligning with the modern trends and advancements in technology.

7Q. Option (M) Optional Safety and Security System - page 21: Will PDRTA be providing the desktop computers for the viewing of the Safety and Security videos?

7A. PDRTA will supply desktop computers for the purpose of viewing safety and security videos. Any software proposed should be compatible with Windows 10 and newer versions. Additionally, any mobile applications should be designed to support both Android and Apple platforms. While MacOS compatibility is optional and could be beneficial in specific scenarios, it is not deemed necessary for this Request for Proposal (RFP), and its absence will not impact the evaluation of the bid.

8Q. Options (Price Schedule) page 91: The price form on page 91 does not include a line item for the Safety and Security System. We highly recommend a pricing table like the one included below.

Item	Cost	Quantity	Extended Costs
4 – Camera Safety and Security System (Includes Network Video Recorder, SSD, cameras, event button, GPS, AP for wireless download and associated cabling.			
4 – Camera System Installation			
6 – Camera Safety and Security System (Includes Network Video Recorder, SSD, cameras, event button, GPS, AP for wireless download and associated cabling.			
6 – Camera System Installation			
8 – Camera Safety and Security System (Includes Network Video Recorder, SSD, cameras, event button, GPS, AP for wireless download and associated cabling.			
8 – Camera System Installation			
Safety and Security System Software			
Safety and Security System Warranty and Support			
Safety and Security (Cloud Storage Annual)			

8A. PDRTA addresses the options listed in your table with the purchase of each asset. These various components are installed at the manufacturer before delivery. See page 15 of this amendment.

9Q. Signature Type. It is mentioned four (4) copies will be needed. Are electronic signatures accepted? If wet signatures are required instead, can it just be for one (1) copy and have the other ones duplicated?

9A. Yes, electronic signatures are acceptable.

10Q. Installation. In regard to the statement 8(vi) contained on page 16: “All installations will be completed by qualified professionals, and final inspections will be conducted and approved by Pee Dee Regional Transportation

Authority.” Can you please clarify if the bidders are expected to provide a list of installers, or will the Authority’s professionals directly do the install?

10A. Vendors are requested to provide a list of installers. PDRTA staff will conduct the final assessment to evaluate compatibility and ensure compliance with our vehicles. This step is crucial to guarantee that the proposed safety and security technology seamlessly integrates with our existing infrastructure and meets the necessary standards.

11Q. Contract Duration. In the Maximum Contract Period - Estimated section contained on page 3: “This contract is for an initial term of one (1) year with the possibility of four (4) additional, one (1) year renewals.” Can you please advise if the Authority would be open to awarding longer contracts to the successful bidder? A longer term would allow for additional discounts.

11A. This RFP is for a 1 year contract with options to renew for up to 4 additional years. It is acceptable to show the pricing schedule as requested but also show what discounts would be applied for a longer initial contract period.

12Q. For your paratransit operations, do you exclusively provide trips with in-house PDRTA operators or ever rely on non-dedicated supply for overflow trips?

12A. Currently, PDRTA manages all paratransit operations in-house.

13Q. Out of the 59 vehicles listed in the RFP, how many will require software licensing for (a) paratransit, (b) microtransit, or (c) a total of both if you are planning a commingled solution?

13A. All vehicles in PDRTA's fleet must be equipped with fixed route hardware. Given PDRTA's operational structure, there is a potential for 25-30 vehicles that may require paratransit hardware. PDRTA has the flexibility to deploy most of its fleet for paratransit services if necessary. Once the contract is finalized, negotiations can determine the exact total number of vehicles that will need paratransit hardware. This approach allows for adaptability based on operational needs and ensures a tailored and efficient implementation of the hardware across the fleet.

14Q. How many vehicles operate in total during peak service?

14A. At present, PDRTA operates 31 vehicles during peak hours. However, there are expansion plans in the pipeline, including the addition of new routes and vehicles in 2024. The specific total number of vehicles for this expansion has not been finalized as of now.

15Q. Can vendors please attach a supplemental pricing sheet in addition to the one provided on RFP P. 90? This will especially help potential subcontractors for paratransit and microtransit software to illustrate pricing to PDRTA.

15A. Yes, due to the complexity of the RFP and potential for multiple subcontractors, separate pricing sheets are permitted in addition to the pricing sheet provided.

16Q. Can you clarify whether potential subcontractors have to submit the signed forms (RFP P. 93-103) or if that’s just for prime contractors?

16A. Subcontractors do not have to fill out pages 93-103 but the prime contractor must fill out page 103 with all subcontractors. The subcontractors still must adhere to all clauses, therefore if the subcontractors don’t fill out those clauses, the prime contractor is taking that responsibility.

17Q. Is PDRTA open to negotiating final terms with the winning bidder?

17A. Yes

18Q. Can you please confirm that bidders can suggest alternative implementation timelines? Receiving a Notice to Proceed in February for a March 28th launch is very ambitious, especially given that this project is for fixed routes, paratransit, and microtransit? For example, would PDRTA be amenable to launching microtransit first and then launching paratransit perhaps 2 months later?

18A. Yes, please provide a realistic implementation timeline if the bidder cannot meet the deadlines outline in this solicitation.

19Q. In regard to section 2.0.2 - Customer database; are the customer records available in a CSV format?

19A. PDRTA currently maintains its customer database in hard copy format and partially in CSV files

20Q. The RFP requires that the Staff and Dispatcher-facing Online Administrative Suite must have “automatic update of customer account database.” Can you please clarify what you mean by “automatic” and provide an example of this in action?

20A. An ideal system should have the capability to track and prompt updates or verifications of customer information after a specified period. Additionally, in cases where customers have prepaid for trips, the system should be designed to meticulously monitor and document any changes to their accounts. This functionality ensures the accuracy and currency of customer information, contributing to a comprehensive and reliable paratransit management system.

21Q. The RFP requires that “The selected firm will be responsible for accurately migrating existing customer records to the new customer database.” Can you please confirm if existing customer records are available in a CSV file? And if not, what file type are they provided in?

21A. The majority of PDRTA's customer database is currently maintained in physical files, with some data stored in CSV format. PDRTA is prepared to collaborate with vendors to facilitate a smooth transition to a new system. This cooperation aims to ensure the efficient migration of customer data and the successful integration of any proposed safety and security technology into our existing infrastructure.

22Q. The RFP states that “The customer database shall allow for the assignment of different eligibility levels.” Can you please provide a list of the different eligibility levels you currently provide/monitor?

22A. PDRTA provides services that involve trips requiring ADA applications for service. There is a need for an improved system to track and manage the submission of necessary paperwork, ensuring a more efficient and organized process for handling ADA-related documentation.

23Q. The RFP requests proposers include reports on “Monthly excessively long trip length report.” Can you please define what this means?

23A. Correction the statement should have read: “Monthly- excessively long trip length report” This report should detail trips that either met or exceeded a predetermined number of miles.

24Q. The RFP requires that “for the purpose of the Paratransit Solution, a detachable tablet with integrated power is preferred.” Can you please clarify/confirm what “integrated power” means in this regard?

24A. When the tablet is connected to its dock, it should bypass its internal battery and receive direct power from the vehicle. The dock should have the capability to charge the tablet's internal battery. When disconnected, the tablet should seamlessly switch to its own internal power source for standalone operation. This dual functionality ensures continuous tablet functionality both within the vehicle and when used independently.

25Q. In regard to the requirement to provide 3 references, should subcontractors provide three references as well, or just have prime contractors submit references?

25A. Subcontractors do not have to fill out pages 93-103 but the prime contractor must fill out page 103 with all subcontractors. The subcontractors still must adhere to all clauses, therefore if the subcontractors don't fill out those clauses, the prime contractor is taking that responsibility.

26Q. The RFP states that “The solution should provide a single sign-on point for operators to log in to all integrated components and systems, such as a tablet running on the Android operating system, capable of running on future Android versions.” Would PDRTA be open to using iPad tablets in lieu of Android tablets?

26A. PDRTA is open to utilizing Apple tablets, provided they adhere to all other prelisted specifications for tablet use. The Apple tablet vehicle dock must include a standard Ethernet port for seamless communication with the vehicle's onboard router. It is essential to note that no tablet, whether Android or Apple, should be mandated to have an internal SIM card for data connectivity.

27Q. Can PDRTA please confirm if the goal of procuring microtransit and paratransit software is to commingle both services together so that the same vehicles can serve both service types simultaneously, or do you plan on running them as completely separated services moving forward?

27A. PDRTA is continually advancing, evolving, and enhancing its routes and services. As we explore the evolution of micro-transit within PDRTA, we aim for a system that can operate seamlessly alongside its paratransit service while also functioning as a standalone entity. Certain serviced areas may initially have separate services, but as these regions progress and expand, there's potential for the integration and collaboration of these services in the future.

28Q. Can you clarify that PDRTA does not currently use any software to schedule demand response or paratransit trips. If you are using software, which software(s)?

28A. At present, PDRTA does not utilize any demand response or paratransit software.

29Q. What is the total annual ridership for demand response services vs fixed route services?

29A. Demand Response services are growing with each passing month as we begin services in counties that haven't been covered in years. I anticipate 400,000 total trips for 2024 with 85% being fixed route and 15% being paratransit/demand response. We are in a very rural portion of South Carolina.

30Q. How many PDRTA staff members need access to the paratransit eligibility system?

30A. As of 2023, a total of 10 PDRTA employees will require access to the paratransit system. It's important to note that among these users, some will only need access to generate reports or collect route information. Furthermore, PDRTA has plans to establish satellite offices throughout the Pee Dee region, which will necessitate an increase in the number of users accessing the system. This expansion underscores the need for a scalable and flexible solution to accommodate the evolving user requirements.

31Q. How many paratransit eligibility applications do you receive per month on average?

31A. Approximately 3-4 applications per month

32Q. Can you share the total number of staff members that will need to be trained on using the system?

32A. A total of 10 PDRTA staff members, excluding drivers, will need to undergo training for the service.

33Q. RFP P. 65 states "10. TERM OF CONTRACT – OPTION TO RENEW At the end of the initial term, and at the end of each renewal term, this contract shall automatically renew for a period of year(s), month(s), and day(s), unless contractor receives notice that the state elects not to renew the contract at least thirty (30) days prior to the date of renewal." Can you clarify that each renewal will be for 1 year?

33A. Each renewal will be at least in one year increments, not exceeding five years total of the length of the contract.

34Q. RFP P. 65 states "11. TERM OF CONTRACT-TERMINATION BY CONTRACTOR Contractor may terminate this contract at the end of the initial term, or any renewal term, by providing the Procurement Officer notice of its election to terminate under this clause at least days prior to the expiration of the then current term. There appears to be a missing notice requirement for termination. Could you please provide clarification on the specific number of days required for the notice of termination?"

34A. Termination is at least 60 days prior to the expiration of the current term.

35Q. RFP P. 68 states "the document titled South Carolina Standard Amendment to End User License Agreements for Commercial Off-The-Shelf Software – Single Agency, which is attached hereto as an exhibit, is offered as information only and does not form part of the contract. "Can you share the exhibit? We didn't see it attached.

35A. Please see page 14 of the amendment.

36Q. RFP P. 15 under Data and Licensing states that "The Contractor shall grant an irrevocable, perpetual, and royalty-free license to PDRTA for using all software provided. "The software license we provide won't be irrevocable, perpetual, and royalty-free. Our software is a SaaS platform and mobile apps that's provided for the term of the Agreement for a mutually agreed upon fee by the parties set forth in TRC's proposal to PDRTA. Can you please clarify that our software will only be used by PDRTA during the length of this contract and not perpetually?"

36A. PDRTA will be the exclusive agency utilizing this software for the duration of the contract.

37Q. RFP P. 67: We'd like to clarify that PDRTA will provide vendors with 30 days advance notice if it decides to terminate the agreement for convenience.

37A. Yes, PDRTA will give at least 30 day's notice to terminate the agreement for convenience.

38Q. RFP. P. 81 Section O Patent Rights: We would like to remove this clause. Our partnership with PDRTA is not for experimental, developmental, or research work purposes, such that no IP ownership or access from our software will transfer to PDRTA. PDRTA will have ongoing access to rider and trip data.

38A. PDRTA cannot remove this clause as it is a required Federal Clauses and is required when using Federal funded contracts.

39Q. The RFP requires “Weekly onsite project meetings are required with selected contractors and PDRTA personnel.” Does this requirement extend to subcontractors or just prime contractors?

39A. This is required for prime contractors, however if needed, PDRTA may require the subcontractors to attend the meeting.

40Q. Can you provide a few examples of when PDRTA staff might need the ability to suspend or permanently remove customer accounts?

40A. In instances where PDRTA staff may need to take action regarding customer accounts, this may involve suspension or permanent removal. Such actions are prompted by various situations, including but not limited to the violation of PDRTA rules and bus guidelines, threats posed to drivers or passengers, and the recurrent cancellation of trips without proper communication with PDRTA staff. The implementation of these measures is aimed at ensuring the safety, adherence to guidelines, and overall positive experience for all PDRTA service users.

41Q. For RFP P. 78, Appendix A Bid sheet, can you confirm if the pricing line under “Base Bid” is just for Year 1 or all 5 potential years combined?

41A. Base Bid is for year 1.

42Q. Would PDRTA prefer to reuse some or all of their existing cameras? If so, what type and make/model of cameras do they have?

42A. For the purpose of this Request for Proposal (RFP), all bids should be tailored for new installations. Our objective is to achieve uniformity in equipment throughout the entire fleet, whenever feasible. This approach aims to streamline maintenance, enhance compatibility, and promote consistency in the implementation of safety and security technology across PDRTA vehicles.

43Q. How many cameras are currently installed per vehicle?

43A.  Ford Transit Vans shall be installed with (4) cameras per vehicle.

- (1) internal forward facing driver view camera
- (1) interior front to rear viewing camera
- (1) interior camera viewing the wheelchair lift
- (1) exterior rear facing camera.

Cut Away Buses shall be installed with (6) cameras per vehicle.

- (1) internal forward facing driver view camera
- (1) internal camera facing the front door
- (1) interior front to rear viewing camera
- (1) Interior camera facing the wheelchair lift
- (1) exterior curbside camera
- (1) exterior rear facing camera

Transit Buses shall be installed with (8) cameras per vehicle.

- (1) internal forward facing driver view camera
- (1) internal camera facing the farebox/front door
- (1) interior front to rear viewing camera
- (1) Interior camera facing the rear door
- (1) interior camera mid to rear
- (2) exterior sideview cameras
- (1) exterior rear facing camera

44Q. Would PDRTA have a preference for IP or analog camera?

44A. Concerning cameras, PDRTA prefers analog cameras; however, bidders are welcome to list IP cameras as alternatives. All equipment to be installed should be designed with considerations for preventing external interference and tampering. Adherence to best practices in the installation process is essential to ensure the reliability and effectiveness of the safety and security technology.



45Q. What is the model of bike rack currently installed on the fixed route fleet?

45A. Sportworks DL2

46Q. How many vehicles should be installed with APC?

46A. All passenger-carrying vehicles, excluding the minivans, should be equipped with Automatic Passenger Counters (APCs).

47Q. How many vehicles should be installed with infotainment?

47A. All passenger-carrying vehicles, excluding the minivans, should be equipped with infotainment units.

48Q. For the Appendix L Subcontractors form – shall we include the subcontractors for Optional scope?

48A. Yes please.

49Q. Would PDRTA be interested in a Pilot prior full installation – where a set specific # of vehicles are equipped and run for a duration of time prior to full fleet implementation?

49A. Yes, PDRTA would be interested in a pilot prior to full fleet implementation.

50Q. Does PDRTA plan to install Cradlepoint routers prior to the installation of the new CAD/AVL system?

50A. Yes, PDRTA expresses interest in a pilot program before full fleet implementation. This preference applies to all aspects outlined in this Request for Proposal (RFP). A pilot program allows for a phased and controlled introduction, providing valuable insights and ensuring the seamless integration of proposed solutions across PDRTA's operations. However, it is not necessary for the purpose of this Request for Proposal (RFP).

51Q. Can you please confirm the exact numbers of fixed route vehicles, paratransit vehicles, and micro-transit vehicles?

51A. Given PDRTA's operational structure, there is a potential for 25-30 vehicles that may require paratransit hardware. PDRTA has the flexibility to deploy most of its fleet for paratransit services if necessary. Once the contract is finalized, negotiations can determine the exact total number of vehicles that will need paratransit hardware.

52Q. When were the Getac ZX70 tablets installed? Does PDRTA wish to reuse the tablets or remove/replace them with an updated tablet or MDT?

52A. The Getac tablets were installed approximately 4-5 years ago and given that they have reached their End of Life (EOL), vendors will be required to provide a new solution for their replacement. It is essential for vendors to understand that no old wires, harnesses, fuses, or any other components should be reused during the installation of the new equipment. Vendors will be responsible for the removal of all old systems and wiring for this project. Additionally, it's worth noting that PDRTA's mechanic staff can assist in the removal of old systems and wiring, facilitating a smooth transition to the new equipment.

53Q. Out of the fixed route vehicles, how many buses have two doors and how many buses have one door?

53A. All PDRTA passenger vehicles operating fixed-route services are equipped with two doors, including the back emergency door. Considering passenger boarding and alighting, the total count for such vehicles is 15.

54Q. How many spares would you like vendors to quote?

54A. Vendors are requested to provide quotes for 25% of the total fleet.

55Q. Are there existing interior and exterior speakers on buses? If not, can you confirm vendors are to provide new speakers?

55A. While some PDRTA vehicles currently have interior and exterior speakers, vendors are encouraged to treat this as a new installation, if feasible, considering system compatibility and their current usage.

56Q. Can you confirm integration with sunrise interior LED sign? Do all buses have sunrise interior signs?

56A. PDRTA does not currently utilize sunrise interior LED signs, and it's worth noting that this was not specified in the RFP.



57Q. Does PDRTA have any farebox or fare system to be integrated with?

57A. PDRTA presently employs GenFare boxes on some of its fixed-route vehicles, with the total number ranging between 15 and 20.

58Q. Will vehicle installation be held at a single location?

58A. Yes, all vehicle installations will be conducted at a single location.

59Q. How many vehicles could be tentatively available per day for installation?

59A. PDRTA can accommodate as many vehicles per day as the vendor requires. PDRTA encourages vendors to propose the estimated duration for each vehicle installation. Moreover, PDRTA is capable of offering flexibility in scheduling, including earlier and later times throughout the day, and is open to accommodating weekend installations as needed.

60Q. Is PDRTA interested in a Yard Management option?

60A. Yes, PDRTA is interested in yard management options. Vendors are welcome to include this as an additional item in their packet.

61Q. Is PDRTA interested in the clock-in and clock-out option?

61A. Yes

62Q. How is PDRTA notifying the public on service alerts?

62A. PDRTA currently utilizes social media and push notifications through its app. Vendors are encouraged to explore and propose additional avenues for communication.

63Q. How is PDRTA managing driver and vehicle assignment today?

63A. PDRTA is currently scheduling its drivers and routes using paper schedules on a weekly basis.

64Q. Is your timeline for implementation flexible or do you have a hard date by which the new CAD/AVL needs to be implemented?

64A. PDRTA is open to flexibility, and vendors are encouraged to provide an outline with projected dates if this approach is chosen.

65Q. For the VOIP option, should vendor provide new radio equipment such as handset and PA microphone?

65A. For the VOIP option, the vendor should provide new radio equipment.

66Q. When the covert emergency alarm is activated, do you want the ability to listen-in through a microphone installed in the driver area?

66A. Yes this option is preferred however not required.

67Q. Is PDRTA interested in any options for digital signage for bus stop or Transit Center?

67A. Yes, PDRTA is interested in an option for digital signage. Vendors can attach this as a supplemental option when submitting their bid package.

68Q. Would PDRTA consider at least two-week extension to the proposal submission deadline to accommodate the complexity of this RFP?

68A. NO

69Q. How many different services does PDRTA provide? Are there different scheduling parameters for each?

69A. PDRTA provides a diverse array of services, encompassing fixed-route service, paratransit service, workforce transportation, and scheduled ride services. It's important to note that, with the exception of fixed services, all other services require a minimum of a 24-hour call ahead.

70Q. Does PDRTA perform Medicaid brokered trips? What brokers does PDRTA work with?

70A. No

71Q. How does PDRTA receive Medicaid Trips?

71A. N/A

72Q. Can PDRTA describe the current billing/reimbursement process for Medicaid trips?

72A. N/A

73Q. How many different demand response services does PDRTA operate?

73A. PDRTA offers door-to-door paratransit services and door-to-door workforce transportation.

74Q. How many different funding sources does PDRTA have?

74A. PDRTA is a small urban 5307 and Rural 5311 provider. We will utilize Federal, State and local matching funds for this procurement.

75Q. Does PDRTA operate any deviated fixed routes? If so, how many?

75A. While PDRTA can deviate its routes, efforts are made to adhere to fixed routes. Currently, there is no system in place to notify if a deviation is necessary. Exceptions in rural areas can be considered for deviation with manager approval, taking into account vehicle safety.

76Q. What percentage of deviations occur?

76A. Total percentage of deviations that occur are under 10%. However, we do not have a current way of tracking deviations so this percentage is a rough approximation based on driver feedback and driver call ins.

77Q. How many Medicaid trips are performed by PDRTA on a weekly basis?

77A. N/A

78Q. Will PDRTA accept electronic signatures on the RFP forms and cover letter?

78A. Yes

79Q. Does the price proposal need to be in a separate document/envelope from the technical proposal?

79A. No

80Q. Does PDRTA own all the vehicles and operate all services directly? If not, who is the current fleet/operations provider?

80A. PDRTA owns all the vehicles in its fleet.

81Q. What software is currently being used for fixed route services as well as for paratransit?

81A. We are currently utilizing GMV Syncromatics for a passenger facing App, tracking, and communications. We are not utilizing a paratransit/demand response software other than an excel based model.

82Q. What are some of the biggest concerns seen with the current software solutions that you would change immediately if you could?

82A. With our current systems provider, there is a need for a more robust approach to implementing GTFS feeds and adapting to deviations, such as road closures, road work, and accidents. Additionally, there is a requirement for an enhanced mobile app that allows passengers to track our fleet more effectively. It's important to note that the current MDTs have reached their End of Life (EOL), and their performance has begun to suffer due to wear and tear. Therefore, vendors are encouraged to propose comprehensive solutions to address these specific needs and challenges.

83Q. Does PDRTA have a target productivity (passengers per vehicle hour) for the ADA paratransit service?

83A. No, not at this time.

84Q. Can PDRTA identify the number of zones in which the ADA paratransit service would operate?

84A. PDRTA's ADA paratransit operates in all six counties that we service. It is not area wide and consists of ¾ miles from a fixed route location. However, exceptions can be made for certain circumstances.

85Q. How many microtransit zones are anticipated?

85A. At this time, PDRTA does not have a dedicated microtransit network; however, this is an initiative we are interested in pursuing.

86Q. What are the goals/use cases for microtransit service?

86A. At this time, PDRTA does not have a dedicated microtransit network; however, this is an initiative we are interested in pursuing, it is our hope that establishing a microtransit network could lead to better arrival and departure times of our fleet and increased passenger satisfaction.

87Q. Could vehicles potentially be used across microtransit, paratransit, and fixed route services?

87A. Yes, there is potential for vehicles in PDRTA's fleet to be utilized across microtransit, paratransit, fixed-route services, and workforce transportation. This flexibility allows for efficient and dynamic allocation of resources based on operational needs.

88Q. What is the total coverage area of the paratransit service?

88A. We do not have an accurate map or an appropriate mileage of coverage for our paratransit service our paratransit service operates around our fixed route services by an are of  $\frac{3}{4}$  of a mile from our fixed route.

89Q. What are the operating hours of the paratransit service? How many service hours/days? How many service days/year?

89A. PDRTA's operating hours for paratransit is Monday – Friday 7:30am-5:30pm. We service approximately 251 days a year.

90Q. Can PDRTA provide a ridership forecast for the next 6-12 months broken down by service type?

90A. PDRTA has grown by over 50% in the last 4 years with another 10% growth expected each year for the next 4 years.

91Q. How many trips per day/week/month do the paratransit vehicles complete?

91A. In the last 3 months we have done 86 trips per month for paratransit. This does not include our demand response service. Both services require passengers to call ahead 24 hours in advance to schedule a ride.

92Q. Can PDRTA provide a breakdown of the maximum number of vehicles used during peak times for each service individually?

92A. During peak times, PDRTA utilizes 10 vehicles for paratransit services. It's important to note that, in the event of vehicle failure or maintenance issues, PDRTA has additional vehicles available to fill in as needed. Additionally, PDRTA has plans for expansion in the year 2024, and the specific details of this expansion can be discussed during the final negotiations phase.

93Q. How many paratransit vehicles are operated during peak times?

93A. . During peak times, PDRTA utilizes 10 vehicles for paratransit services. It's important to note that, in the event of vehicle failure or maintenance issues, PDRTA has additional vehicles available to fill in as needed. Additionally, PDRTA has plans for expansion in the year 2024, and the specific details of this expansion can be discussed during the final negotiations phase.

94Q. What is the overall budget of the program?

94A. PDRTA's budget for this project will be contingent upon the successful bidder's proposal and will vary based on the timeline of implementation of products. Future years are expected to increase over the initial budget in year 1 due to increased services and size of agency as well as improved technology.

95Q. What factors should be considered for accurate pricing of this proposal?

95A. PDRTA's scope includes a program that covers where we currently stand but does include some expansion over the next 6-9 months. PDRTA has grown by over 50% in the last 4 years with another 10% growth expected each year for the next 4 years. Due to the complexity of the scope our desire is for a long term partnership with the successful bidder.

The one area I would suggest is critical is ensuring the products offered align with the type of service provided in each asset. We have Fixed Route Assets that will never operate in other modes and we have other assets that may

operate in fixed route but also provide demand response or ADA Complementary Paratransit Service. We also have assets that will only provide Demand Response and ADA services such as the Ford Transits with the rear door lift.

96Q. Can you please share any details about what system is used by PDRTA for fare collection?

96A. PDRTA currently utilizes Genfare systems for fare collection. This system exclusively accepts bus passes and physical currency.

97Q. For the payment system, does PDRTA have a preferred vendor or open to any suggestions?

97A. PDRTA does not have a preferred vendor for payment systems.

98Q. What is the funding source for this project? What are the funding deadlines/timelines for this project, i.e., when does the money need to be spent?

98A. PDRTA is a small urban 5307 and Rural 5311 provider. We will utilize Federal, State and local matching funds for this procurement. There would not be deadlines for the Federal portion we intend to use, but our implementation timeline is critical because of the need for services.

99Q. Can the bidder attach a separate pricing sheet (showing the breakdown of itemized costs) along with the one provided in the RFP?

99A. Yes

100Q. Are there any integrations required for this project? (e.g., Transit, Masabi, Token Transit, Unwire)?

100A. PDRTA does not have any specific integrations required for this project. However, any components proposed by vendors should have the capability to seamlessly integrate with each other. Integration specifics will be determined by the bidder.

101Q. Will the same tablet devices (MDTs) be used for both paratransit and fixed route services?

101A. Yes, the same tablets should be used for both fixed routing and paratransit. It's important that these tablets are not vehicle-specific, allowing them to operate interchangeably in each vehicle. When drivers log into a route or service, there should be prompts asking them to confirm their vehicle number or provide relevant information for proper assignment.

102Q. What MDTs are currently utilized for the services?

102A. Presently, PDRTA employs GETAC ZX 70 MDTs for its vehicles. As outlined in the RFP, the tablets should not serve as the central operating point for vehicle tracking. Instead, MDTs and tablets are intended to display driver data related to routes, stop times, and performance. It's crucial to emphasize that, as specified in this RFP, the current GETAC ZX 70 MDTs are not to be reused, and vendors are expected to provide a new solution for tablets or MDTs. Furthermore, these devices should be durable, lasting, and compatible throughout the total contract term.

103Q. Can PDRTA provide a breakdown of the required hardware for a specific number of vehicles? How many vehicles are required to be equipped with both paratransit and fixed route hardware? How many are required to be equipped with only paratransit hardware?

103A. All vehicles in PDRTA's fleet must be equipped with fixed route hardware. Given PDRTA's operational structure, there is a potential for 25-30 vehicles that may require paratransit hardware. PDRTA has the flexibility to deploy most of its fleet for paratransit services if necessary. Once the contract is finalized, negotiations can determine the exact total number of vehicles that will need paratransit hardware. This approach allows for adaptability based on operational needs and ensures a tailored and efficient implementation of the hardware across the fleet.

104Q. How many Microtransit vehicles are anticipated to be used for the Microtransit service?

104A. At this time, PDRTA does not have a dedicated microtransit network; however, this is an initiative we are interested in pursuing.

105Q. What are the goals of PDRTA surrounding this software upgrade?

105A. With this software upgrade, PDRTA aims to enhance vehicle safety monitoring, improve on-time performance, provide accurate vehicle locations to the public, optimize fleet utilization, streamline maintenance processes, and reduce overhead time associated with trip planning and route creation.

106Q. How many office users will PDRTA have?

106A. Presently, PDRTA operates from its main office, a satellite office in Marion County, and a transit center in Florence. It's important to highlight that PDRTA has expansion goals in mind, intending to establish additional satellite offices in the future.

107Q. Does PDRTA currently have all the vehicles that will be utilized for these services (all 59)? If not, what is the expected delivery date of the additional vehicles?

107A. The vehicles listed in the RFP are currently in use throughout the Pee Dee region. Additional vehicles are expected to arrive in the next year, with the total number to be determined later.

108Q. Are there any benchmark data points that can be shared and targeted as goals? (i.e., cost/passenger, ridership, PVH, etc.).

108A. Our goal is to increase ridership across all six counties we serve while simultaneously improving on-time performance reports. We are focused on achieving steady and manageable growth in all areas to enhance the overall efficiency and effectiveness of our transportation services.

109Q. How should vendors present pricing for runcut software?

109A. Vendors have the option to present pricing for the runtime software for the total number of years specified in the contract. For example, they can offer pricing for one year with the option to renew for an additional four years, totaling a five-year contract.

110Q. How should vendors present pricing for additional options? Shall we add lines to their pricing format, or shall we add a page?

110A. Vendors can attach pricing for additional options as a separate page.

111Q. Please provide a complete list of current ITS system components (make and model). Include tablets/MDTs, routers, and any other components deemed as ITS such as APC sensors or automated voice announcement system components.

111A. PDRTA currently utilizes Getac ZX70 MDTs in its fleet. It's important to note that, at present, PDRTA does not have APCs, AVAS, or routers in its vehicles.

112Q. Please provide a complete list of current destination sign manufacturers and models (e.g. Hanover DG3, Luminator MCU, etc).

112A. PDRTA currently uses Luminator and Twin vision signs, vendors can submit a bid proposal for upgrading the transit signs.

113Q. Will PDRTA accept partial proposals from vendors (for example, vendor A wishes to offer only standalone APC, vendor B wishes to offer only Run Cutting and Employee scheduling/operations tools)?

113A. Yes, PDRTA welcomes partial proposals from vendors. Collaboration among vendors to provide the most comprehensive proposal is highly encouraged. It's important to clarify that vendors should identify a primary agency in their proposals. For instance, Vendor A may submit a proposal as the primary vendor, listing Vendor B as a sub-contractor. Sub-vendors are permitted to be included in multiple bids and are not required to isolate themselves to a single proposal.

114Q. Does PDRTA currently use any fixed route scheduling or rostering software in addition to the current Syncromatics system? If so, please provide details on what software package(s) are being used currently.

114A. No, at the current time, PDRTA does not utilize any fixed-route scheduling or rostering software.

115Q. 1.1.1.1 - Can PDRTA provide more details about what is meant by frequency-based service.

115A. By frequency-based services, PDRTA refers to service-designated networks that facilitate easy transfers between different routes. This also encompasses routes that support multiple vehicles per route or multiple routes that meet at a single stop for transitions to other routes. It's important to note that these stops are not located at transit centers.

ADDED  
Exhibit XII:

SOFTWARE LICENSING AGREEMENTS–SINGLE SOLICITATION (FEB 2015): (a) Definitions. As used in this clause, these terms are defined as follows: “Commercial Off-The-Shelf (COTS) Software” means software used with no customization and for which source code is not made available to licensees. “Configuration” means any customer-specific modification to software that does not require changes to the software’s source code, such as rules-based, rules engine based, or parameter driven modifications to configure the software. “Customization” means any customer-specific modification to software that requires changes to the software’s source code. “Firmware” means software sold or licensed only in conjunction with machines, designed for execution only on a machine with which it is provided, designed only for machines other than a dedicated computer, and embedded into or installed on the machine by the machine’s manufacturer or seller. “Licensor” means an entity that owns the intellectual property rights for an item of software or has the authority to license or sublicense the software directly to the using governmental unit. “Piggyback” means the document attached to this solicitation and entitled South Carolina Standard Amendment To End User License Agreements For Commercial OffThe-Shelf Software – Single Agency, which serves as South Carolina’s standard amendment to a licensor’s standard software licensing agreement (regardless of how denominated, e.g., master software licensing agreement, end user license agreement) for COTS. [Note: While the piggyback is generally indicative of what the State finds acceptable, terms in a Licensor’s standard software licensing agreement may need to be negotiated.] “Software” means a combination of computer instructions and data definitions that enable computer hardware to perform computational or control functions, excluding firmware. “Software licensing agreement” means any agreement, regardless of how designated, that defines the intellectual property rights for, or the rights to use, any software product. A software licensing agreement must address only terms directly associated with licensing the right to use the software and must not address any of the work governed by the contract or any services (other than warranty services regarding the software code or associated documentation). “Software maintenance” means the process of modifying software after delivery to correct faults, improve performance or other attributes, or adapt to a changed environment. (Reference ISO/IEC 14764:2006, as amended or superseded.) Software maintenance does not include any customization or configuration. “Software product” means any COTS which you propose to provide pursuant to the contract. “Source code” means computer instructions and data definitions expressed in a form suitable for input into an assembler, compiler or other translator. (b) Contract and Software Licensing Agreement are Separate. The State seeks to establish related but independent agreements, one with each applicable licensor of COTS and one with the contractor - regardless of whether the licensor and the contractor are the same or different entities. As provided in the clause titled “Bid / Proposal As Offer To Contract,” a contract between the State and the contractor results from an award made pursuant to this solicitation. In contrast, the State’s acceptance of your offer does not serve as the State’s acceptance of any software licensing agreement; rather, software licensing agreements must be separately executed in order to be binding, regardless of whether the license to use the software will be granted by you or a third party. The contract, as defined in the clause titled “Definitions,” will address all work (excluding the use rights for any software product) and all terms regarding pricing, payment, and delivery of any software product. Accordingly, the State intends to pay contractor in order to acquire license rights for any software product, but the license rights will be governed by a software licensing agreement with the licensor. (c) Critical Instructions. (1) Your offer must identify each software product you propose to provide, identify the licensor, and explain which of the following licensing models apply: (i) you intend to license (or sublicense) the item directly to the Page 33 of 59 RFP 21030-SB State, or (ii) you intend to “resell” or distribute the item to the State (with licensing handled directly with the third-party licensor). You should use the Software Table attached to this solicitation to assist you in providing this information. (2) Your offer must NOT include any software licensing agreements; however, for any software product identified in your offer, you must submit a software licensing agreement upon request of the procurement officer. You must be prepared to provide any requested software licensing agreement within one business day of receiving a request. (3) Regardless of your licensing model, your price must include the cost of providing every software product you propose to provide to the State and those terms will form part of the contract. (d) Pre-Condition of Award. If the work you are offering to perform is dependent upon the licensing of a software product by the State and the State is unsuccessful in negotiating an acceptable software licensing agreement for any software product for which it finds such an agreement necessary, your offer will be rejected. To facilitate the timely and successful negotiation of a software licensing agreement deemed necessary by the State, the State may ask you, after opening but prior to award, to acquire from the licensor an executed copy of the piggyback. You should communicate with the licensors for any major or critical software product well in advance of submitting a proposal, and licensors should be informed that few changes will be made to the piggyback. [The State already has, and

continues to enter into, standing, statewide, licensing agreements for a variety of computer programs. Without limiting any of the above requirements, an applicable agreement may already exist for one or more items of COTS you have identified.] [07-7B224-1]

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XI. ATTACHEMENTS TO SOLICITATION

APPENDIX A: BID SHEET AND PRICE/BUSINESS PROPOSAL

3. Optional Safety and Security System Price Schedule

Item	Cost	Quantity	Extended Costs
4 – Camera Safety and Security System (Includes Network Video Recorder, SSD, cameras, event button, GPS, AP for wireless download and associated cabling.			
4 – Camera System Installation			
6 – Camera Safety and Security System (Includes Network Video Recorder, SSD, cameras, event button, GPS, AP for wireless download and associated cabling.			
6 – Camera System Installation			
8 – Camera Safety and Security System (Includes Network Video Recorder, SSD, cameras, event button, GPS, AP for wireless download and associated cabling.			
8 – Camera System Installation			
Safety and Security System Software			
Safety and Security System Warranty and Support			
Safety and Security (Cloud Storage Annual)			