

Invitation for Bids Number: 14-02

Addendum 1

Date: August 9, 2013

Acknowledgment of Addenda

The undersigned acknowledges receipt of the following addenda to the bidding document:

**THE COMPLETED ACKNOWLEDGEMENT OF ADDENDA FORM
SHOULD BE RETURNED WITH BID RESPONSE PACKAGE: NOT
SENT TO RIPTA SEPARATELY**

NOTE: Failure to acknowledge receipt of all addenda may cause the bid to be considered non-responsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the bid.

Name of Bidder

Street Address

City, State, Zip

Signature of Authorized Official

Date

Invitation for Bids Number: 14-02

Addendum 1

Date: August 9, 2013

Attached please find the following documents:

Minutes of Pre-Proposal Meeting held August 9, 2013

Proposal Response Content and Format Guidelines.
(Proposal Responses must utilize this format)

Cost Proposal Format Information

Pre-Proposal Meeting Attendance Sheet

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

The meeting came to order at 1:02 p.m. Michael J. McGrane, RIPTA Contracts Manager welcomed all those present. Mr. McGrane introduced RIPTA Personnel present.

Michael McGrane cautioned prospective bidders to be diligent when completing the required forms, to pay attention to the details such as the required number of copies needed. Vendors need only to submit the required forms listed in the Proposal Package on page 44. Vendors having difficulty completing the required forms are encouraged to contact the Michael McGrane for guidance.

He also cautioned bidders not to procrastinate when filling out the paperwork. RIPTA Staff have busy schedules, therefore may not always be available for last minute questions

Michael McGrane also reminded those present to pay particular attention to the Insurance Requirements listed on Page 65 of the Proposal Package. They are not the same requirements utilized by other State Agencies.

He also cautioned Proposers to pay particular attention to the expense section beginning on Page 41.

Ms Anne LeClerc of RIPTA Planning gave a brief synopsis of the scope of work. RIPTA is seeking proposals for Software to assist it with scheduling, dispatching and developing reports for its Paratransit Operation, it must intergrate with its existing software including the Mentor Rangers. The Paratransit operation hands ADA, Medicare and other social service clients.

The following questions were submitted to RIPTA prior to the meeting:

Mr. Stuart Crust of American Logistics submitted the following

1. How creative can proposers be.?

Anne LeClerc, RIPTA, The Authority is open to any proposals at this time, so be as creative as you like

2. What are RIPTA's revenue miles for their cost calculations?

Anne LeClerc, RIPTA 4,891,615miles

3. What is a "significant decrease in number of trips"

Anne LeClerc, RIPTA A significant decrease in number of trips could be up to 50% if we lost all of the state service, but we still aren't sure.

Dominique Bonhomme of Ecolane submitted the following questions prior to the meeting.

1. Please indicate if there are any holidays for no service or reduced service.

Anne LeClerc, RIPTA RIPTA runs holiday service on the fixed route, and resulting reduced ADA service, on the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Victory Day, Labor Day, Columbus Day, Election Day, Thanksgiving, Christmas

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

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

Anne LeClerc, RIPTA 2.3

3. What is RIPTA's average number of one-way trips weekly and daily for demand response?

Anne LeClerc, RIPTA: Weekday average = 2,600, Saturday average = 530, Sunday average = 235

4. What is RIPTA's number of will calls weekly?

Anne LeClerc, RIPTA: 500

5. What is the weekly average number of declined trips?

Anne LeClerc, RIPTA: 0

6. What is the total number of Drivers?

Anne LeClerc, RIPTA: About 130 including contractors

7. What is the number of vehicles at peak service for ParaTransit?

Anne LeClerc, RIPTA: 104

8. "A few other agencies also purchase transportation services from The Ride Program". How many agencies? How do these agencies schedule their clients' trips?

Anne LeClerc, RIPTA: In addition to the State of Rhode Island Dept of Human Services programs and RIPTA's ADA, 5 agencies serving people with developmental disabilities purchase trips directly each month, and two others purchase trips a few times a year for special events. Ride schedules all trips. Agencies don't schedule trips; they only make reservations.

9. "Two subcontractors using vans".

Anne LeClerc, RIPTA: RIPTA schedules all service. Subcontractors have a total of 20 vehicles, including spares. Contractors can currently tie in to the RouteMatch software for dispatching.

10. How many vehicles?

Anne LeClerc, RIPTA: Twenty vehicles, including spares

11. Do these subcontractors receive trip bookings from RIPTA?

Anne LeClerc, RIPTA: RIPTA Schedules all trips

12. "Taxis and public motor vehicles are also used", Are these equipped with MDTs?

Anne LeClerc, RIPTA: No.

13. How do they receive assigned trips?

Anne LeClerc, RIPTA: They receive their trips the day before via email.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

14. "Flex is a community circulator operating with both reservations and timepoints currently offered in 8 zones". How many routes does that equate to? How many users need to access the routing and scheduling software

Anne LeClerc, RIPTA: As stated, flex is scheduled with RIde, as point deviation service with reservations. There are no routes. There are 8 zones. Five zones have only one vehicle. Two zones have two vehicles operating concurrently. The URI on campus service has five vehicles operating when school is in session.

David Braun of Veolia Transportation submitted the following questions prior to the meeting.

1. Please provide the annual paratransit budget for the current fiscal year and the past 5 fiscal years.

Anne LeClerc, RIPTA: The Authority does not consider the operating budget relevant for the RFP for software and related services.

2. Please provide the total ridership (trips and passengers) for the current fiscal year and the past 5 fiscal years.

Anne LeClerc, RIPTA: The total passenger trips for FY12 is provided in Section XXXIII. We do not consider prior years relevant for the RFP for software and related services.

3. Please provide the total revenue and deadhead hours and miles for the current fiscal year and the past 5 fiscal years.

Anne LeClerc, RIPTA: . FY12 revenue miles were 4,891,615 and deadhead miles were 578,616. FY12 revenue hours were 319,086 and deadhead hours were 29,971. We do not consider prior year data is not relevant for the purchase of software and related services.

4. Given the scope of work and requirements to develop this proposal, would RIPTA consider extending the proposal deadline by 2-3 weeks?

Anne LeClerc, RIPTA: Due to the aggressive project schedule, the Authority is unable to extend the proposal response date

5. When does RIPTA anticipate that they will advise the Contractor of an award?

Anne LeClerc, RIPTA: **As stated in Section XXVIII, the anticipated award is September 23, 2013.**

6. Please provide the anticipated first day of service under this contract.

Anne LeClerc, RIPTA: **As stated in Section XXVIII, the anticipated contract start is on or around October 1, 2013.**

7. Please verify that the performance bond required for this contract is in the amount of 100% of the annual cost of the contract.

Michael M^eGrane , RIPTA: A performance bond is not required for this project.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

8. Please verify that there isn't a DBE goal or requirement assigned to this contract.

Michael McGrane, RIPTA: There is no DBE Goal or requirement for this project.

9. If this is the case, is a contractor required to submit all of the DBE forms with their response?

Michael McGrane RIPTA: Even though there is no goal, vendors are encouraged to seek DBE Participation where available.

10. Please provide the list of attendees at the pre-bid meeting.

Michael McGrane, RIPTA: A list of attendees will be included in the addenda.

11. Will there be an opportunity for follow-up questions after a response from RIPTA has been received?

Michael McGrane, RIPTA: Due to the aggressive project schedule, the Authority is unable to consider another round of questions.

12. For the most recently completed fiscal year, please provide/confirm the following:

- Number of Total Passengers Transported

Anne LeClerc, RIPTA: This number is provided in Section XXXIII.

- Number of Eligible Passengers Transported

Anne LeClerc, RIPTA: This number is provided in Section XXXIII

- Number of Personal Care Attendants Transported

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Number of Guests Transported

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Number of Children (per RIPTA definition) Transported

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Number of Other Passengers Transported (not accounted for in the above)

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

- % of Non-Ambulatory Eligible Passengers Transported
Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Number of Total Vehicle Miles Driven
Anne LeClerc, RIPTA: 5,470,231

- Number of Revenue Miles Driven
Anne LeClerc, RIPTA: Answered in Number 3 above.

- Number of Dead-Head Miles Driven
Anne LeClerc, RIPTA: Answered in Number 3 above

- Number of Total Hours
Anne LeClerc, RIPTA: 349,057

- Number of Revenue Hours Operated
Anne LeClerc, RIPTA: Answered in Number 3 above.

- Number of Dead-Head Hours
Anne LeClerc, RIPTA: Answered in Number 3 above

- Number of other Non-Revenue Hours.
Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- RIPTA's Calculated Cost per Total Passenger (Contract Cost/Total Passengers)
Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- RIPTA's Calculated Cost per Eligible Passenger (Contract Cost/Eligible Passengers)
Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- RIPTA's Calculated Cost per Revenue Hour (Contract Cost/Revenue Hours)
Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

- RIPTA's Calculated Cost per Revenue Mile (Contract Cost/Revenue Miles)

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Productivity (Total Passengers/Revenue Hour)

Anne LeClerc, RIPTA: 2.3

- Average Vehicle Trip Length (Revenue Miles/Eligible Passengers)

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- % On-Time Performance

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- % of Late Cancells

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- % of Passenger No-Shows

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Complaints per 1,000 passengers

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Vehicle Collisions per 100,000 miles

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Monthly Fixed Cost for current Contractor

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

- Cost per Hour Rate for current Contractor

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Annual Total Cost billed by current Contractor before the fares collected were deducted

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Annual fares collected and deducted by the current Contractors

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Any other costs (annual) associated with the provision of Services

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Please provide Invoices for the last six months for each Contractor

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

13. In order to enable us to assess the feasibility of potential operating facilities and so that we can better determine the staffing needs associated with this service, we are requesting (in a MS Excel or comparable format) the following information for a two week period which includes no holidays or unusual weather events:

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Eligible Client ID (no names) for each one-way trip
- Passenger Type (Ambulatory or Non-Ambulatory)
- Other passengers (PCA's, Guests, Children, Other) for each Trip
- Pick-up and Drop-off addresses, including City and Zip
- Scheduled pick-up time for each trip
- Actual pick-up and drop-off times per trip

14. Please provide operating reports for the past 12 months for this service.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

15. What percentage of current trips are subscription trips?

Anne LeClerc, RIPTA The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

16..... Please provide a copy of the current, or most recent, labor agreement covering the incumbent Operators, Maintenance Employees and Office Staff in the program, along with the contact information for the local union representative.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

17..... Please provide the following information about the incumbent Operators:

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- The number of full-time and part-time Operators, along with their hire dates or seniority.
- The current Operator wage scale and average hourly wage.
- A thorough description of the employees' benefits programs, including the name and summary of the current medical insurance plan(s) to include employee premium contribution amounts for each coverage choice, deductibles and co-pays, and the effective plan year or renewal date.
- Descriptions of any shift "premiums", lunch/break provisions, or other work rules that impact Operator productivity and resulting labor costs

18. Please identify any technologies and the respective brands used in the provision of these services (MDT/MDC, AVL, Video, IVR etc.).

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

19. Please provide a vehicle roster describing the manufacturer, model, model year, mileage and replacement schedule for the existing paratransit fleet.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided. As stated in Section XXXIII, RIPTA will keep the Mentor Rangers currently in use. Proposed software systems must be able to interface with these.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

20. Please provide the total number and current mix of vehicles (sedans, vans, lift vans, ramp vans, cut-aways) used for this service.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

21. Is there a facility available for use on this project?

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

22. What is the address of the current operating facility?

Anne LeClerc, RIPTA: 705 Elmwood Avenue, Providence, RI 02907

23. Please provide the value of or price paid by RIPTA for each RIPTA provided vehicle.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

24. Please provide the average miles per gallon experienced by the current fleet.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

25. Please indicate the annual cost to RIPTA of the following:

- Scheduling/Dispatch Software (Current version, Upgrade schedule and dates, Maintenance, Etc.)

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Technology Upgrades and Services (Telephone, MDT/AVL, Video, Etc.)
- Facilities (Lease rates)
- Utilities
- Vehicles
- Maintenance Equipment

26. Please provide the current Call Center cost per reservation.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

27. Please provide the average call volume to the call center per weekday, Saturday and Sunday and average month.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

28. Please provide the average the hold time for reservations and “where is my ride” calls.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

29. How many of each type of employee currently works in the Call Center:
Call Center Manager,

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Reservation Clerk,
- Dispatcher,
- Scheduler,
- Call Center Supervisors,
- Quality Control/Customer Service staff
- IT Staff, any other employees?
- Please indicate if Call Center employees are represented by a Union?
- If so, please provide a copy of the labor agreement and contact information for the Union’s business agent.

30. How many of each type of employee currently works in Operations:
General Manager,

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

- Assistant General Manager,
- Safety Manager,
- Trainer,
- HR Manager,
- Accountant,
- Administrative
- Clerk, Window Dispatcher,
- Road Supervisor any other employees?
- Please indicate if operations employees, other than drivers, are represented by a Union? If so, please provide a copy of the labor agreement and contact information for the Union’s business agent.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

30. Please provide an organizational chart for this program.

Anne LeClerc, RIPTA: The Authority does not consider the type of information relevant for the RFP for software and related services. Therefore, this information is not provided.

Barbara Kayajan of HB Software Solutions submitted the following questions prior to the meeting.

1. Please confirm these instructions satisfy proposal packaging instructions:

- ENVELOPE or PACKAGE is affixed with supplied label filled out with HBSS' return address.
- ENVELOPE or PACKAGE contains:
 - Five hardcopies copies of the proposal, 1 unbound, PLUS 1 original copy of the proposal.
 - Proposal submitted as Word/PDF proposal (named as specified p. 79)
Cost proposal submitted in Microsoft Excel (named as specified p. 79)

Michael McGrane, RIPTA: Correct

2. Can you elaborate on the two bullet points "New Processes: Streamlined process to reduce redundancy and create greater efficiency" What is redundant now?

Anne LeClerc, RIPTA: For example, there is some duplicate data entry for different purposes and reporting involves exporting and cleaning data.

Anne LeClerc, RIPTA:

3. "New Technologies: Integrated computer systems to improve productivity and decrease errors" What is not integrated about the current system and what are the recurring errors?

Anne LeClerc, RIPTA: The current system does not ensure the data integrity of most fields. Reporting must be done outside of the current system by exporting data. The system does not allow for tracking of issues and follow up, for example recording and researching a complaint about a particular trip. The system offers a limited log file, for example, the user who creates a new customer record or geocodes a new address is not recorded.

4. "Fares must accurately reflect actual fare collected" - is this currently a function of the mentor rangers?

Anne LeClerc, RIPTA: Yes

5. Are the mentor rangers not able to accurately reflect actual fare collected?

Anne LeClerc, RIPTA: The rangers do not collect information if the fare is paid with more than one method, e.g. \$2 cash and 1 riptik for a \$4 fare. This is a result of the current software, not the rangers.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

6. Are they not able to allow tracking of payment method such as cash, riptik, pass etc?

Anne LeClerc, RIPTA: The rangers are able to allow tracking of payment methods, but not multiple payment methods for the same trip

7. What is the budget for this project?

Anne LeClerc, RIPTA: The budget will depend on the solution chosen.

8. What is the funding source that is paying for this project?

Michael M^cGrane , RIPTA: Various FTA Grants and Operating Funds.

9. Is it being funded through a particular FTA grant?

Michael McGrane, RIPTA: Multiple FTA Grants **RI 90x061, x062, x063**

Michael M^cGrane informed those present at the meeting that many questions had been submitted prior to the meeting. The answers to these questions will be given in the addenda, therefore only new questions will be answered during the meeting

Dominique Bonhomme of Ecolane submitted the following questions:

1. How many Flex Service Routes are there?

Anne LeClerc, RIPTA: There are eight flex zones, there are no specific Flex Routes, Flex Service is a Community Circulator Service with some reservations and Fixed Bus Stops. It uses the same type of vehicle as Paratransit Service.

2. Do the Subcontractors use the Rangers as RIPTA?

Anne LeClerc, RIPTA: There are two subcontractors, they use the same vehicles and Mentors as RIPTA.

3. Do the Taxis use Rangers?

Anne LeClerc, RIPTA: No they are dispatched via email or fax. They submit their reports on an Excel Spreadsheet, which is imported into the software.

4. How many desktops users are there for the software?

Anne LeClerc, RIPTA: 35-40

5. How many vehicles at peak service?

Anne LeClerc, RIPTA: 104

6. Does RIPTA currently use Cashless Transactions for Fare Payment?

Anne LeClerc, RIPTA: No, we will consider it.

7. How do the other Agencies schedule their trips?

Anne LeClerc, RIPTA: The five funding agencies currently contact RIPTA to book trips. The Authority will consider web-based reservations.

Request for Proposal Number 14-02
Minutes of Pre-Proposal Meeting: August 9, 2013

David Braun of Veolia Transportation submitted the following questions:

1. Is this RFP for Software or a Managed Solution for the Paratransit Operations?

Anne LeClerc, RIPTA: The Authority is not looking for a Contract Management Service.

Jeff Beauchaine of Apollo Video Technology submitted the following question:

1. Are there any plans to intergrate this system with on-board cameras?

Anne LeClerc, RIPTA: No.

Sarah Anderson of HB Software Solutions submitted the following questions:

1. Is there customization to the existing software ?

Anne LeClerc, RIPTA: There is minimal customization.

2. Do the current MDTs have card readers?

Anne LeClerc, RIPTA: No.

3. Is the Authority keeping the Mentor Ranger Units? If so, why?

Anne LeClerc, RIPTA: Yes, because we have a significant investment.

Chuck Angell of Rite Solutions raised the following questions:

1. Will the questions and responses be published?

Michael M^eGrane, RIPTA: Yes, they will be published on the Rhode Island Purchasing Web page.

2. Does RIPTA want to replace the Routematch Software on the Mentor Units, if so is Mentor cooperating?

Mark Therrien, RIPTA: Yes, Mentor is cooperating.

Request for Proposal Number 14-02
PROPOSAL CONTENT AND FOMAT

PROPOSAL CONTENT AND FORMAT

Please submit 5 hardcopies (one unbound) and an electronic version CD, or flash drive) of your response in the following format, with each number in a separate tab. The electronic version may be submitted in Microsoft Word or as a pdf, except for the Cost Proposal, which should be submitted in Microsoft Excel. Electronic documents should be named as Proposer Name RIPTA Proposal 14-02 and Proposer Name RIPTA Cost Proposal 14-02.

1. Cover Page
 - Proposer Name
 - Proposer Address
 - Contact Information for the Proposer Representative
2. Executive Summary
3. Overview of Company
 - Include technical and financial capacity to implement the proposal
 - Include a section describing any subcontractors
4. Detailed Description of Technology and/or Services
 - Include the products, services, and capabilities offered. Software packages should include a detailed description of each of the individual modules. All modules or services discussed must be included in the cost proposal.
 - Any subcontractor's products and services must be clearly detailed.
5. Discussion of how the proposed solution meets the stated goals and functionality and how this solution would benefit RIPTA. Each function/feature under Requirements must be addressed. If alternatives are proposed, they must each be addressed in this section. Performance parameters should be provided.
6. List of items included in Requirements that are under development or cannot be provided
7. Detailed Implementation Plan, including:
 - Timeline
 - Physical requirements for implementation (i.e. infrastructure, hardware specifications, interfaces to other systems, etc.)
 - Data conversion and assurance of data integrity
 - Needed skill set of RIPTA staff or demand placed upon staff, including IT staff
 - Training overview *Note: The training schedule should include initial training requirements and a follow-up training held 60-90 days after implementation.*
 - System testing and acceptance
 - Documentation provided to RIPTA
8. Resumes of Proposed Project Team
9. References (*see below*)
10. Cost Proposal(s) (*see below*)
11. Brochures and/or Other Literature

Request for Proposal Number 14-02
PROPOSAL CONTENT AND FOMAT

REFERENCES

Please provide a list of 5 paratransit customers, preferably public agencies, who have acquired and installed the proposed solution. The list should include the following:

1. Company name
2. Contact name and title
3. Contact information: mailing address, telephone number, and email
4. Description of paratransit solution provided
5. Timeframe for implementing solution
6. Cost for implementing solution
7. Cost savings achieved

Request for Proposal Number 14-02
COST PROPOSAL FORMAT

COST PROPOSAL

RIPTA is interested in a cost-effective solution for its paratransit services, and is open to alternative financing opportunities. Proposers may submit more than one Cost Proposal if they offer their products or services in varied ways, such as purchase versus lease. The Authority reserves the right at its sole discretion to negotiate a Lease with the most highly rated vendor. Multiple cost proposals should be provided in separate sections with tabs labeled as 10.A, 10.B, etc.

Cost Proposals must use the following format and include both a Cost Proposal Summary and the Cost Proposal Details. Costs within each category must be itemized and described, including a formula for the cost calculation. If costs include an individual's time, the individual's name and title must be entered under "Item" and their role and activities under "Description". The basis for payment, such as unit cost X # of units, or hourly rate and anticipated hours, must be provided in "Formula". Enter "NA" if there are no costs associated with a given category. An Excel template is available.

General principles of cost determination

- Recurring costs should represent the incremental cost increase for maintaining an application.
- Leasing fees should be summarized with a list of all included items.
- Annual maintenance fees should include the cost of updates and upgrades. If hardware upgrades would be necessary to implement software upgrades, that must be noted and priced.
- Any required third-party software must be covered by the annual maintenance fee. The Proposer will be expected to keep third-party licenses and features updated.
- Hardware required for the project. Proposals that use existing hardware should list the needed equipment and put \$0 in cost field. *Note: RIPTA will purchase all computers and peripherals from its own vendor, but costs proposals must include details about and estimated costs for the required hardware.*
- Estimated implementation and ongoing costs, for both hardware and software, should represent the best market price available for non-profit organizations. These costs must reflect any peripheral devices and software necessary to operate and maintain the application.

**Request for Proposal Number 14-02
COST PROPOSAL FORMAT**

COST PROPOSAL FORMAT (available in Microsoft Excel)

Proposer: _____

Cost Proposal Assumptions

- List all assumptions made in the development of the cost proposal.

Cost Proposal Summary

Cost Category	One-Time Costs	Annual Costs
Software		
Hardware		
Network		
Training		
Support Services		
Business Continuity		
Lease		
Other		
Total one-time costs:		
Total annual costs:		

Detailed Cost Proposal

Cost Category: (insert name of Cost Category here)				
Item	Description	Formula	One-Time Cost	Annual Cost
Cost Category Total				
Cost Category: (insert name of Cost Category here)				
Item	Description	Formula	One-Time Cost	Annual Cost
Cost Category Total				

Request for Proposal Number 14-02
COST PROPOSAL FORMAT

Cost Category: (insert name of Cost Category here)				
Item	Description	Formula	One-Time Cost	Annual Cost
<i>Cost Category Total</i>				

