

REQUEST FOR PROPOSALS (RFP) No. 2013-07

For
The Solano County Mobility Management Travel Training
Response to Questions

Proposals are due Wednesday January 15, 2014 at 3:00 pm

Question No. 1:

Does STA have a predetermined budget allocation for this project? And if so, what is the expected budget?

Response:

There is a budget allocated for this project, which is approximately \$130,000.

Question No. 2:

In Task 3.1 mention is made of the existing Vacaville City Coach training video. Is information available regarding the individual(s) or firm(s) who produced the existing video so that they may be approached as a potential sub-contractor who has previous experience in the area?

Response:

The Vacaville City Coach training video was produced by their staff "in-house."

Question No. 3:

The RFP, as we understand it, is for a short-term consulting project for the development of materials, policies, procedures and curriculum to support an ongoing travel training program, but does not include the ongoing management and/or administration of the program once it is designed and implemented. Our experience has been that the success of any comprehensive travel training program requires that it be managed by professionals whose expertise lies in this particular field. Will STA consider, and will the budget support, a proposal that also includes the ongoing management and administration of the travel training program once it has been implemented? Or is the sole intent to have a consultant design the program and turn it over to STA staff for its ongoing management?

Response:

Part of the current RFP is for a short-term consulting project for the development of materials, policies, procedures and curriculum to support a travel training/ambassador program for the transit operators Fairfield and Suisun Transit (FAST) and SolTrans. Once the programs have been developed and implemented, the transit operators will be responsible for their ongoing management.

STA is also attempting to partner with existing organizations to provide travel training services to Rio Vista, Dixon, unincorporated areas of Solano County, and to the developmentally and physically disabled segments of the population. However, the RFP states that if partnerships are not made with existing social services agencies, that the consultant may be responsible for providing services.

STA welcomes Consultants to include in their proposal the ongoing management and administration of the travel training program for Rio Vista, Dixon, unincorporated areas of Solano County, and to the developmentally and physically disabled segments of the population; in the event that partnerships are not established.

Question No. 4:

I understand the goal is to establish partnerships with local organizations to provide Travel Training. However, in some tasks (Task 5 for example) it is stated that if a partnership cannot be established, service is to be provided directly. Is there a duration in mind for which these services are to be provided? Are they expected to be recurring or as-needed?

Response:

STA is attempting to partner with existing organizations to provide travel training services to Rio Vista, Dixon, unincorporated areas of Solano County, and to the developmentally and physically disabled segments of the population. However, the RFP states that if partnerships are not made with existing social services agencies, that the consultant may be responsible for providing services.

STA welcomes Consultants to include in their proposal the ongoing management and administration of the travel training program for Rio Vista, Dixon, unincorporated areas of Solano County, and to the developmentally and physically disabled segments of the population; in the event that partnerships are not established.

The Solano Mobility Management Travel Training program has been approved as a 2 year pilot program.

Question No. 5:

Task 3 calls for the creation of five Travel Training videos tailored to each of the noted operators. Is this task asking for five of the same videos, each referencing a different operator, or five videos covering different mobility aspects, each edited specifically for the operator?

Response:

Each video should be tailored to the services offered by transit operator and/or the community it serves.

Question No. 6:

Does STA have a budget for the proposed work?

Response:

There is a budget allocated for this project, which is approximately \$130,000.

Question No. 7:

Please clarify the four types of travel training: group training, independent training, one-on-one training, and intensive training.

Response:

- 1) Independent Training: Interested individuals utilize brochures and training videos on their own time to learn the system.*
- 2) Group Training: Mobility orientation sessions where transit service is introduced and transit skills taught. Sometimes includes a field trip to common destination.*
- 3) One-on-One/Transit Ambassador/Bus Buddy program: Volunteers are matched with trainees and the pair usually has something in common (e.g., both are seniors). For people who would like more personalized instruction, but do not need intensive training.*
- 4) Intensive Training: Typically involves modeling instruction, gradually pulling back and concluding with the trainer shadowing the trainee during a transit trip. Usually lasts for multiple training sessions.*

Question No. 8:

What percentage of training do you expect to be conducted by volunteers vs. paid workers?

Response:

The Travel Ambassador program is expected to be conducted entirely by volunteers. The intensive training is expected to be conducted by paid workers.

Question No. 9:

Has the identification of already existing programs begun?

Response:

STA staff has already identified potential existing agencies that may be able to provide travel training service to individuals with developmental and physical disabilities.

Question No. 10:

For the five videos, can you clarify the content or area that will be targeted for each video? We understand it will be SolTrans and FAST for two of them, but what will the focus of the remaining three be?

Response:

The five videos mentioned in the RFP will be targeted for each of the following: FAST, SolTrans, SolanoExpress Intercity Bus, Dixon Read-Ride, and Rio Vista Delta Breeze.

Question No. 11:

For the five Rider Guides, can you clarify the content or area that will be targeted for each? We understand it will be SolTrans and FAST for two of them, but what will the focus of the remaining three be?

Response:

The five Rider Guides mentioned in the RFP will be targeted for each of the following: FAST, SolTrans, SolanoExpress Intercity Bus, Dixon Read-Ride, and Rio Vista Delta Breeze.

Question No. 12:

For videos, will contractor have access to buses, operators, riders?

Response:

STA will work with Transit Operators to provide Consultant access to buses, operators, and staged riders in Solano County.

Question No. 13:

For task 5 and 6, will contractor implement outreach plan?

Response:

If partnerships are established, the outreach plan for task 5 and 6 may be implemented by the social services agencies that will be implementing the travel training to those specific segments of the population. However the Consultant should provide an outreach plan to be implemented.

Question No. 14:

For task 5 and 6, how will individuals be referred to the intensive programs?

Response:

Individuals will be referred to the intensive travel training programs by social services agencies, transit operators, the new One-Stop Call Center, and other agencies.

Question No. 15:

For task 5 and 6, what are the estimated numbers of individuals that will go through the program?

Response:

STA does not currently have an estimate for the number of individuals that will go through the intensive training program in Solano County.

Question No. 17:

What is the population of seniors, people with disabilities and low-income residents in the Solano Transportation Authority (STA) service area?

Response:

Based on the 2011 Solano Transportation Study for Seniors and People with Disabilities, the population of Seniors (65+) was 55,601 and the population of the ADA eligible population was 8,567 in 2010. According to census.gov, the population of low-income residents (Persons below poverty level) was 10.8%, or approximately 40,000 in 2010.

Question No. 18:

Are there any statistics on how many clients are trained on a yearly or monthly basis?

Response:

As there is not currently a countywide travel training program, there are not any countywide statistics on how many clients are trained. Vacaville City Coach, which does have a travel training program, estimated their annual trainings at between 35-40 clients.

Question No. 19:

Will bus passes be provided to the consultant staff?

Response:

Bus passes will be provided to consultants, as needed.

Question No. 20:

Will STA provide office space to the selected consultant? What, if any, will the cost be to the consultant?

Response:

STA will not be providing office space to the selected consultant.

Question No. 21:

Can you please provide the link to Vacaville City Coach current training video you refer to in the RFP?

Response:

The first example is an older version of Vacaville's travel training video which has all aspects of travel training in one video: <http://www.youtube.com/watch?v=a6nrh-1LYko>

The updated versions of travel training videos supplied by Vacaville have the travel training broken up into 4 steps:

Bus map and schedule: <http://www.youtube.com/watch?v=J6xxFjZyurw>

Passes and Special Programs: <http://www.youtube.com/watch?v=Lq8gnfVFzMI>

Identify Your Bus: <http://www.youtube.com/watch?v=IUIZjeOb1Zs>

Boarding the Bus: <http://www.youtube.com/watch?v=LMPGfBlrjGE>

Question No. 22:

Do the 5 videos require original footage for each or is it one master footage, sound edited for each specific transit system?

Response:

Each video should be tailored to the services offered by the transit operator and/or the community it serves.

Question No. 23:

Can you please provide the link to Vacaville City Coach's current Travel Training Riders Guide Brochure you refer to in the RFP?

Response:

The link to the Vacaville City Coach Travel Training Guide can be found here: <http://www.sta.ca.gov/docManager/1000004376/VacaTravelTraining.pdf>

Size and design of new Travel Training Riders Guide Brochures are to be similar to Vacaville City Coach's current Travel Training Riders Guide brochure. STA encourages the Consultant to be innovative in their process of creating brochures, with a focus on simplifying transit information to the needs of Seniors, People with Disabilities, and Low-Income individuals.

Question No. 24:

It appears the initial print-run of each brochure should be included in the cost proposal. What about subsequent runs? Who will be responsible for those costs and how many print-runs do you anticipate per year?

Response:

The initial print-run of each brochure should be supplied by the Contractor. Subsequent print-runs will be the responsibility of the STA.

Question No. 25:

Can you please confirm the amount of brochures to be printed as part of the initial print-run is 25,000 (5 x 5,000)?

Response:

The amount of brochures to be printed as part of the initial print-run is 5,000 (5 x 1,000).

Question No. 26:

Is there an estimated amount of time STA expects intensive travel training programs to last or should the consultant determine?

Response:

The intensive travel training program is part of the Solano Mobility Management Travel Training Program, which has been approved as a 2 year pilot program.

Question No. 27:

Is there an estimated amount of time STA expects specialized countywide travel training programs to last or should the consultant determine?

Response:

The specialized countywide travel training program is part of the Solano Mobility Management Travel Training Program, which has been approved as a 2 year pilot program.

Question No. 28:

Can you please provide a list of the type of data that will need to be tracked, compiled and provided to STA and transit operators on a monthly basis?

Response:

Data will only need to be tracked, compiled, and provided to STA by the Consultant during the course of the contract. The type of data to that should be provided includes but is not limited to:

- *Number of trainees scheduled to be trained overall and by operator*
- *Number of group and individual training sessions held*
- *Number of individuals trained overall and by operator*
- *Number of hours spent with trainee(s)*
- *Use of paratransit or other service(s) prior to training by trainee*
- *Demographic of trainee (senior, person with disability and/or low-income)*
- *City of residence of trainee*
- *Outreach activities and target market (senior, person with disability and/or low-income) of activity*

Question No. 29:

Page 8, RFP Submittal Requirements, requests that the proposal shall not exceed a total of 25 pages (excluding resumes and transmittal letter). However, you ask for additional information such as a Work Plan and a list of current contracts which may each take up several pages. May we submit additional appendices outside of the 25 page limit to include these documents and help support our proposal response?

Response:

STA prefers submittals to be 25 pages or less, but will not reject proposals that exceed this limit. Proposals are encouraged to be concise and not include any extraneous information.

Question No. 30:

Page 9, 9. *Additional Relevant Information* is not to exceed 2 single-sided pages. Are these 2 pages to be considered part of the 25 page limit?

Response:

STA prefers submittals to be 25 pages or less, but will not reject proposals that exceed this limit. Proposals are encouraged to be concise and not include any extraneous information.