

**REQUEST FOR PROPOSAL (RFP)
FOR REGIONAL RESOURCE CENTER CONCIERGE (RRC)
DATED OCTOBER 7, 2015**

**QUESTIONS RECEIVED FROM PROPOSERS' CONFERENCE
HELD ON OCTOBER 16, 2015 AND OTHER QUESTIONS SUBMITTED**

Q1: Will the Regional Resource Center (RRC) space include secure areas for the storage of inventory?

A1: Yes.

Q2: Will successful Proposer directly connect to Clipper®/FasTrak® customer information systems?

A2: No, the Regional Resource Center Concierge will not have direct access or connection to Clipper®/FasTrak® customer information systems. Refer to **RFP Appendix A, Scope of Work** for detailed information on contractual requirements.

Q3: Will the RRC Concierge refer customers into the building for additional FasTrak® customer service or will a FasTrak® customer service representative come to the RRC area?

A3: The exact process for referring FasTrak® customers is not yet determined and will be a part of Task I in **RFP Appendix A, Scope of Work**.

Q4: What happens if the MTC Administration approval date of Wednesday, December 9, 2015 is missed (RFP Section V, Contractor Selection Timetable)?

A4: Per **RFP Section V, Contractor Selection Timetable**, interview, award and approval dates are approximate and are subject to change before or after the closing date of the RFP. If this date is missed, the MTC Administration Committee Approval would be scheduled for the next available MTC Administration Committee meeting.

Q5: Will a Ticket Office Terminal (TOT) machine be a part of the RRC??

A5: Refer to **RFP Appendix A, Scope of Work**, Task II, Operations, Section D 1), Clipper®, third bullet point.

Q6: How will the winning Proposer receive training on systems, materials, approach and content?

A6: Refer to **RFP Appendix A, Scope of Work**, Task I, Set-up/Planning/Design.

Q7: What volume can be expected for the Air District permitting process?

A7: The level of permit activity handled by the RRC will be minimal, due to the technical nature of permitting. It is envisioned that the computer terminal in the RRC will be used to assist the public with the Air District's online services; including human resource applications, grant applications, asbestos payments, and invoice payments. The Air District receives 100 people per month on average coming into the office for assistance in these areas.

Q8: Was the Proposers' Conference mandatory?

A8: No, refer to **RFP Section IV, Proposers' Conference and Request for Clarifications or Exceptions**, for additional information.

Q9: Will a bid bond be required?

A9: No, refer to **RFP Section VI, Submittal of Proposal** and **Section VII, Form of Proposal** for requirements.