

January 6, 2014

**Request for Proposal (RFP) for
Freeway Service Patrol
Automatic Vehicle Locator System
Dated December 5, 2013**

**Questions & Answers:
From Proposers' Conference
on December 17, 2013
and Received as Questions, Clarifications and Exceptions on January 3, 2014**

- Q1 The RFP Appendix A, Scope of Work, 3.0 Requirements Compliance Table for Requirement number 1.1.2.5.1.1 addresses the Schedule Table and makes reference to a "routes patrolled" in item 7. What is meant by "routes"? Is that different from "beats"?
- A1 In this context, "routes" refers to the freeways included in the beat. A beat may consist of segments from more than one freeway.
- Q2 The RFP Appendix A, Scope of Work, 3.0 Requirements Compliance Table for Requirement number 1.1.2.5.1.1 addresses the Schedule Table and makes reference to "Beat Partners" in item 16. What is meant by "Beat Partners"?
- A2 This field will list the vehicles that typically patrol the beat. Tow contractors may use any of their active and certified FSP vehicles on any of their FSP beats, therefore this information is subject to change.
- Q3 The RFP Appendix A, Scope of Work, 3.0 Requirements Compliance Table for Requirement number 1.1.6.1 addresses operating systems for the AVL Field Application, referencing Android and Apple operating systems. As Windows tablets are also available, is it acceptable for the Windows OS to also be included as an option for the AVL Field Application?
- A3 Yes, but a version of the application must also run on iOS and/or Android OS in addition to the Windows platform as per Requirement No. 1.1.6.1.
- Q4 The RFP Appendix A, Scope of Work, 3.0 Requirements Compliance Table for Requirement number 1.1.7.7 addresses file sharing indicating that an application must be integrated with the AVL to enable file sharing. What type of files are you interested in sharing? What examples can be provided?
- A4 This non-core (optional) feature would likely be used to share program documents such as lists of certified drivers, lists of certified vehicles over-time reports and CHP investigation documents. Some of these documents will become redundant with the new AVL system, but the intent is to have a central location for sharing information between the FSP partner agencies.

Q5 The RFP Appendix A, Scope of Work, 3.0 Requirements Compliance Table for Requirement number 1.1.7.8 says that all features intended for desktop use shall also be useable through the web browsers of a tablet with a screen diagonal of 7 inches or larger. Is this requirement only applicable to AVL system software intended for the AVL Field Application, or must all AVL software be accessible via web browsers?

A5 All of the AVL system must be accessible through a web browser. Please see Answer 11 for more discussion of how accessibility is defined in this context. The Field Application is not included in this requirement; it does not need to be remotely accessed. The Field Application does, however, require store and forward capability (Requirement No. 1.1.6.2).

Q6 The RFP Section III, C. Budget: is the \$100,000.00 for enhancements in addition to the \$900,000.00 or included in that sum? Please clarify the budget estimate dollars over the term of the contract by year.

A6 The \$100,000 task order budget is included in the \$900,000 estimate. The cost estimate is broken down in terms of project stages, not years. This is an estimate, not a cap on bid amounts.

Q7 Will MTC SAFE provide the shapefile for the standard map display feature as required in Appendix A 3.0 Requirement Compliance Table No. 1.1.2.1.4?

A7 No, the construction of the map interface is solely within the Contractor's scope of work. MTC SAFE may accept a broad variety of web-based maps, but also seeks many of the listed map features to aid management of the fleet and provide a richer picture of the tow contractor's daily patrols.

The map features listed in the Appendix A 3.0 Requirement Compliance Table No. 1.1.2.1.4's parenthetical clause are intended as examples of standard (and desired) features, not as a mandatory list. If the Proposer's system contains many of the required map features, but not all of them, MTC SAFE expects that the Proposer clearly delineate what features are available in their proposal. MTC SAFE will provide the GIS data for beat boundaries, drop sites and call boxes to the Contractor during the early phases of the project.

Q8 Will MTC SAFE provide the topography layer as required in 1.1.2.1.4 in an image format?

A8 No, please see Answer 7.

Q9 Will MTC SAFE provide the satellite pictures (or aerial imagery) as required in 1.1.2.1.4? If yes, in what format?

A9 No, please see Answer 7.

- Q10 Will MTC SAFE provide real-time traffic data as required in 1.1.2.1.2? If yes, in what format?
- A10 No, MTC SAFE will not provide traffic data for the AVL application. The above feature is non-core, meaning that it is not a mandatory requirement.
- Q11 Regarding the requirement of web-based mapping, do all mapping features have to be web-based or will MTC SAFE consider a mixed solution where real-time monitoring features are handled on a web-based mapping solution, while more restricted features that deal with sensitive or confidential contractor/driver information that need to playback historical activities on map for analytical purposes, as required in [Appendix A 3.0 Requirement Compliance Table No.] 1.1.2.4.2.1 - 1.1.2.4.2.3, be handled through a desktop application?
- A11 Yes, a type of hybrid solution, with some additional features, could satisfy the requirements. Requirement No. 1.1.2.1.1 indicates that “the system must include a web-based map interface to the AVL tool.” The real-time map interface mentioned in the question above would satisfy that requirement since it includes a web-based map interface. However, Appendix A 3.0 No. 1.1.7.2 indicates that “all of the [AVL system’s] databases and functions shall be accessible through a web-based portal.” This requires that there be a way to access all AVL functions remotely and through a browser application. A Contractor provided web-based remote log-on to a desktop application could meet this accessibility requirement in No. 1.1.7.2.

MTC SAFE’s intent is for the Proposer to work through a web-based application. MTC does not want a remote log-on solution for accessing real-time fleet information. MTC SAFE will consider a remote log-on for historical queries and playback features only.

Please see Answer 5 for discussion of the AVL Field Application.

- Q12 Can MTC SAFE provide screenshots of all pages of the existing Ranger terminal user interface?
- A12 Refer to the FSP User Instruction Manual for the Ranger system posted at <http://procurements.mtc.ca.gov/>. This manual is intended to be informative and not as guidance for the design of the Driver Interface (see Appendix A 3.0 Requirement Compliance Table 1.1.6.3 for guidance).

MTC SAFE reserves the right to change the assist data categories or any aspects of data reporting. The Contractor shall work with MTC SAFE on these types of decisions during the System Analysis or System Development stages (see Appendix A 1.0 Tasks and Deliverables).

- Q13 If the proposer plans to work with a DBE subcontractor or a DBE consultant, does the DBE partner need to be finalized and listed on the proposal submitted by January 16th?

- A13 Yes. MTC SAFE has established a Disadvantaged Business Enterprise (DBE) contract goal of 3% for the contract entered into as a result of this RFP. Appendix F-3, “Local Agency Consultant DBE Commitment” form and Appendix F-4, “Local Agency Consultant DBE Information” form must be included in the proposal. Refer to Appendix F, Federal Requirements for details.
- Q14 Can MTC SAFE provide sample reports of all the available reports generated from the current FSP and AVL systems?
- A14 No. MTC SAFE believes the Requirements Compliance Table, while not comprehensively describing all system features, is fairly detailed as to the specific functions MTC SAFE requires. Also, while some functions of the current FSP AVL system may be replicated, MTC SAFE is seeking a total replacement of this system (not an upgrade). The selected Contractor will have access to the existing FSP database.
- Q15 Appendix A, Page 1 – Are specifications available for the COTS tablets? Does MTC have examples of COTS Tablets which may be considered acceptable for the system?
- A15 The tablets must have a minimum seven inch diagonal screen size. MTC SAFE will issue further specifications to tow contractors in consultation with the Contractor after the project’s initial design period.
- Q16 Appendix A, Page 1 – Will the Tablets be required to operate using Voice Commands for “Hands Free Operation”?
- A16 No. The reference to “by voice” refers to how operators sign on to the AVL through the radio system, via the CHP dispatchers and CAD, when the Rangers are not functioning.
- Q17 Requirements Compliance Table Item 1.1.1.1 – Is there a preferred vendor for the 4G or 3G wireless service?
- A17 No, MTC SAFE will select the vendor. Please see Answer 18.
- Q18 Is the subscription fee for the 4G/3G cellular coverage to be included as part of the system contract?
- A18 No, MTC SAFE currently pays for the Sprint service that performs this function and will continue to do so with the next system.
- Q19 Please provide a specification for a WiFi/GPS Unit.
- A19 Refer to Requirements No. 1.1.1, 1.1.8 and 1.2.3 in the Requirements Compliance Table. The WiFi/GPS Unit will need to geocode outgoing information to satisfy the AVL system requirements.
- Q20 Does the WiFi/GPS Unit provide any functions beyond acting as a wireless connectivity

platform for the Tablet?

A20 Please see Answer 19.

Q21 Will MTC SAFE pay for the monthly airtime charge for the WiFi/GPS units?

A21 Please see Answer 18.

Q22 Will MTC SAFE provide server hardware and MS SQL Server license for the AVL Server?

A22 As indicated in Appendix A – Scope of Work, 0.0 Background and Summary, it is acceptable for the Contractor to host the AVL system or to install it on MTC SAFE’s servers.

If MTC SAFE hosts the solution, MTC SAFE will pay for the necessary server hardware and licenses; however these costs will be considered in evaluating the cost proposal.

Q23 Must the Automatic Vehicle Locator (AVL) system be supplied by the prime contractor (i.e. – the Proposer) or may it be supplied by a subcontractor?

A23 As stated in the RFP, Minimum Qualifications (pg. 1), the Proposer (prime contractor) must have an AVL system that connects to the Internet and is managed within its company. This system must have existed for at least a year.

Q24 Is this procurement to be decided on a low-bid basis?

A24 No. Refer to RFP, IX. C. Evaluation Panel and Evaluation Criteria, page 10.

Q25 Who are the AVL ‘users’ mentioned in the Requirement Compliance Table?

A25 The primary users of the AVL system are the MTC SAFE FSP Fleet Manager, MTC SAFE FSP telecommunications project manager, California Highway Patrol (CHP) FSP administrator, the dedicated FSP CHP uniformed officers and Caltrans Transportation Management Center (TMC) Operations Manager. These users manage the program’s finances, direct the FSP fleet, monitor fleet activities and provide equipment support.

Q26 What is an assist? How and when do FSP drivers input ‘assist’ information through in-vehicle devices?

A26 An assist is giving aid to stopped motorists, clearing debris from the roadway or tagging an abandoned vehicle. Aid may entail quick mechanical fixes, repairing a tire, providing up to a gallon of gasoline and/or pushing or towing a vehicle. There is only one assist recorded per vehicle incident or tow truck stop. FSP drivers typically start entering assist information during or immediately after an assist, depending on the nature of the assist.

Q27 Are FSP vehicles dispatched to roadway incidents?

- A27 Yes, CHP does dispatch FSP vehicles to incidents. The ability of CHP dispatchers to send text messages through the CAD via the AVL to the driver's interface screen is a key requirement as indicated in Appendix A 3.0 Requirements Compliance Table No. 1.1.2.3.4.
- Q28 Will the Contactor be responsible for buying in-vehicle tablets, designing the mounting system for the in-vehicle tablet or mounting the tablets themselves?
- A28 No, these requirements are not in the Scope of Work. MTC SAFE will, in consultation with the selected Contractor, select specifications for acceptable tablets. The tow contractors will purchase, mount, maintain and replace the devices.
- Q29 How will the Contractor be compensated?
- A29 There is an initial payment of 15% of the cost of developing the system. There are also multiple fixed milestone payments based on the Contractor's cost estimates. Refer to Appendix A. 4.0 Project Budget Form for details.
- Q30 Will the hardware installer be under contract to the Contractor?
- A30 No. The Contractor must train MTC SAFE's third party hardware installer to install the in-vehicle hardware (Requirement No. 1.2.2.1) and then deliver that hardware to them. Refer to Appendix A, 1.0, Tasks and Deliverables, Phase II and Appendix A 3.0 Requirements Compliance Table No. 1.2.3.