

1. In order to allow bidders to prepare a more customized and informed response to this RFP, can Centro please provide an extension for the submission of proposals?
Response
New Submission Deadline: 4:45 pm on July 3, 2024.
2. Can Centro explain what current issues, if any, it is facing with the incumbent software/service provider?
Response
The pilot has provided Centro and partners with the ability to place value on the following items related to software/service:
 - Centralized dispatch approach
 - Software applications to accurately represent wait times considering vehicles could capture additional riders from phone calls, text messages, and hail.
 - Accurate data gathering
 - Application capability for VIA application integration
3. Will Centro provide office space for the contractor?
Response
As mentioned in the RFP: Describe how you will store and charge your vehicles. Itemize any specific needs that you will request from Centro such as vehicle charging stations (specify amps), parking spaces, employee parking spaces, equipment storage space, etc.
4. Is there a DBE goal for this project?
Response
No
5. If yes, does the vendor need to be DBE certified in Texas before submitting a proposal?
Response
There is no DBE goal associated with this RFP. However, there will be an SBE goal associated with the vehicle wrap scope of work that will be procured through a separate RFP.
6. Clarification to the following RFP Section 1, H:
Response
Mobilization Timeline: Provide a detailed mobilization schedule for launching your micro-transit services by September 2, 2024. Proposers are to provide a detailed mobilization schedule assuming contract execution by July 19, 2024.
7. If a single contract is awarded, are there opportunities for the primary contractor to subcontract portions of the work to local businesses? How will this be evaluated and monitored?
Response
Yes, clearly state which services within the scope your firm proposes to provide, and which services will be subcontracted. Include the name, office address, email, and telephone number of your firm's primary point of contact. As appropriate, also include the names and qualifications of subcontractors and/or associates who will assist on this project.
8. Can you provide more details on the potential SBE and DBE participation goals that VIA may establish and how they will impact the evaluation of proposals?
Response
There is a 0% SBE requirement for the vehicle operator. A separate RFP will be issued for vehicle wrap services that will require SBE participation.

9. Would the entire vehicle have to be branded the exact same way as the current “Little Runner”?
Response
A new template is in development to allow for advertising revenue and will be released before the contract is awarded.
10. The RFP mentions the hours of operation as Monday -Thursday 7:30 am-10:30 pm (15 hours) and Fri 7:30 am-7:30 pm, will Centro have a central dispatch to monitor, or will that be on the contractor to monitor productivity?
Response
The contractor will provide a dispatch approach. Please see Section 1, Item A. 3.
11. What are the repercussions for a contractor not meeting its proposal obligations?
Response
To be determined in the contract terms and conditions of the awarded operator.
12. Can a contractor ADD more to the fleet after the program starts as inventory grows? Can a contractor subcontract from the fleet after the start of the program?
Response
Yes, if the operator maintains the performance criteria; see 1.3.3 Performance Criteria
13. What are the specific branding requirements for the vehicles? Are there guidelines or specifications for logos, colors, and design elements that must be adhered to?
Response
The vehicles will be branded as the Little Runner. A new template is in development to allow for advertising revenue and will be released before the contract is awarded.
14. Will Centro provide the design assets for the vehicle branding, or is the Operator expected to develop and pay for these?
Response
Centro will provide design assets and vehicle wraps. Vehicle wraps will be fulfilled through a separate RFP.
15. Will all of the electric vehicles have to have city permits?
Response
Vehicles in service are required to be permitted.
16. What are the payment terms? 30, 60, 90 days?
Response
30 Days upon Centro receiving the invoice. If Centro finds invoice errors, the 30 Days will be reset once Centro receives the corrected invoice.
17. What are the year requirements for the vehicles?
Response
There is not a predetermined year requirement for vehicles. Vehicles are required to meet road safety standards.
18. What is the minimum number of vehicles that need to be on the road during the daily schedule?
Response
The operator will determine the number of vehicles to maintain the performance criteria; see 1.3.3 Performance Criteria.
19. How many ADA vehicles need to be in the fleet and how many at one time need to be available?
Response
There is not a pre-determined number.

20. Will Centro/UTSA help fast-track any vehicle permits that are needed to be on the street by the designated start date?

Response

Centro will assist in navigating the required process to obtain vehicle permits to operate beginning September 2nd.

21. The special events listed: Will that take away from the operation?

Response

Please detail your ability/approach to scale without interrupting operations.

22. When we scale up for the events, will we be able to get temporary permits for those vehicles?

Response

Centro will assist in navigating the required process to obtain vehicle permits to operate beginning September 2nd.

23. Are the events controlled by Centro or are we able to get other partnerships on the fleet that is brought in for the event?

Response

Operators will be able to work with partners with Centro approval throughout the program.

24. Will the branding on the vehicles be unified or is it multiple vinyl wraps?

Response

The vehicles will be branded as the Little Runner. A new template is in development to allow for advertising revenue and will be released before the contract is awarded.

25. Ridership: is this open to all residents and visitors in the area? Or is this strictly for UTSA staff and students?

Response

The operator will provide last-mile transportation services, ensuring seamless and efficient mobility for UTSA students, faculty, staff, members of the community, and visitors.

26. What is the population density and physical size of the service area in square miles and square kilometers?

Response

The size of the service is .83 square miles. Census Tract 1101 includes a population of 3,458 within 1.3 square miles or 2,612 people per square mile.

27. Please share the total and annual budget or estimated budget for this procurement.

Response

The current pilot budget is \$350,000

The Pilot Days and Hours of Service with 4 Vehicles in Operation (March through June):

Monday to Thursday – 7:30 a.m. to 10:30 p.m.

Fixed Route Hours include 7:30 a.m. - 8:30 a.m.; 11:30 p.m. - 1:30 p.m.; 5:00 p.m. – 7:00 p.m.; 9:00 p.m. – 10:30 pm.

Friday – 7:30 a.m. to 7:00 p.m.

Fixed Route Hours include 7:30 a.m. - 8:30 a.m., 11:30 - 1:30 p.m., 5:00 p.m. – 7:00 p.m.

The Pilot Summer Days and Hours of Service (June through August):

Monday to Thursday – 8:30 a.m. to 7:30 p.m.

Friday – 7:30 a.m. to 5:30 p.m.

28. Will the community be open to maintaining a fully free service to the passengers?

Response

The Pilot program operates Free to Riders and has been received with positive feedback.

29. What is the anticipated ridership?

Response

The pilot has delivered an average of 108 Daily Passengers.

30. How many vehicles does the community anticipate will be needed to provide the On-Demand Transportation Services?

Response

The pilot has delivered an average of 108 Daily Passengers. However, we have requested proposers to provide their estimates based on their experience for our consideration and to better understand associated pricing.

31. Is there a requirement on the number of vehicles that need to be ADA-compliant, or can we provide a plan to maximize both accessibility and cost per ride?

Response

We ask proposers to provide a plan to maximize both accessibility and cost per ride.

32. Is this on-demand service expected to replace any of the existing fixed routes? If so - please share the budget for the route, ridership, service hour details, and additional relevant information.

Response

The service is meant to provide the next iteration of micro-transit service. The pilot hours included are outlined in #22.

33. Is this service intended to supplement or support specific existing services or fixed routes, if so, please share which ones and any relevant information like existing and target ridership.

Response

The service is meant to provide the next iteration of micro-transit service for downtown. Please refer to Exhibit 1 for the service area.

34. Is there an incumbent service operator? If yes, please share the ridership information, vehicle count, service schedule, investments paid to the operator per year or payment cycle, and any other relevant data as it relates to this opportunity. Please also include any relevant URLs of the operator.

Response

The Pilot program is operated by eCab North America. The pilot budget is \$350,000. Please refer to question #22 for additional details. [Micro transit - Electric Cab North America \(ecabna.com\)](http://Micro transit - Electric Cab North America (ecabna.com))

35. Will the community be open to allowing pre-approved advertising on the vehicles to help lower overall operational costs?

Response

Yes.

36. What is the preferred service schedule/Hours of Operation? If a specific schedule is not determined, is there a target weekly, monthly, or annual number of service hours?

Response

See 1.3.1 Anticipated Hours of Operation, 1.3.2 Route Types, and 1.3.3 Performance Criteria

37. Are we able to share more than one price structure relative to changing variables the community may prefer?

Response

Yes.

38. For the information provided in Part 1 - RFP, under the Introduction, it is mentioned that ‘The Operator has the responsibility to ensure that the vehicles meet all state and local requirements to operate legally in San Antonio. Could Centro please clarify the number of vehicles to be assigned for the project?

Response

We are asking operators to submit recommendations on the number of vehicles to maintain desired wait times within the geography identified in Exhibit 1.

39. How many vehicles and drivers are currently being used in the ongoing Micro transit pilot?

Response

Please see the response to question 22.

40. Does Centro have an estimate of how many drivers and vehicles would be needed for the upcoming micro transit project?

Response

We are asking proposers to submit recommendations on the number of vehicles to maintain desired wait times within the geography identified in Exhibit 1.

41. Can Centro please share ridership numbers (daily/monthly/annual) and fares for the current micro transit project?

Response

The pilot has delivered an average of 108 Daily Passengers. The service is free, and tipping is not permitted.

42. Does Centro have estimates for what the ridership numbers will be for the upcoming micro transit project, and would the fares remain the same?

Response

We estimate the ridership demand will continue to increase; however, we have requested proposers to provide their estimates based on their experience for our consideration and to better understand associated pricing. The service is free, and tipping is not permitted.

43. Does Centro require a driver mobile application?

Response

No. However, user experience and ease of access/use are valued by all participating partners. Points associated with this area are within Section 1 – Project Approach.

44. What other software modules does Centro require?

Response

Please See Section 1, C for Technology Platform and Hardware Capabilities.

45. Is subcontracting allowed, e.g., to lease vehicles and house them and to recruit drivers for this project?

Response

Yes. Additionally, please see the response to #1.

46. What is the budget for this micro transit project, for year one and in subsequent years?

Response

Centro and partners will evaluate pricing to determine the appropriate budget. The six-month pilot program operated within a \$350,000 budget.

47. Can Centro please clarify which current mobile fare payment platform it is using?

Response

Centro does not currently use a mobile fare payment platform.

48. And does the vendor need to integrate with the current fare payment system?

Response

Please See Section 1, C for Technology Platform and Hardware Capabilities.

49. Is there any Fixed Route integration required for this micro transit pilot?

Response

Please see: 1.3.2 Route Types

50. Does Centro require a white-labeled Mobile Application?

Response

No.

51. Can Centro elaborate on its marketing and advertisement requirements?

Response

Advertising revenue share shall be determined within contract negotiations. Advertisers will need approval from Centro before being added to a Little Runner vehicle.

52. Does Centro currently use tablets/MDTs?

Response

No.

53. Is Centro willing to purchase MDTs from the vendor?

Response

No. However, proposers can use mobile data terminals (MDTs) as part of their operations and are encouraged to describe the benefits within the appropriate RFP sections.

54. For the Project Approach, it is mentioned 'Describe the year, make, and model type and quantity of vehicles required to serve Exhibit 1. Coverage area. - Could Centro confirm if electric or hybrid vehicles are required for this project?

Response

Centro, in collaboration with VIA Metropolitan Transit (VIA) and The University of Texas at San Antonio (UTSA), is soliciting proposals from qualified micro-transit service providers to operate an eco-friendly mobility program aimed at facilitating transportation for downtown residents, employees, visitors, and UTSA. Points associated with eco-friendly vehicles are within Section 1 – Project Approach.

55. Could Centro please clarify what percentage share of electric or hybrid vehicles is anticipated for this project?

Response

Please see the response to question # 49.

56. Does Centro require any wheelchair-accessible vehicles for this project?

Response

Yes.

57. Does the City have the facility to house the vehicles?

Response

Unknown currently. Please describe how you will store and charge your vehicles. Itemize any specific needs that you will request from Centro such as vehicle charging stations (specify amps), parking spaces, employee parking spaces, equipment storage space, etc.

58. Are there any forms to be submitted with the Proposal?

Response

Please see item: 1.8 Documents to be Submitted with Proposal

59. If yes, where can these forms be found?

Response

Please see item: 1.8 Documents to be Submitted with Proposal

60. On Page #3 of the RFP, under 1.4.4 Preparation of Proposals, it is mentioned that “the file may be broken into multiple files and uploaded as separate attachments.” Can Centro clarify/elaborate on what are the multiple files that “the file may be broken into”?

Response

Centro email servers can only accept file sizes no greater than 25MB. If the file size is larger than 25 MB multiple emails can be sent for 1 proposal.

61. Will Centro accept electronic signatures on the forms, cover letter, and price proposal?

Response

Yes.

62. Could Centro please expand the 30-page proposal limit mentioned in the pre-proposal conference yesterday in order for vendors to provide a more detailed and informative proposal?

Response

No.

63. If this is not possible, can Centro please state what is and is not included in the 30 -page limit, e.g., do the cover page, cover letter, resumes, forms, etc. count toward the page limit?

Response

Please see 1.6.1.2 Organization of Proposal Materials

64. Please provide the volume of hours on which proposers should base their proposals for each component. Please describe plans, if any, for any changes to the volume of hours in the next 12 months.

Response

Please see the response to question 31.

65. Has service experienced problems due to driver shortages? If so, please explain.

Response

We are unaware of any problems due to driver shortages.

66. How many vehicles will be required to perform services? How many vehicles are currently being used by the current contractor?

Response

We are asking operators to submit recommendations. Please see the response to Question 31 for reference.

67. Please provide the specifications of the vehicles for the service.

Response

Centro, in collaboration with VIA Metropolitan Transit (VIA) and The University of Texas at San Antonio (UTSA), is soliciting proposals from qualified micro-transit service providers to operate an eco-friendly mobility program aimed at facilitating transportation for downtown residents, employees, visitors, and UTSA. Vehicles are required to be permitted and meet safety standards.

68. Will Centro provide parking space for vehicles?

Response

As mentioned in the RFP: Describe how you will store and charge your vehicles. Itemize any specific needs that you will request from Centro such as vehicle charging stations (specify amps), parking spaces, employee parking spaces, equipment storage space, etc.

69. Will Centro provide EV charging stations?

Response

As mentioned in the RFP: Describe how you will store and charge your vehicles. Clearly itemize any specific needs that you will request from Centro such as vehicle charging stations (specify amps), parking spaces, employee parking spaces, equipment storage space, etc.

70. Please provide 12 months of invoices (current contract).

Response

The budget for the Pilot is \$350,000. Please see the response to question 22.

71. Please provide the type of vehicle preferred (requirements)

Response

Centro, in collaboration with VIA Metropolitan Transit (VIA) and The University of Texas at San Antonio (UTSA), is soliciting proposals from qualified micro-transit service providers to operate an eco-friendly mobility program aimed at facilitating transportation for downtown residents, employees, visitors, and UTSA. Vehicles are required to be permitted and meet safety standards.

72. What is the current contract rate?

Response

The budget for the Pilot is \$350,000. Please see the response to question 22.

73. What is Centro's budget amount for this contract?

Response

Centro and partners will evaluate pricing to determine the appropriate budget. Please see 1.6.6 Contract Award.

74. Would Centro consider allowing the contractor to sell advertising on its vehicles to lower the cost to Centro San Antonio?

Response

Yes, please see the response to Question 18.

75. Who will be on the Evaluation Committee?

Response

Partners will include the UTSA, VIA, 2 Partners from the City of San Antonio, 2 Private Sector Partners TBD, and Centro.

76. Can you please ridership data from the current pilot to this point, including total current fleet size, maximum vehicles in service, ridership (total, by type, by hour), travel times, trip denial and booking abandonment rate, average wait times, number of scheduled rides vs. on-demand rides completed, number of ride requests received via call center.

Response

The pilot has delivered an average of 108 Daily Passengers. Additionally, please see the response to question 22.