Capital Area Council of Governments
Request for Proposals – Ride Matching/Trip Planning Platform

Questions and Answers
Posted on 01/08/19

1. **Is there a specific number for this RFP or should we just refer to it by title only?**

   ANSWER: There is no specific number for the RFP. Please refer to the RFP by the title "Ride Matching/Trip Planning Platform"

2. **Is there a page limit for proposals?**

   ANSWER: No, but please be mindful of the evaluation team's ability to read-through and assess each proposal.

3. **If we provide print versions of our proposal, how many would you like?**

   ANSWER: If a vendor wishes to provide print versions of its proposal, please provide a total of eight copies. However, we strongly encourage any vendor that plans to submit physical copies of any proposal to also submit a copy of the proposal electronically, since this will reduce extra administrative time on CAPCOG's part that would be needed to scan and save an electronic copy of the vendor's proposal in order to distribute the proposal to review committee members as soon as possible.

4. **Page 3 of the RFP mentions "tools that can be used to incentivize commuters".**
   a. **What tools are used for incentivizing commuters today?**
   b. **Does Commute Solutions offers rewards?**
   c. **If so, how are the rewards procured?**
   d. **Who handles support and fulfillment for the rewards?**

   ANSWER:

   a) CAPCOG currently uses commuter contents to incentivize alternative commuting. These contents involve users logging qualifying trips to participate in contests. Since 2017, CAPCOG has only ever administered such awards based on a random selection of eligible users, but the current platform also has the capability of allowing for a "shop" and a "milestone" contest function. The "shop" involves users applying earned points that can be used in the shop. A "milestone" contest qualifies a user for an award automatically if it meets a specified criteria (i.e., a certain number of alternative commutes or vehicle miles traveled reduced). CAPCOG has not yet used either one of these other options, but would expect any platform to have this functionality so that CAPCOG or employers using the site for their own programs could have these options.

b) Yes.
c) Currently, CAPCOG will purchase the rewards directly through its normal procurement process or will solicit donations from partner organizations. Any "subsite" administrators are responsible for any procurements conducted for rewards distributed through their own programs. If a vendor wishes to include a service to assist in this process, please explain this in the proposal.
d) Currently, CAPCOG handles fulfilment for any rewards offered for site-wide contests, and subsite administrators handle fulfillment for any subsite-specific rewards. Again, if a vendor offers fulfillment services, please include this in the proposal. If the vendor indicates that they offer the procurement of rewards, please explicitly indicate whether or not the vendor would also handle fulfillment.

5. **Page 3 also mentions "employers to manage their own internal TDM programs."**
    a. **Can you clarify what you mean by "manage"?**
    b. **Do employers simply tell their employees about the program, so they can participate?**
    c. **Do ETCs from each employer actively register their employees & help them?**
    d. **Do ETCs have reporting dashboards for tracking participating and results?**
    e. **How many employers current use Commute Solutions in this way?**
    f. **How many employers do you envision using the system in the coming year?**

    ANSWER:

    a) Employers are given the same administrative privileges as CAPCOG site-wide administrators, except that their access is limited to just their custom sub-site. Employers and other organizations are designated as "administrators" for their own custom sub-site that gives them access to the platform subject to the supervision of CAPCOG site administrators. They are able to limit participation based on a specified list of e-mail addresses or e-mail extensions. They are able to track data and statistics for employees who use the organization's custom sub-site, and can administer contests for their own set of users. To the extent that their own internal program involves carpools and vanpools, the site can also be used to facilitate formation of carpools and vanpools and track commuting data from these activities as well.
    b) This is dependent upon the employer program. An employer that offers incentives for certain types of commuting may use a custom subsite to verify that the employees are actually qualifying for that incentive, for example. An employee who is authorized to telecommute might be required to log that telecommute in the platform, for example.
    c) We are assuming that "ETC" stands for "Employee Transportation Coordinator" in this question. CAPCOG does not require any specific activities on the part of organizations that have custom subsites. Whichever staff member is granted administrative privileges over their custom sub-site is expected to serve as a point of contact for that organization regarding their organization's usage of the site, and can handle this type of activity how they see fit. The administrator can either upload a list of eligible e-mail addresses and manage the list himself/herself, but employees still would need to register themselves.
    d) Yes.
    e) Currently there are 17 organizations using subsites
    f) This question seems to suggest that the pricing for the service may be different depending on how many custom sub-sites were being used. If this is the case, please provide the full range of pricing for this, with at least the 17 sites we currently have being the minimum. We do not want to be limited in the number of subsites that could be set up based on this RFP, so we encourage any vendor who prices this service in this way to be as comprehensive as possible in representing this information. That being said, our plan for 2019 and 2020 would be to contacting at least 48

employers per year as part of our outreach efforts. While we don't expect all employers that we contact to choose to participate and have a custom sub-site, a reasonable upper limit for sites by the end of 2020 would be 100 subsites. We caution any vendor against using any such estimate as any kind of definitive commitment on CAPCOG's part, however, particularly because of the potentially multi-year nature of this contract.

6. **Page 5, section 4, vanpools,**
    a. **How many vanpools do you have in your system today?**
    b. **Are any of these Enterprise vanpools?**
    c. **If so, what percent are Enterprise vans?**

    ANSWER:

    a. Except for allowing users to log a vanpool commute, vanpool functions are not integrated into CAPCOG's current platform, so an important goal is to integrate vanpools into the new platform. As of August 2018, CapMetro's Rideshare program had a total of 244 vanpools that included a total of 1,373 users.
    b. Metro Rideshare is a CapMetro program managed by Enterprise. We don't know if Enterprise manages any other vanpool programs within the region. If there is a specific issue with integrating vanpools managed by Enterprise, please be as clear as possible in the proposal how this is relevant to the services offered by the vendor.
    c. To the extent that this question is related to CapMetro's vanpool program, 100%. CapMetro has recently renewed its contract with Enterprise, so the vendor should expect this to be the case throughout the term of this contract.

7. **When a commuter/user has trouble using the service or redeeming an incentive, who handles that support issue? Is it Commute Solutions staff?**

    ANSWER: Currently, CAPCOG staff or subsite administrators handle any such issue. If a subsite administrator can't resolve an issue on their own, he or she contacts CAPCOG staff. If CAPCOG staff is unable to resolve an issue on our own, we contact our current platform vendor for support. If a vendor offers a range of support options along these lines, please specify. CAPCOG anticipates continuing our current role handling these kinds of requests, and the proposal should anticipate some level of as-needed support when such issues arise, but CAPCOG is not expecting the vendor to directly handle these issues unless they are administering incentive programs in a more active way than CAPCOG currently does.

8. **Page 12, online demonstrations**
    a. **Says demonstrations will be held "December 14-18". Should this say January 23-24?**
    b. **If selected to provide a demonstration, would it be possible to provide the demo in person rather than online? (all travel/expenses would be our sole responsibility)**
    c. **How many people do you anticipate attending the demonstrations?**

    ANSWER:

    a) Please refer to the first page schedule for the correct dates. The demonstrations will be scheduled for January 23-24, 2019.

    b) No.

    c) Eight.