REQUEST FOR PROPOSALS

ADDENDUM # 1
Questions and Clarifications

Safety and Customer Service Management Software
RFP# NF2022-05

TO: Prospective Proposers
FROM: Jamie Arbogast, Procurement
DATE: March 17, 2022
SUBJECT: Addendum No. 1 – Questions and Clarifications

The following is included as part of Addendum No.1 and supersedes the language/requirements set forth in the original "Request For Proposals".

ADDENDUM # 1 – Questions and Clarifications

#	Questions submitted or asked	Response from GPMTD
1	Will CityLink accept verified DocuSign signatures (apart from the Attachment F) on the required forms?	*Electronic Signatures are accepted with the requirement that the Certificate of Completion or authentication is included.*
2	To assist in our coordination for getting the required Attachment C: Addendum Page signed, can CityLink commit to a last date of an addendum release?	*Refer to section 1-12 of the RFP Document.* *All addendums will be furnished as promptly as is practicable to all contractors who have registered to submit a proposal on this RFP and to whom the RFP has been issued to at least seven (7) calendar days prior to the proposal due date.* *If additional addendum is needed it will be posted 3/22/22 in order to maintain the procurement schedule.*
3	Item 1 of section E on page 12 asks proposed to provide references of similar clients. How many references are required?	*A minimum of 3 references, preferably references within transit industry or similar.*
4	For section G, Cost/Price Proposal, should vendors include Attachment I: Proposal Price Form in this section?	*All attachments should be in the same section. Section G can either reference Attachment I or a copy of Attachment I can be included.*
5	Per page 16 of the RFP, can CityLink clarifying what the "training, and coaching" forms are?	*Training forms list recommended retraining based on an incident, accident, or customer service complaint. Coaching forms are used to provide coaching to employees to correct behaviors.*
6	Item 4 on page 17 states: "Ability to create training courses, manage enrollments, schedule employees, track required training,	*Meaning that through the proposed software solution, CityLink would have the ability to create*

	and track recurring training. Vendor will not be responsible for creating any training content." Can CityLink clarify what "ability to create training courses" means, as it conflicts with the last statement in the requirement?	*training courses, which should be tracked through the proposed solution.*
7	Please clarify the quantity of Employees. Section 1-1 References 191 employees, but the second to last paragraph of Section 2-2 references 300 employees.	*The proposed solution should have the ability to keep track of data for up to 300 active employees. Some employees are GPMTD employees, while others are employees of sub-contractors.*
8	Do you have an existing LMS system? If so, what system do you currently use?	*CityLink currently uses the system provided by Trackit LLC.*
9	Explain your current budget for this service and how startup or implementation fees will be factored into the scoring criteria.	*The budget listed is the current amount budgeted for FY2022 for its existing system.* *GPMTD understands that a new system requires startup or implementation fees and will evaluate those costs fairly and competitively.*
10	Page 16: 2-2 Requirements 1. Ability to create custom forms, manage and approve incoming forms, file forms by multiple categories, such as bus, route, stop, employee, facility, and department Q. Please explain what sort of custom forms the Agency would be looking for?	*Custom forms would depend on the need of the department that is requesting the particular form. It may be a job hazard analysis form, bus stop audit form, facility inspection form, employee driving evaluation form, etc.*
11	Page 17: 2-2 Requirements 6. An employee portal that can be used to access Employee Safety Reporting, LMS system, and incident reports. Q. Is this limited to GPMTD employees, or does it include any sub contractors?	*Both GMPTD employees and any required sub-contractors*
12	Page 17: 2-2 Requirements 7. Ability to input, track, and manage employee or department-specific certifications or credentials, such as driver's licenses, access badges, physicals, etc. Q. Is this limited to GPMTD employees, or does it include any sub contractors?	*Both GMPTD employees and any required sub-contractors*
13	Page 17: 2-2 Requirements 10. Ability to collect customer comments, categorize comments, route the event for an internal response, and close event when completed.	*Customer comments are made online, through e-mail, called in, or written. They are all collected in one customer complaint database for follow-through.*

	Q. How does GPMTD currently collect customer comments?	
14	Page 17: 2-2 Requirements 10. Ability to collect customer comments, categorize comments, route the event for an internal response, and close event when completed. Q. Are customers able to submit comments via the GPMTD web site?	*Customers are able to submit comments via the GPMTD website.*