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Frequently Asked Questions on Metro's MicroTransit Pilot (MTP)

The Los Angeles County Metropolitan Transportation Authority ("Metro") will be seeking proposals from qualified firms or Contractor Team(s) to partner with Metro for the design, build, and testing of a new and complementary service to Metro's existing system ("the "MicroTransit Pilot").

With this project, Metro aims to improve the customer experience and service level for current Metro riders and drive new customer acquisition by operating a new service providing demand-responsive pick-ups and drops-offs, with real-time customer information. This new service will connect more people and places to our existing system.

On August 29, 2017, Metro held an Industry Forum and invited potential partners from the private sector to provide guidance to Metro. We received substantial feedback on the draft scope of work and the solicitation process, and firms had an opportunity to network with potential partners and build expert Contractor Teams to propose on the MicroTransit Pilot (MTP). It is Metro's intent that the qualified firms or Contractor Team(s) for the MTP must include a company with a demand-responsive software/ technology platform and may also include specialists in transportation planning and analysis, on-demand operations, outreach and marketing.

In response to the high level of engagement in the procurement process, Metro has produced this Frequently Asked Questions (FAQs) reference document to directly address popular topics and questions from the Industry Forum and related meetings and correspondence.

Topics include:

1. Project Goal
2. Service Zones
3. Operations and Maintenance
4. Procurement of Vehicles
5. Payment Technology
6. Project Data
7. Selecting a Prime for the Contractor Team
8. Small Business and Disadvantaged Veterans Business Enterprises Requirements
9. Risk and Reward Sharing in the RFP
10. Exceptions to Terms and Conditions in the RFP
11. Connecting with Industry Forum Participants
12. Project Communications

All statements in this document refer to the draft scope of work issued in August 2017.

The formal procurement document, a Request for Proposal (RFP), will be issued with a final scope of work. The purpose of the solicitation is to select qualified firms or Contractor Team(s) with the experience and ability to provide planning, design, implementation, and evaluation

services for the MTP to Metro. Metro will issue the RFP for the MTP on Wednesday, October 25, 2017. Metro intends to post the RFP for a period of six weeks.

1. Project Goal

Question: Why is Metro pursuing the MTP?

Answer: Metro is designing and implementing MicroTransit to test a new approach that could better service our customers, better understand the potential role that demand-responsive technology might play in a primarily fixed-route transit network, and learn how it could be best leveraged to improve the user experience of current and future Metro customers.

2. Service Zones

Question: Has Metro selected the service zones where the MTP will be deployed? If so, what are the zones?

Answer: No, the service zones have not been selected. The selected qualified firms or Contractor Team(s) in partnership with Metro will determine the zones as a deliverable of Part A. In Part A of the awarded contract, the winning qualified firms or Contractor Team(s) will be expected to produce an analysis of at least six potential service zones and provide justifications for selection of these zones. Service zones will be determined in part based on the customer typology produced in Part A of the scope. Implementation of the service will be conducted in Part B of the scope.

Question: Does Metro expect the qualified firms or Contractor Team(s) to implement the MTP in each of the six identified service zones, as part of Part B?

Response: No. As noted in the draft scope, the qualified firms or Contractor Team(s) are required to implement the pilot in at least one (1) of the selected zones. Prioritization of the zones would be determined in partnership with Metro. The qualified firms or Contractor Team(s) should be willing to move or adjust the zones, if needed, during Part B.

Question: Will Metro consider selecting multiple Contractor Teams to pilot the service in each zone?

Answer: Metro reserves the right to select one or multiple qualified firms or Contractor Teams for the MTP.

3. Operations and Maintenance

Question: Who will operate the vehicles for the MTP?

Answer: Metro intends to provide labor for operations and routine maintenance (e.g., clean, wash, fuel, cosmetic repairs) of the vehicles for the service. This expectation must be considered in the planning and pricing of the MTP and pilot design and must comply with Metro's related collective bargaining agreements.

4. Procurement of Vehicles

Question: Does Metro have vehicles for the MTP? If not, does Metro prefer to purchase or lease vehicles?

Answer: Metro will work with the qualified firms or Contractor Team(s) in Part A to develop vehicle specifications for the MTP. While Metro may select to lease or purchase the vehicles directly or indirectly, the qualified firms or Contractor Team(s) must be willing and able to act as an agent for lease or purchase of vehicles to qualify for this solicitation.

5. Payment Technology

Question: Is customer payment for the MTP intended to integrate with the Transit Access Pass (TAP) system?

Answer: Yes. The qualified firms or Contractor Team(s) would be expected to provide Metro a software solution that is compatible with TAP for fare payment. However, direct fare payment should also be possible for customers through other payment forms in order to enhance flexibility. The service designed in Part A will impact the level of integration in Part B. Close coordination with the TAP team will be required.

6. Project Data

Question: What data will Metro provide to the interested firms or Contractor Team(s) as part of the RFP exhibit section?

Answer: Metro will provide links to publicly accessible data, including ridership data and published plans within the RFP. If you have specific requests for Metro data, please email Tamar Fuhrer, Manager, Transportation Planning, no later than Wednesday, October 11th at 5PM PT. Her email is FuhrerT@metro.net.

Question: What data will be available to the selected qualified firms or Contractor Team(s) for use after contract award of the MTP including developing the customer typology and identifying service zones?

Answer: Metro will provide ridership data and figures to the winning qualified firms or Contractor Teams. The Agency encourages creativity and willingness to use non-traditional data sources for the MTP, beyond published Metro studies.

7. Selecting a Prime for the Contractor Team

Question: What type of company does Metro anticipate to be the prime consultant on the MTP?

Answer: The qualified firms or Contractor Team(s) have the latitude to determine the team composition, including the type of firm in the prime position. The prime may be a company with a demand-responsive software/ technology platform, a planning firm, or other specialist.

8. Small Business and Disadvantaged Veterans Business Enterprises Requirements

Question: At the Industry Forum, Metro indicated that SBE/DVBE goals would be set for this project. What are the goals for the MTP and do the goals apply to Part A, Part B or both?

Answer: Based upon review and analysis of the draft scope, Metro has set a 10-15% Small Business Enterprise and 3% Disadvantaged Business Enterprise goal on all work conducted in Part A. The goals for Part B will be developed prior to negotiations for that portion of the contract. Metro's SBE/DVBE policy requires that proposers meet the identified percentages – unlike Federal contracts, a good faith effort is not considered satisfactory. Proposals that do not meet the SBE/DVBE goals will be considered “non-responsive” and will not be considered for award.

9. Risk and Reward Sharing in the RFP

Question: As Metro's first partnership with a private firm using a Pre-Development Agreement (PDA) contracting model, how will Metro incentivize risk and reward sharing?

Answer: Compensation for Part B will be negotiated pursuant to completion of Part A. Metro requests the private sector propose risk and reward sharing elements and structure as part of their RFP submission. Elements may include, but are not limited to, performance-based payments, revenue sharing, contribution of private equity at risk, etc.

10. Exceptions to Terms and Conditions in the RFP

Question: I would like to submit a proposal for this MTP but some of the terms don't work for my company and/or partner within my Contractor Team. What should I do?

Answer: All qualified firms of Contractor Teams proposing on this project have the right to take exception to select terms and conditions including language pertaining to intellectual property. Noted exceptions will be evaluated for responsiveness and significance, and Metro may engage in discussions with one or more firms prior to selection of Proposer(s) for negotiations or award to clarify or resolve such exceptions. Metro may, at its sole discretion, accept or reject proposed exceptions.

11. Connecting with Industry Forum Participants

Question: I want to assemble a Contractor Team. Where can I find a list of the participants from the Industry Forum on August 29, 2017?

Answer: A link to documents related to the MTP including the participant list can be found here: <https://media.metro.net/uploads/Portal/MicroTransit.pdf>

12. Project Communications

Question: How do I get updates on the MTP and whom at Metro should I contact if I have questions?

Answer: Updates on the MTP are being provided using Eventbrite. If you would like to be added to Eventbrite, please email Tamar Fuhrer, Manager, Transportation Planning, no later than Friday, October 13th at 5PM PT. Her email is FuhrerT@metro.net

Once the RFP is released, Metro will enter a blackout period until the contract is awarded. During this period, the only person available to respond to questions about this solicitation is Roxane Marquez, Principal Contract Administrator. Her email is MarquezR@metro.net. After the RFP is posted online, all updates, amendments, Q&A's related to the RFP will be disseminated through Metro's Vendor Portal Solicitation site. Registration is required on the Vendor Portal to obtain these updates at <http://business.metro.net>

Additional information can be found on Metro's website under the Office of Extraordinary Innovation. <https://www.metro.net/projects/oei/>.