Downtowner

City of Gainesville
RFP #RTSX-240002-DS

Downtowner Holdings, LLC
Contact person and proposal preparer: Travis Gleason
Contact information: 561-929-1471, travis@ridedowntowner.com
Signature of Preparer:_____

Downtowner

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Firm Qualifications

Communities of all sizes and types - from universities and small mountain towns to large urban cities - use Downtowner's software and operations to deploy on-demand, fixed route and flex route transit systems. Downtowner Holdings, LLC has been providing on-demand and routed transit services in high volume, fast paced settings since our company launched in early 2012. Using patent pending algorithms designed to balance efficiency and user experience, our technology moves millions of passengers every year.
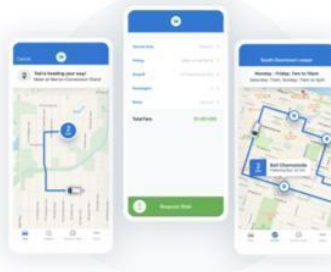
Transportation-as-a-Service
Turnkey microtransit programs
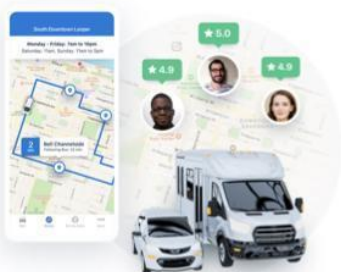
Software-as-a-Service
Scalable transit technology licensing

Service Types

On-Demand
Door to door, or door to hub

Fixed Routes
Dedicated stops

Flex Routes
Dedicated stops plus deviated zones

Our dynamic route and shared ride technology is allowing us to reshape the mobility landscape. With a customizable platform and over 10 years of operational experience, we're providing our private and public partners with award winning transit systems. We offer turnkey programs operated by Downtowner as well as technology licensing to partners who wish to provide their own operations.

Software

Downtowner's roots in on-demand transit have led the way for our fully integrated software platform, which now also includes deviated-route and fixed-route systems. We're focused on vehicle resource optimization as well as rider experience, and have a 4.9 out of 5 average rider rating on nearly 1 million ratings.
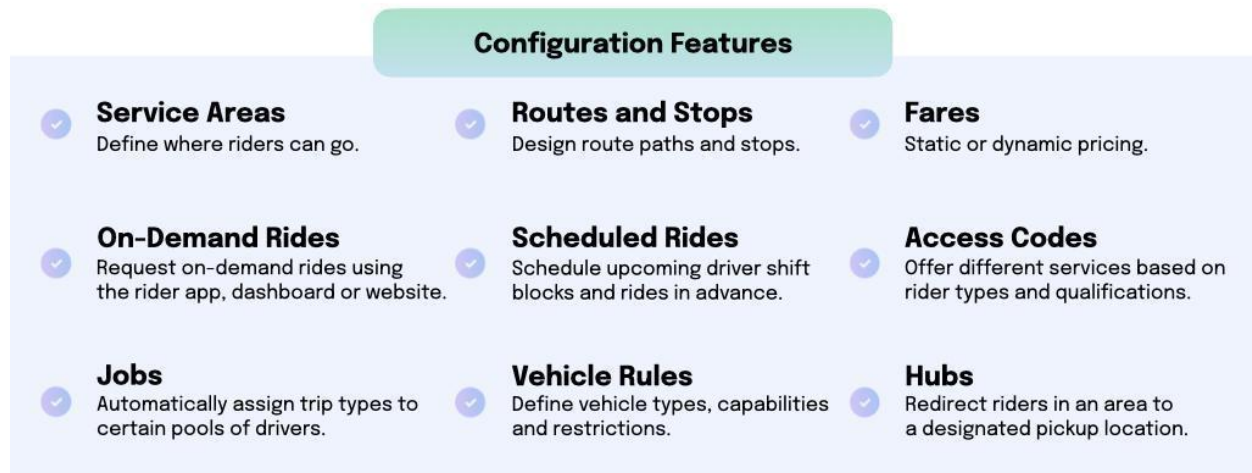
Rider app   **Driver app**   **Dashboard**

Our mobile app seamlessly connects riders and drivers without the use of a human middleman. Through years of experience and trial, we have developed comprehensive algorithms to dispatch and continuously optimize ride requests with online drivers. The algorithms we built are designed to function as a human dispatcher would, matching rides with online drivers to provide the highest efficiency possible and to give each rider the lowest wait time. Riders headed in the same direction are automatically grouped together, maximizing ridership and minimizing wait times.

The rider-facing app allows riders to request rides and view fixed routes. To request a ride, users input their pickup and dropoff locations along with the number of passengers in their party. After inputting this info, a calculated ETA appears on screen. If the wait time is to the rider's liking, they simply tap the "Request Ride" button. After requesting, riders can track their ETA and driver as he progresses towards their pickup location. The rider will automatically receive a push notification when the driver is near the pickup location, ensuring a smooth pickup process. After the ride is complete, riders are given the ability to rate their driver and write comments about their ride experience. All ride history, including driver ratings, can be viewed at any time by the rider via the rider app.

Our system calculates the most efficient routes and notifies each rider of their estimated wait time within seconds. It then assigns each driver their rides, based on efficiency, and notifies the driver via their driver app. The driver receives only the rides assigned to them, including the rider's name, pickup/dropoff information, number of passengers and any passenger notes. This all happens automatically and within seconds. The driver app features convenient buttons to call the rider and get GPS directions to the pickup and drop-off addresses if needed. The driver app

was designed to be as convenient and comprehensive as possible, leaving the driver free to focus on safety and rider experience.

The Downtowner platform is highly configurable to meet every need of this RFP. Below we have highlighted our most commonly used features.
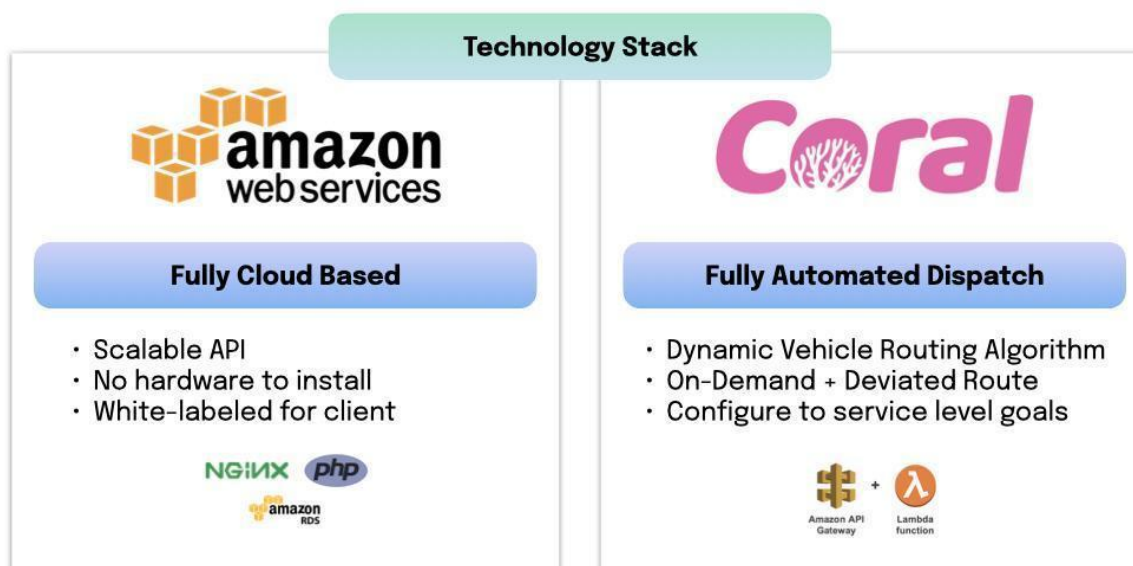
Configuration Features

Service Areas
Define where riders can go.

Routes and Stops
Design route paths and stops.

Fares
Static or dynamic pricing.

On-Demand Rides
Request on-demand rides using the rider app, dashboard or website.

Scheduled Rides
Schedule upcoming driver shift blocks and rides in advance.

Access Codes
Offer different services based on rider types and qualifications.

Jobs
Automatically assign trip types to certain pools of drivers.

Vehicle Rules
Define vehicle types, capabilities and restrictions.

Hubs
Redirect riders in an area to a designated pickup location.

Additional features include:
- Custom mapping
- Custom locations searchable by users
- Announcements to riders
- Ability to configure minimum trip distance parameters
- Set max trips per rider account
- Configure zone based rules

Automated Dispatching
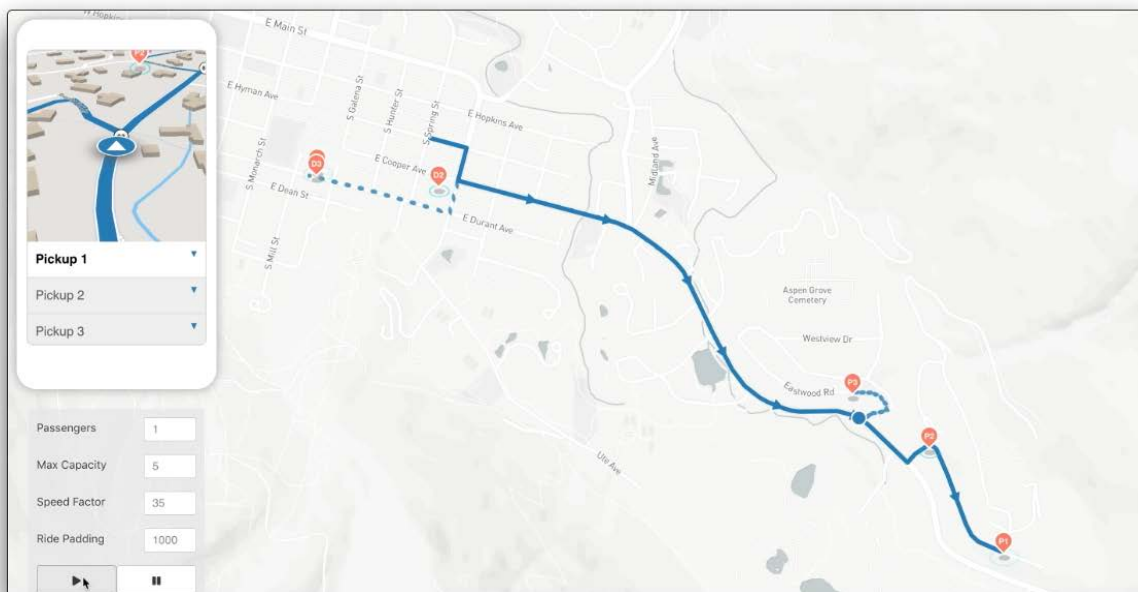
Coral, our patent pending dynamic vehicle routing algorithm, automatically dispatches and continuously optimizes ride requests with online drivers. The algorithm functions like a super-human dispatcher, automatically matching rides with online drivers to provide the highest efficiency possible and to give each rider the lowest wait time. Our system assigns, groups and re-organizes driver manifests as rides are being requested and scheduled. This allows us to keep vehicles occupied and insert pickups and dropoffs into a driver's manifest if the incoming request is along their current path. All data points are stored for reporting purposes.

Technology Stack

amazon web services

Fully Cloud Based

· Scalable API
· No hardware to install
· White-labeled for client

NGINX php
amazon RDS

Coral

Fully Automated Dispatch

· Dynamic Vehicle Routing Algorithm
· On-Demand + Deviated Route
· Configure to service level goals

Amazon API Gateway + Lambda function

Automatically Shared Rides

Our shared ride technology automatically groups nearby riders headed in the same direction. This feature allows us to increase efficiency and lower our cost per passenger, as well as our lower riders' wait times. We can group an unlimited amount of rides together as long as our vehicle has capacity. We can also limit the number of rides that can share the same vehicle to balance the rider experience. We currently use this technology in all of our operations around the country.

Below is an example of how sharing rides can save time, lowering costs per passenger and wait times. Without shared rides, the driver would complete each ride separately, taking 30 minutes total to complete all three rides. With shared rides, the driver picks up John and Paul together, then drops off John and picks up Scott. Scott and Paul share the vehicle to their destinations. Our algorithms automatically combine trips heading in the same direction. The pickup and dropoffs do not have to be the same.

Without Auto Shared
Time to complete all 3 rides: 30 min

With Auto Shared
Time to complete all 3 rides: 10 min

Filling Dead Legs

Our technology looks for opportunities to fill dead legs with incoming rides. This is important so that drivers are never driving across town with an empty vehicle if there is a ride that they could complete while on their way to another pickup.

Below is an example of how filling dead legs can save time, lowering operating costs per passenger and wait times. Without filling dead legs, the driver completes all the rides in the order in which they were created. The driver completes John's ride (requested 1st), then drives across town with an empty vehicle to pickup Scott's ride (requested 2nd), then drives empty to to pickup Paul's ride (requested 3rd).

Order of completion without filling dead legs:
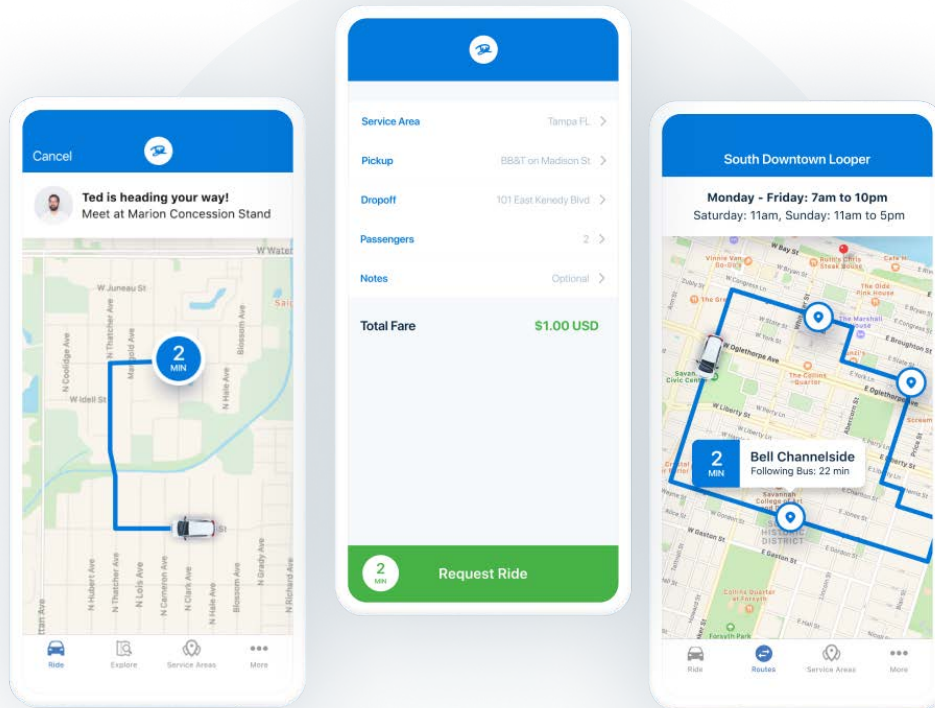1) John
2) Scott
3) Paul

With filling dead legs, the driver complete's John's ride, then picks up Paul since he is nearby and completes that ride on the way to Scott's pickup. Our system finds these opportunities automatically and in real time, allowing us to fill the vehicle when possible even if that means doing some rides in a different order than which they were created.

Order of completion with filling dead legs:
1) John
2) Paul
3) Scott

**Without Filling Dead Leg**
Time to complete all 3 rides: 30 min

With Filling Dead Leg
Time to complete all 3 rides: 15 min
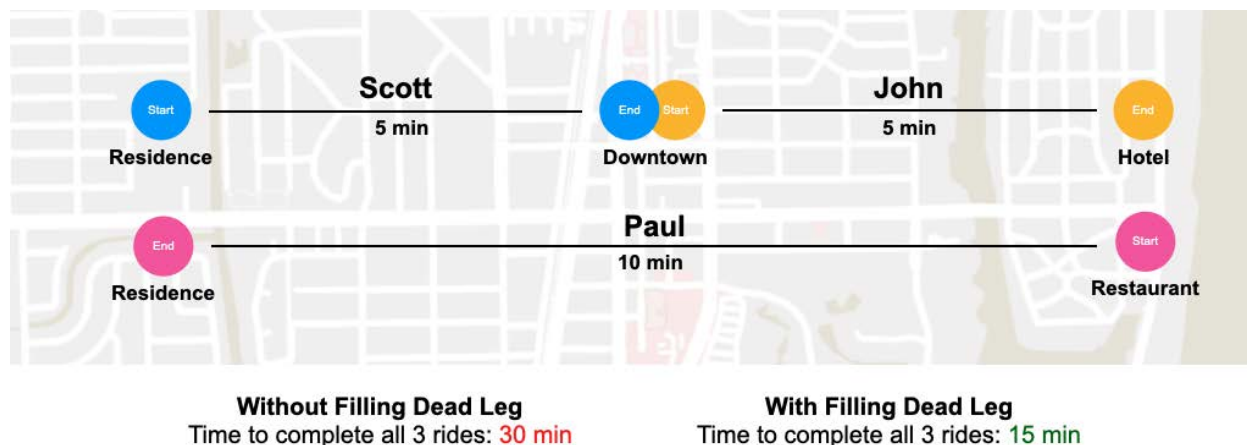
Rider App

Highlights

- Branded to Client specs (name, colors and logos)
- Available for last 3 major version of iOS and Android in English and Spanish
- Request on-demand rides by selecting a place or location on map
- Track the driver as they approach (rider receives automated notifications)
- Smart queue technology gives each rider a calculated ETA, riders <u>never</u> see a "no drivers available" message, no matter how many pickups / drop-offs are in front of them
- View fixed routes, ETA's to each stop and vehicles in real time
- Rider app can automatically direct a rider to use a fixed route if they request an on-demand ride along a fixed route

Driver App
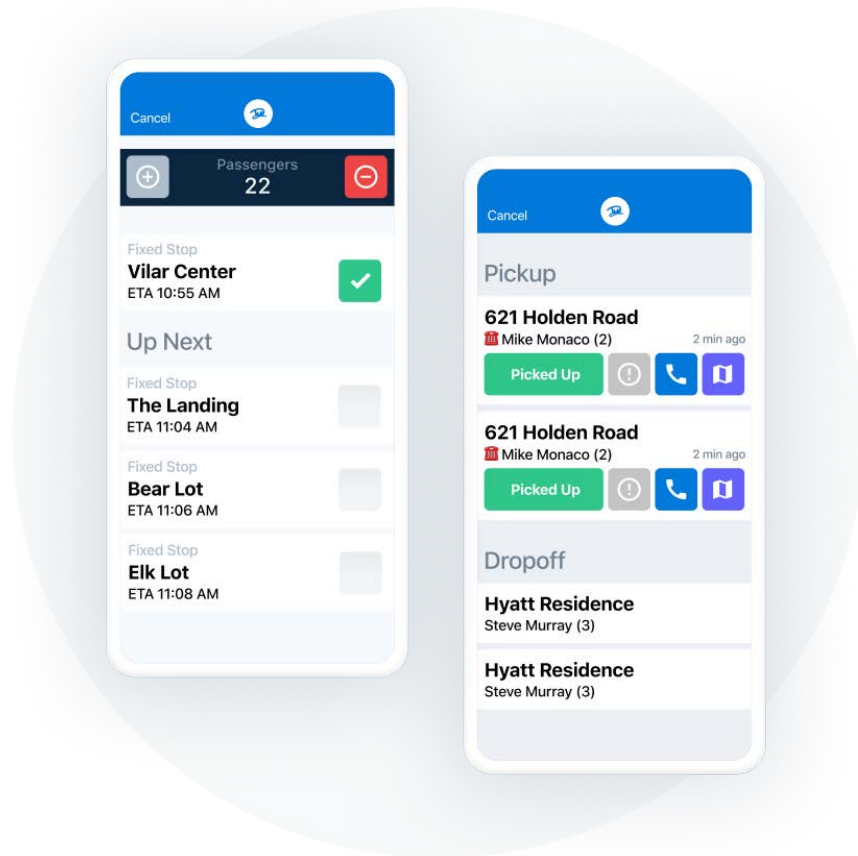
Highlights

- View ordered queue of assigned rides or (drivers only see rides assigned to them)
- View fixed stops and count passengers as they get on and off the bus
- Notification alerts for new ride assignments
- Rider information displayed along with interactive directions map
- Contact rider via phone with the tap of a button
- Create rides and schedule breaks

Quality Assurance

Our driver tracking tools help ensure high levels of quality control and assurance. The first is something we call Driver DNA which allows a location manager to review what a driver was doing throughout his/her shift. It displays things like: when the driver logged into their Driver App, how long it took them to complete each ride, how quickly they responded to each ride assigned to them, how long they were on break for, and when they logged out. Another tool onsite managers have at their disposal is Driver Tracking, which tracks the drivers location throughout his/her shift. Managers can play back their entire shift, or just during a specific ride, to see exactly where they were at all times.
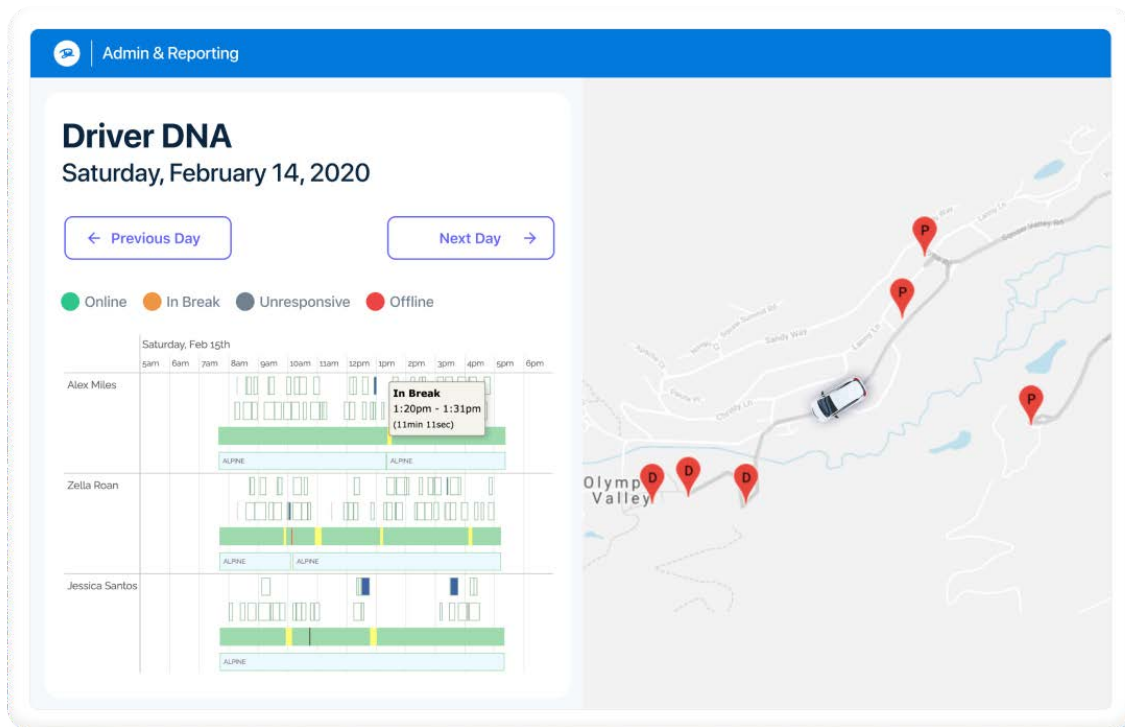
Real Time Oversight

Use our web based dashboard portal to keep an eye on operations in real time. The dashboard shows each online driver's current location and queue of tasks, and allows for a dispatcher to create a new ride or edit an existing ride.
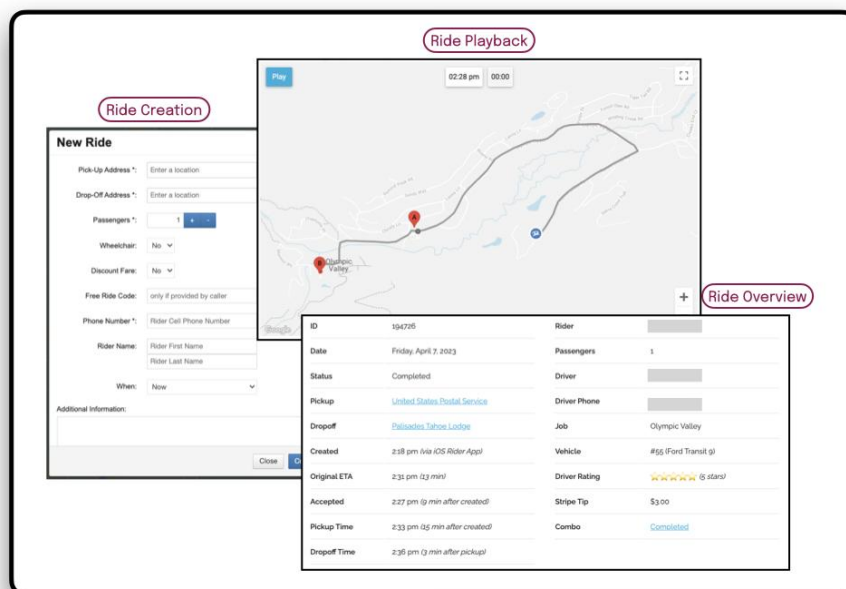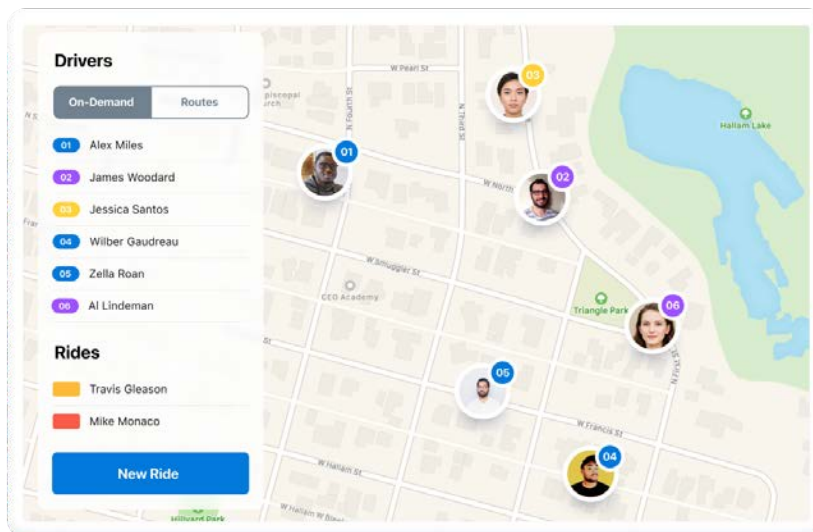
Configuration

Use our admin tool to configure everything from Vehicle Types to Service Lines to Zones. We make it simple to design your system and make changes as the program evolves. Clients receive training on all Downtowner platform tools and can also request Downtowner support to complete changes for them if desired.

Reporting

We track everything from drivers' location, to their progress through each of their trips and/or loops, to how our riders are interacting with the rider app. Our reporting tools offer data such as wait time, ride requests and ridership, and rider feedback ratings, among other stats. All data specified in the RFP will be available in our reporting portal including the ability to export NTD data and set up automated reports that get sent directly to a list of email recipients.
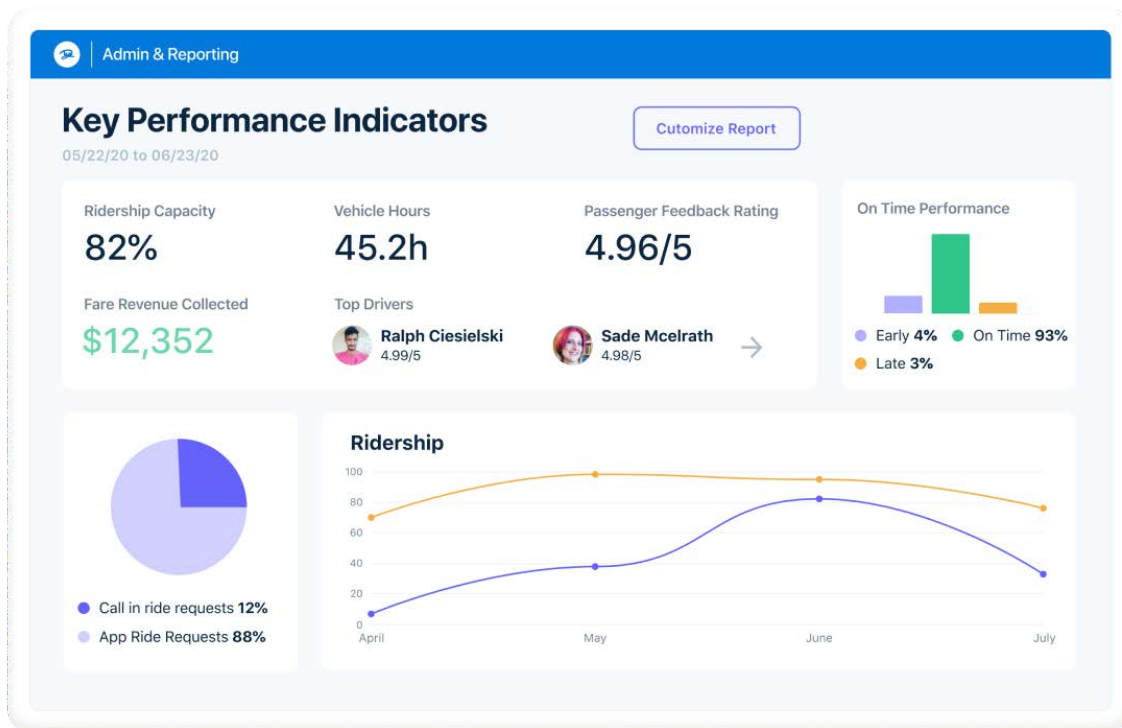
Launch Schedule

Launch your custom system in a matter of weeks. Our implementation team does the heavy lifting for you with training of your staff. Typical timeline to launch is 60 days from contract signing. Each step takes roughly 20 days to complete.
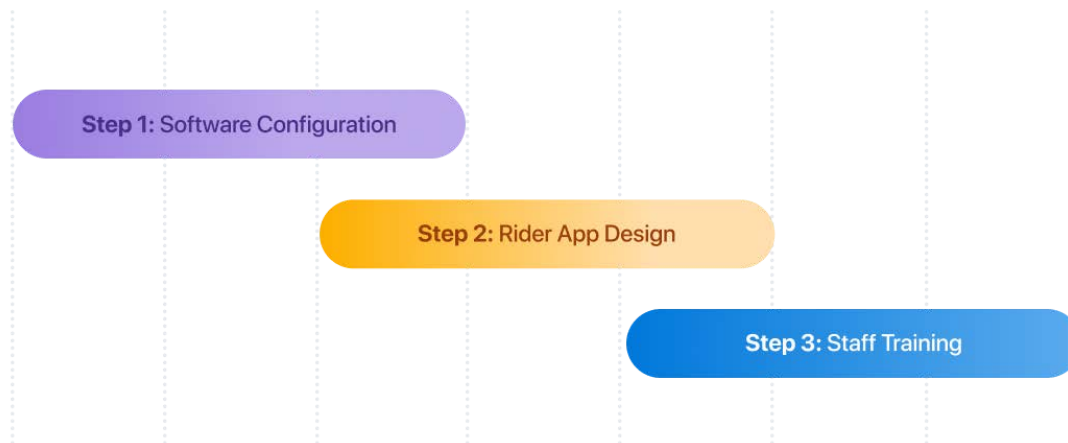
Software Configuration
- Downtowner project lead will work through a checklist of setup questions with Client
- Development team will configure Client system and do initial testing

Rider App Design
- Downtowner will provide a list of branding items needed to design Rider App including client logo, client color scheme, app name, home screen icon etc.

Staff Training
- Prior to launch, Downtowner will provide virtual training sessions with Client admin and driver team

Key Staff

Travis Gleason

Project Lead and Point of Contact

- Years experience in on-demand transportation: 11
- Designed 55+ transit software deployments nationwide
  - Deployment settings include college campuses, resort campuses and cities ranging in size from Aspen, CO to Tampa, FL
- Responsibilities will include:
  - System setup and configuration
  - Initial training
  - Ongoing support

Mike Monaco

Technology Oversight

- Years experience in on-demand transportation: 8
- Leads development team and oversees company's mobile apps, backend systems and data analysis tools
- 10+ years experience with high-volume mobile applications, including launching and maintaining apps with over 65 million downloads
- Responsibilities will include: Technology and development team oversight

Sample Projects and References

City of Denver, CO

Downtowner was selected by the City of Denver Dept. of Transportation and Infrastructure to deploy and pilot an on-demand microtransit program in the Montbello neighborhood of Denver. The program is operated in conjunction with fixed route bus services operated by the Regional Transportation District (RTD). The goals of the pilot include increasing overall transit options in the area, including first and last mile trips to the nearby transit hub, and reducing reliance on single occupancy vehicles. The initial pilot is also meant to serve as the model for launching additional zones of service in the greater Denver area.

- Doubled the initial ridership goal in just 7 months since launch
- 71% increase in passengers per revenue hours vs. similar RTD FlexRide program

"I cannot say enough things about Downtowner's partnership. From transparent planning and operations to the speed with which they launched the service to their ability to get us the vehicle mix we wanted and proactively solve issues that came up, I have greatly enjoyed working with Downtowner and would recommend them to anyone looking for a similar service." Stephen Rijo, Principal City Planner at City and County of Denver Dept. of Transportation & Infrastructure

Fleet

Trip pattern visualization from ride data

Reference Name: Stephen Rijo
Title: Department of Transportation & Infrastructure, City Planner Principal
Email: stephen.rijo@denvergov.org
Phone: 720-913-0721

Idaho Falls, ID

Downtowner was selected by The City of Idaho Falls to provide flexible transit services in the form of mobility on-demand/microtransit for the general public. The area had not had any public transportation for several years, and Downtowner was chosen to pilot a brand new, turnkey transportation system. Users can request on-demand or scheduled rides using a mobile app. Users can also call in to a dispatch number if they do not have access to a mobile device. Ride fares include a standard per passenger fare and a discount fare for seniors and persons with disabilities. Since launching, the program has outperformed the previous iteration of this type of service in the area, which was provided by Regional Public Transportation Authority.

- Over 87,000 passengers since the program launched in early June 2022
- 6,000+ rider accounts and a 4.9 out of 5 user rating

*"We feel our service has been very successful. Numbers is one way you could measure the success we have had. But I think a more important way is how many people in our municipality are getting rides to important doctor's appointments that they couldn't before, how many are making it to work for an affordable price so they can sustain their families, how many people are getting rides to grocery stores to feed their children, how is this affecting their lives." **Kade Marquez, Transportation Coordinator, Idaho Falls Public Works***

Fleet
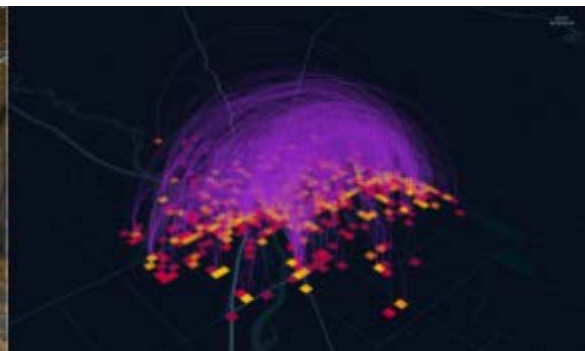
Trip pattern visualization from ride data

Reference Name: Kade Marquez
Title: Transportation Coordinator, Idaho Falls Public Works
Email: kmarquez@idahofalls.gov
Phone: 208-612-8487

Village Transportation, CO

Beaver Creek approached Downtowner to modernize its transit system. Their transit department operates a complex landscape of fixed route, deviated route and point-to-point services with upwards of 45 vehicles online at any given time. The mix of services works in a symbiotic way, moving over 1.5 million passengers per year. We were able to provide an integrated platform automating much of the operation, while providing guests an enhanced experience.

- 3 on-demand service areas, 8 deviated routes and 8 fixed routes
- Improved operational efficiencies and data collection
- Over 70% of ride requests converted from call-in to app requested within the first year

"I am really proud of the work that we accomplished over the winter operating season and the transition to the Downtowner platform. There are so many operational successes from the season and to hear that the communities at large appreciate our efforts reinforces that we made the correct decision in moving forward with this project." **Paul Gorbold, Sr. Manager, Village Transportation, Beaver Creek**

Configuration of on-demand microtransit zones, fixed routes, and deviated routes

Reference Name: Paul Gorbold
Title: Sr. Manager, Village Transportation
Email: PGorbold@vailresorts.com
Phone: 970-331-5442

Prerequisite Vendor Questionnaire

1. SUPPORT

What is your support model?
- Downtowner provides 24/7 support.

How do you facilitate onboarding?
- Onboarding is facilitated through two or more system configuration calls where our team learns about your operation and then passes that information along to our dev team to build out your system.
- We keep you informed along the way with regular updates.
- As we approach the GoLive date, we will begin training sessions with your staff.
- Post GoLive date, we will schedule regular check in calls with your staff.

Can you provide SLAs that guarantee a certain level of service?
- Yes.

Is there a knowledge base available after GoLive?
- Yes.

Are version updates, patches and security updates automatically handled by the vendor?
- Yes.

Would there be a testing environment available?
- Yes.

2. INFRASTRUCTURE AND BUSINESS CONTINUITY

Who owns the infrastructure upon which your SaaS product is built?
- Our application infrastructure is hosted on Amazon Web Services.

How do you test your disaster recovery process and procedures?
- Our team runs drills to recover our full stack on an annual basis.

How often do you test your recovery process and procedures?
- Annually

What is your recovery time objective (RTO)?
- Our Recovery Time Objective (RTO) of 24 hours, which means that our process or system being tested could recover from an unexpected large-scale event or outage within 24 hours or less.

Is your infrastructure dispersed; are your primary site and your disaster recovery site geographically separated?
- Yes, the system operates in a Multi-AZ environment. Will only migrate to AWS us-* regions (inside the United States)

3. COMPLIANCE AND SECURITY

Is the vendor SAS 70, SSAE 16 & SOC 2 or SOC 3 compliant? Is there a SOC 3 report available for review/distribution?
- See Amazon AWS SOC Compliance documentation:
  https://aws.amazon.com/compliance/soc-faqs/
  https://aws.amazon.com/compliance/services-in-scope/

If the product is processing credit card information, is the product PCI compliant?
- Not Applicable

What security guidelines and audits does the colocation or hosting provider follow?
- AWS Cloud infrastructure and services have been validated by third-party testing performed against the NIST 800-53 Revision 4 controls:
  https://aws.amazon.com/compliance/nist
- Our cloud hosting provider (AWS) is CSA STAR Level 2 Certified:
  https://d1.awsstatic.com/certifications/csa_star_certification.pdf

What security is in place at the colocation or hosting provider's facilities?
- AWS data centers are secure by design. For more information see AWS Data Center controls:
  https://aws.amazon.com/compliance/data-center/controls/

Who manages network connectivity, firewalls, log file management, web application firewalls and access and identity management?
- Managed by our CTO. Any changes to security configuration must be approved by our CTO.

Does the vendor have a protocol for handling emerging threats, zero day exploits and vulnerabilities and how does the vendor facilitate quick protection of the SaaS solution?
- Yes, we do have a process and implemented procedures for managing our software supply chain. Our process includes the following steps:
  a. We regularly review and monitor third-party libraries, repositories, and frameworks for security vulnerabilities and compatibility issues.
  b. We are using secure and trusted sources for acquiring and updating software components.
  c. We use automated tools to scan and identify vulnerabilities in the software supply chain.

       d. We use secure coding practices and conduct code reviews to prevent known security vulnerabilities.
       e. We regularly update software components to ensure we use the latest and most secure version.
       f. We keep track of software components and their version history for compliance and auditing purposes.
- We take the security and reliability of our software supply chain very seriously. We have implemented these procedures to minimize the risk of security vulnerabilities and ensure the quality of our software products.

Is the connection to the SaaS product secured? How?
- Data is secured and encrypted through HTTPS (443) in transport. Data is secured at rest in AWS RDS encrypted database (AES-256)

4. DATA

Is the data hosted within continental US?
- Yes, the data is hosted within the continental US. Will only utilize AWS us-* regions (inside the United States)

Please define your data ownership model as it relates to data generated/collected during the usage of the application.
- In our typical license agreement, user data is owned by the licensee. There are provisions on how we can use the data during the contract period.

Please define your data sharing policy with third parties.
- Privacy Policy:
  https://s3.amazonaws.com/legal.downtownerapp.com/legal.html#privacy_policy

BID COVER

City of **Gainesville**

Issue Date: April 3, 2023

REQUEST FOR PROPOSAL: #RTSX-240002-DS
Mobility-On-Demand Software App (Rebid)

PRE-PROPOSAL MEETING:	☐ Non-Mandatory	☐ Mandatory	☒ **N/A**	☐ Includes Site Visit

DATE: **TIME:**

LOCATION:

QUESTION SUBMITTAL DUE DATE: **May 2, 2023**

All meetings and submittal deadlines are Eastern Time (ET).

DUE DATE FOR UPLOADING PROPOSAL: **May 22, 2023, 3:00pm**

SUMMARY OF SCOPE OF WORK:

Mobility-On-Demand software app solution for microtransit service to include scheduling, dispatching, and capability for system reservation for bus passenger services. App to be live and in service no later than January 1, 2024.

For questions relating to this solicitation, contact: Daphyne Sesco, Procurement Specialist 3, sescoda@gainesvillefl.gov

Bidder is <u>not</u> in arrears to City upon any debt, fee, tax or contract: ☒ Bidder is NOT in arrears ☐ Bidder IS in arrears

Bidder is not a defaulter, as surety or otherwise, upon any obligation to City: ☒ Bidder is NOT in default ☐ Bidder IS in default

Bidders who receive this bid from sources other than City of Gainesville Procurement Division or DemandStar.com MUST contact the Procurement Division prior to the due date to ensure any addenda are received in order to submit a responsible and responsive offer. Uploading an incomplete document may deem the offer non-responsive, causing rejection.

ADDENDA ACKNOWLEDGMENT: Prior to submitting my offer, I have verified that all addenda issued to date are considered as part of my offer: Addenda received (list all) #___1, 2, 3_____

Legal Name of Bidder: ___Downtowner Holdings, LLC_____

DBA: _____

Authorized Representative Name/Title: ___Travis Gleason, President_____

E-mail Address: ___travis@ridedowntowner.com_____   FEIN: ___81-2193711_____

Street Address: ___515 N Flagler Drive, Suite P-300, West Palm Beach, FL 33401_____

Mailing Address (if different): _____

Telephone: (_561_) ___929-1471_____   Fax: (_____) _____

By signing this form, I acknowledge I have read and understand, and my business complies with all General Conditions and requirements set forth herein; and,

☒   Proposal is in full compliance with the Specifications.

☐   Proposal is in full compliance with the Specifications except as specifically stated and attached hereto.

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

SIGNER'S PRINTED NAME: ___Travis Gleason_____ **DATE:** ___6/9/23_____

This page must be completed and uploaded to DemandStar.com with your Submittal.

PART 3 – PRICE PROPOSAL

3.1 Price Proposal

Firm, all-inclusive price proposal that includes full implementation/set-up and first year maintenance and support, software documentation, and training, including any and all updates that may be required in accordance with specifications. Provide firm maintenance and support pricing for years 2-3 and for the optional two 1-year extensions periods, including any and all updates that may be required.

All-Inclusive Implementation/Set-Up, Year 1 Maintenance and Support, etc.	
$ 50,000	
Maintenance and Support, updates, etc. costs for Years 2-3 and Optional Extension Year 4 and Year 5	
Year 2	$ 50,000
Year 3	$ 50,000
Optional Extension Year 4	$ 50,000
Optional Extension Year 5	$ 50,000

NOTE: If travel is involved in the execution of an awarded contract for this solicitation, should any air travel be required the City's travel policy allows for Coach air travel only. All other travel will be billed in accordance with the Federal General Services Administration rates which can be found at: https://www.gsa.gov/travel/plan-book/per-diem-rates. In addition, long distance phone calls, printing, and other administrative costs may be billed at cost only -no mark-up. Evidence of these expenditures will be submitted when invoicing the City. Travel and administrative costs should be identified in the Price Proposal.

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DRUG-FREE WORKPLACE FORM

The undersigned bidder in accordance with Florida Statute 287.087 hereby certifies that

<u>Downtowner Holdings, LLC</u> does:

(Name of Bidder)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this bidder complies fully with the above requirements.

_____
Bidder's Signature

6/9/23
_____
Date

In the event of a tie bid, bidders with a Drug Free Workplace Program will be given preference. To be considered for the preference, this document must be completed and uploaded to DemandStar.com with your Submittal.

BIDDER VERIFICATION FORM

LOCAL PREFERENCE (Check one)
Local Preference requested: ☐ YES   ☒ NO

A copy of your ***Business Tax Receipt*** must be included in your submission if you are requesting Local Preference:

QUALIFIED SMALL BUSINESS AND/OR SERVICE DISABLED VETERAN BUSINESS STATUS (Check one)
Is your business qualified, in accordance with the City of Gainesville's Small Business Procurement Program, as a local Small Business?   ☐ YES   ☒ NO

Is your business qualified, in accordance with the City of Gainesville's Small Business Procurement Program, as a local Service-Disabled Veteran Business?   ☐ YES   ☒ NO

REGISTERED TO DO BUSINESS IN THE STATE OF FLORIDA
Is Bidder registered with Florida Department of State's, Division of Corporations, to do business in the State of Florida?
☒ YES   ☐ NO (refer to Part 1, 1.6, last paragraph)

If the answer is "YES", provide a copy of SunBiz registration or SunBiz Document Number (#_____L16000008087_____)

If the answer is "NO", please state reason why: _____

_____

_____

Downtowner Holdings, LLC
_____
Bidder's Name

Travis Gleason, President
_____
Printed Name/Title of Authorized Representative

_____6/9/23_____
Signature of Authorized Representative   Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

REFERENCE FORM

Name of Bidder: Downtowner Holdings, LLC

Provide information for three references of similar scope performed within the past five (5) years. You may include photos or other pertinent information. Minimum of three years' experience in developing and administering MOD Apps required.

#1 Year(s) services provided (i.e. 1/2015 to 12/2018): 6/2018 - 6/2023

Company Name: Village Transportation
Address: 40 Village Rd
City, State Zip: Avon, CO 81620
Contact Name: Paul Gorbold
Phone Number: 970-331-5442   Fax Number:
Email Address (if available): PGorbold@vailresorts.com

#2 Year(s) services provided (i.e. 1/2015 to 12/2018): 10/2021 - 6/2023

Company Name: City of Denver
Address: 2000 W 3rd Ave
City, State Zip: Denver CO 80223
Contact Name: Stephen Rijo
Phone Number: 720-913-0721   Fax Number:
Email Address (if available): stephen.rijo@denvergov.org

#3 Year(s) services provided (i.e. 1/2015 to 12/2018): 6/2022 - 6/2023

Company Name: City of Idaho Falls
Address: P.O. Box 50220
City, State Zip: Idaho Falls, Idaho 83405
Contact Name: Kade Marquez
Phone Number: 208-612-8487   Fax Number:
Email Address (if available): kmarquez@idahofalls.gov

This page must be completed and uploaded to DemandStar.com with your Submittal.

CERTIFICATION REGARDING DEBARMENT

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of $25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

     a) Debarred from participation in any federally assisted Award;

     b) Suspended from participation in any federally assisted Award;

     c) Proposed for debarment from participation in any federally assisted Award;

     d) Declared ineligible to participate in any federally assisted Award;

     e) Voluntarily excluded from participation in any federally assisted Award; or

     f) Disqualified from participation in ay federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by CITY. If it is later determined by CITY that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to CITY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

_____
Signature of Bidder's Authorized Official

Travis Gleason
_____
Name of Bidder's Authorized Official

President
_____
Title of Bidder's Authorized Official

6/9/23
_____
Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

_____
Signature of Bidder's Authorized Official

Travis Gleason
_____
Name of Bidder's Authorized Official

President
_____
Title of Bidder's Authorized Official

6/9/23
_____
Date

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

(See next page for public burden disclosure.)

Approved by OMB

0348-0046

1. Type of Federal Action:	2. Status of Federal Action:	3. Report Type:
☐ a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	☐ a. bid/offer/application b. initial award c. post-award	☐ a. initial filing b. material change **For Material Change Only:** year_____ quarter_____ date of last report_____

4. Name and Address of Reporting Entity:	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:
☐ Prime ☐ Subawardee Tier____, *if known* : **Congressional District,** *if known: 4c*	 **Congressional District,** *if known:*

6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, *if applicable:*_____

8. Federal Action Number, *if known :*	9. Award Amount, *if known :* $	

10. a. Name and Address of Lobbying Registrant
    (if individual, last name, first name, MI):
	b. Individuals Performing Services *(including address if different from No. 10a)*
	    (last name, first name, MI):

11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.	Signature:_____ Print Name:_____ Title:_____ Telephone No.:_____ Date:_____

Federal Use Only:	Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

NA

[signature]

Travis Gleason, President

6/9/23

This page must be completed and uploaded to DemandStar.com with your Submittal. If applicable mark "N/A", sign and upload.

E-Bidding Document - RFP - Page 41 of 47

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.

2. Identify the status of the covered Federal action.

3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.

4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.

5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.

6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.

7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.

8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."

9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.

10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

    (b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).

11. The certifying official shall sign and date the form; print his/her name, title, and telephone number.

SUBCONTRACTOR/SUBCONSULTANT LIST
and
BIDDER STATUS

The Proposer shall provide information on ALL prospective subcontractor(s)/subconsultant(s) who submit bids in support of this solicitation. Use additional sheets as necessary.

IDENTIFY EVERY SUBCONTRACTOR(S)/ SUBCONSULTANT(S)	SCOPE OF WORK TO BE PERFORMED	CERTIFIED D/M/WBE FIRM? (Check all that apply)	PERVIOUS YEAR'S ANNUAL GROSS RECEIPT'S	UTILIZING ON THIS PROJECT
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO: _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	___ Less than $500K ___ $500K-$2 mil ___ $2 mil - $5 mil ___ more than $5 mil.	YES or NO
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	___ Less than $500K ___ $500K-$2 mil ___ $2 mil - $5 mil ___ more than $5 mil.	YES or NO
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	___ Less than $500K ___ $500K-$2 mil ___ $2 mil - $5 mil ___ more than $5 mil.	YES Or NO

Check here if use of subcontractor(s)/subconsultant(s) is/are not applicable for this project: ☒

Name of Proposer: ____Downtowner Holdings, LLC_____

Name/Title of person completing this form: ____Travis Gleason_____

Is Proposer a DBE? ___ Yes _x_ No   If No, is Proposer a M/WBE? ___ Yes _x_ No

Signature: _____   Date: _____6/9/23_____

This page must be completed and uploaded to DemandStar.com with your Submittal.

CONTRACTOR RESPONSIBILITY CERTIFICATION

The Proposer is required to certify compliance with the following contractor responsibility standards by checking appropriate boxes.   For purposes hereof, all relevant time periods are calculated from the date this Certification is executed.

	YES	NO
1. Has the firm been suspended and/or debarred by any federal, state or local government agency or authority in the past three years?		x
2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?		x
3. Has the firm defaulted on any project in the past three (3) years?		x
4. Has the firm had any type of business, contracting or trade license revoked or suspended for cause by any government agency or authority in the past three (3) years?		x
5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of $1,000?		x
6. Has the firm been the subject of voluntary or involuntary bankruptcy proceedings at any time in the past three (3) years?		x
7. Has the firm successfully provided similar products or performed similar services in the past three (3) years with a satisfactory record of timely deliveries or on-time performance?	x	
8. Does the firm currently possess all applicable business, contractor and/or trade licenses or other appropriate licenses or certifications required by applicable state or local laws to engage in the sale of products or services?	x	x
9. Does the firm have all the necessary experience, technical qualifications and resources, including but not limited to equipment, facilities, personnel and financial resources, to successfully provide the referenced product(s) or perform the referenced service(s), or will obtain same through the use of qualified, responsible subcontractors?	x	
10. Does the firm meet all insurance requirements per applicable law or bid specifications including general liability insurance, workers' compensation insurance, and automobile liability insurance?	x	
11. Firm acknowledges that it must provide appropriate documentation to support this Contractor Responsibility Certification if so requested by the City of Gainesville. The firm also understands that the City of Gainesville may request additional information or documents to evaluate the responsibility of firm. Firm agrees to provide such additional information or supporting documentation for this Certification.	x	

Under the penalty of perjury, the Bidder's authorized representative hereby certifies that all responses marked in this form or otherwise submitted for purposes of determining the Bidder's status as a responsible contractor is true, complete and accurate and that he/she has knowledge and authority to verify the information in this certification or otherwise submitted on behalf of the Bidder by his or her signature below.

_____   President
Signature of Bidder's Authorized Official   _____
                                                   Title of Bidder's Authorized Official

          Travis Gleason   6/9/23
_____   _____
Name of Bidder's Authorized Official   Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

FEDERALLY FUNDED PURCHASE QUESTIONNAIRE

This is a federally assisted contract and your response to this questionnaire helps the City in setting *Disadvantaged Business Enterprise (DBE) goals with the federal government. Please complete and return this form with your bid response.

Bidder Name: __Downtowner Holdings, LLC_____

Bidder Address: __515 N Flagler Drive, Suite P-300, West Palm Beach, FL 33401_____

_____

Is Bidder a DBE? ____ Yes _X__ No

Age of Firm: __11 years_____

Annual Gross Receipts of the Firm: (check one)

      ____ Less than $500,000

      ____ $500,000-$1 million

      ____ $1-2 million

      ____ $2-5 million

      _X__ More than $5 million

*To be able to claim DBE status referenced above the bidder must be currently listed in the **Florida Unified Certification Program (UCP) Disadvantaged Business Enterprise (DBE) Directory** maintained by the Florida Department of Transportation's (FDOT).

ADDENDUM NO. 1

Date: April 4, 2023

Bid Due Date: May 22, 2023, 3:00 P.M. (Local Time)

Bid Name: Mobility-On-Demand Software App (Rebid)

Bid Number: RTSX-240002-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1.   Question & Answer:

   Question1:   Are you interested in working with the offshore development model?
   Answer1:   *No, City is not interested in this model.*

   Question2:   Your Budget?
   Answer2:   *Budget for all-inclusive implementation/set-up, first year maintenance and support, software documentation, and training, including any and all required updates is $175,000.00. Annual maintenance budget thereafter is $56,000.00*

   Question3:   Project Timeline?
   Answer3:   *As stated in the RFP document, the app must be live and in service no later than January 1, 2024.*

2.   Question submittal deadline is May 2, 2023. Responses to all future questions will be included in Addendum #2 to be issued after that deadline.

3.   Find attached:

   - Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

<div align="center">CERTIFICATION BY PROPOSER</div>

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Downtowner Holdings, LLC
_____

BY: Travis Gleason, President
_____

DATE: 6/9/23
_____

CITY OF _____   FINANCIAL SERVICES
GAINESVILLE   PROCEDURES MANUAL

41-524   <u>**Prohibition of Lobbying in Procurement Matters**</u>

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

ADDENDUM NO. 2

Date: May 3, 2023

Bid Due Date: June 9, 2023, 3:00 P.M. (Local Time)
                     ~~May 22, 2023, 3:00 P.M. (Local Time)~~

Bid Name: Mobility-On-Demand Software App

Bid Number: RTSX-240002-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1.   The question submittal deadline has passed; no additional questions will be answered.

2.   The Bid Due Date has changed from May 22, 2023 to June 7, 2023, 3:00 p.m. The remaining dates on the anticipated **RFP Time Table** has been updated as follows:

Deadline for uploading of proposals	June 9, 2023 (3:00 p.m. local time)
Evaluation/Selection process	Week of June 19, 2023
Oral presentations, if conducted	Week of June 26, 2023
Projected award date	July/August 2023

3.   Question & Answer:

Question1:   The RFP states that "RTS will continue to provide drivers; vehicles (ADA-accessible 10-12 seater vans or cutaways); and, needed equipment, which includes tablets and computer software, and marketing to operate the service in collaboration with the vendor or app provider. Vendor app shall have capability to interface with relevant RTS operating software(s)."
   a) Can the City please confirm whether the "computer software" mentioned above refers to a driver application? And if not, please clarify what is meant by "computer software."?
   b) Please provide the details of RTS systems or any 3rd-party systems that need integration with the new solution?

Answer1:   a) **RTS uses TransLoc's forward-facing PC cloud-based solution for dispatch for rider requests and drivers use the mobile app for iPads or tablets.**
             b) **RTS wants to continue with a Software as a Service (SaaS) app for this project. Proposer will need to advise RTS of any intended integrations.**

Question2:   Can the City provide the service hours, days, and number of vehicles needed for this microtransit service?

Answer2:   **Service is provided 5:30-8:00 AM and 3:30-6:00 PM, Monday through Friday, using 2-3 vehicles.**

Question3:   Can the City please provide more details regarding the fixed-route service, including the number of routes, trips per day, total trips, and service hours?

Answer3:   **Fixed route service is not included in this RFP. The new software will only be used for Microtransit.**

Question4:   Who is the incumbent provider?

Answer4:   **TransLoc, Inc.**

Question5:   In the Future capabilities section of the RFP, it says: "Have an open API that is capable of integrating with trip planning and mobile ticketing apps (e.g. Kontron)"
             a) Will the City provide the API for the integration or are the vendors expected to provide the API?

Answer5:   **The section regarding "…future capabilities…" under 2.4.5 Data Collecting and Reporting Requirements is hereby deleted in its' entirety.**

Question6:   In the Future capabilities section, it asks whether the vendor has the ability to consume the GTFS to provide additional information to the public.
             a) Can the City clarify whether it expects the new software to operate the fixed route service or just the microtransit?

Answer6:   **The section regarding "…future capabilities…" under 2.4.5 Data Collecting and Reporting Requirements is hereby deleted in its' entirety.**

Question7:   Can the City confirm whether the vendor should submit one unredacted confidential copy with the trade secrets highlighted and one redacted copy if there is confidential content in the proposal?

Answer7:   **Yes, proposer would submit two versions, refer to "How to Designate Trade Secret or Otherwise Confidential and Exempt Information", page 13, numbers 1 and 2.**

Question8:   Could the City extend the response submission deadline to allow bidders to submit more responsive and informative proposals?

Answer8:   **The City is willing to extend the current due date from May 22, 2023 to June 7, 2023, P.M.**

Question9:   Section 2.4.1 requires the generation of configurable promotional codes. Can you please provide more detail and/or a specific use case to clarify the requirement?

Answer9:   **Can the vendor generate information (code) that the agency could use to promote its services? It is related the previous statement about "configurable Agency settings".**

Question10: It is stated there will be 2-3 vehicles per zone; will vehicles travel between zones?

Answer10: **Currently yes. Would like option to restrict to single zone or multiple zones.**

Question11:   In section 2.4.2 there is a requirement for the ability to set a method to deny trips when demand outnumbers available resources. Generally, if there is no availability, we will show an alternative time or simply indicate there is no availability. Will this suffice? If not, can you please provide more detail and/or a specific use case to clarify the requirement?

Answer11:   ***Yes, this would suffice.***

Question12:   Section 2.4.3 requires passengers to book recurring rides from the mobile app. It is advisable that RTS maintain control over recurring rides by setting a policy and monitoring compliance with the recurring ride policy; it is recommended that recurring rides be created using the back-office dispatcher-facing portal and that passengers simply request recurring rides through the mobile app or passenger-facing trip management portal. Is this acceptable to RTS?

Answer12:   ***The intent is to have passengers use the app versus calling in to book both single rides or recurring rides***.

Question13:   Section 2.4.4 requires a driver-facing web-based portal that interfaces with all web browsers and has the following functionalities. Is a native mobile solution an acceptable alternative to a browser-based solution?

Answer13:   ***Yes.***

Question14:   Section 2.4.5 requires reports broken down by postal code; there is another requirement to provided reports by OD zone. Please provide logic in the event a postal zone crosses multiple OD zones.

Answer14:   ***The vendor provides O-D data for all affected trips. RTS does not have the capacity to modify existing postal zones.***

Question15:   Section 2.4.5 requires all statistics be available on an individual trip basis in an agency-facing dashboard with maps and Graphical User Interface (GUI). At a minimum, the dashboard should include views for: all booked trips, including origin/destination mapping capabilities, all driver shifts, all KPI statistics, vehicle & driver management, and shift management. Please provide clarification on what is meant by "all statistics be available on an individual trip basis"; does this mean RTS is simply looking for a daily, real-time list of trips? Also, please clarify what is meant by mapping capabilities and vehicle & driver management for this statistical/dashboard output.

Answer15:   ***The statistics identified are basic data used for transit planning. Data on daily trips will assist in that planning process.***

Question16:   In section 2.4.9, there is a requirement to import existing data for continuity of operations reasons including client, operator and schedule information/GTFS feed. Can RTS please provide a format for client and operator information? Also, please confirm that static and real-time GTFS information will be provided on a regular basis by RTS.

Answer16:   ***Yes.***

Question17:   The vendor security questionnaire requires copies of various documents. Can we declare compliance and provide copies of documents when awarded?

Answer17:   ***No, the documentation needs to be reviewed before an award recommendation can occur.***

Question18:   In 2.4.7, RTS refers to a TLC certificate. Can you expand on that and its role in the solution? (requirement language, "All public facing web servers have been hardened using industry best practices, including updating servers according to latest security bulletins. External tools are used to verify the integrity of the TLC certificates and how they are applied to the servers.")

Answer18:   **It should state TLS certificate.**

Question19:   What are the current operating hours for the mobility on demand (MOD) service?
Answer19:   **Refer to Answer2.**

Question20:   How many vehicles does the City use for the current MOD service?
Answer20:   **Refer to Answer2.**

Question21:   Will the City allow respondents to submit additional/supplemental pricing materials in addition to filling out the provided price proposal form?
Answer21:   **It is preferred that no additional/supplemental pricing materials be submitted, as they will not be considered.**

Question22:   Regarding 2.4.2 Back Office Dispatcher-Facing Dashboard (browser-based) "Add out-of-zone addresses riders can choose from."
                o   Can the City provide an example list of out-of-zone addresses?
Answer22:   **123 SW Main Street, Gainesville, FL.**

Question23:   Regarding 2.4.3 Passenger-Facing Features of the App "Ability for users to book multiple trips (outside of a defined time window and within the allowable O-D trip distance), recurring rides, and pre-schedule rides up to a customizable number of days in advance."
                o   Can the City clarify whether the intention is for users to be able to book trips outside of a defined time window or inside a defined time window?
Answer23:   **Book a ride within a defined time window.**

Question24:   Regarding 2.4.3 Passenger-Facing Features of the App "Ability to request MOD vehicle and seat type."
                o   Can the City provide more information on what MOD vehicle and seat types are available in the current service, and what vehicle and seat types the City intends for users to have the ability to request in the future?
Answer24:   **Regular seat and wheelchair.**

Question25:   Regarding 2.4.4 Driver-facing features of the App "Ability for driver to pause app without redirecting rides to another vehicle."
                o   Can the City clarify in what scenarios the driver would need to pause the app?
Answer25:   **To use a restroom or when on a break.**

Question26:   Regarding 1. Support in the Prerequisite Vendor Questionnaire: "Is there a knowledge base available after GoLive?"
                o   Can the City clarify what knowledge base this question is referring to?
Answer26:   **Ability for vendor to provide assistance after the system (app) is launched.**

Question27:   Can the City provide a KML or Shapefile of the zone boundaries as scoped?
Answer27:   **Yes.**

Question28:   Can the City provide ridership and quality of service (e.g., average wait time, average trip duration, etc.) information for the current MOD service?
Answer28:   **Wait time 15 minutes, 20 minutes of trip time.**

Question29:   Can the City confirm which software partner they currently use for the MOD service?
Answer29:   **Refer to Answer4.**

Question30: Would Gainesville consider an extension to the proposal submission due date to accommodate the complexity of this RFP?

Answer30: Refer to Answer8.

Question31: Will Gainesville accept electronic signatures on the forms and cover letter?

Answer31: Yes.

Question32: The RFP expresses a desire to integrate with multi-modal trip planning and/or mobile ticketing solutions. Does Gainesville currently use a trip planning and/or mobile ticketing solution?

Answer32: Refer to Answer5.

Question33: Is integration with trip planning and/or mobile ticketing part of the desired scope of work OR would this be a future phase?

Answer33: Refer to Answer5.

Question34: What does Gainesville anticipate in terms of an implementation timeline - i.e. when will the first zone be launched and when should subsequent zones be anticipated to launch?

Answer34: RTS is already operating a MOD service.

Question35: Does Gainesville have a target Productivity (Passengers per Vehicle Hour) for this program/service?

Answer35: No.

Question36: Is there a DBE Requirement or goal for his project?

Answer36: As stated on top of page 24 of the RFP, there is no specific goal for this project.

Question37: Most of the IT requirements are meant for on-premise solutions and we would not be able to respond appropriately to questions pertaining to VMs, Operating system, databases etc. since they are not relevant in a SAAS environment. Does that disqualify us from bidding or will lead to a low score?

Answer37: The City wants a SaaS solution for this app, so you would have to meet only those IT requirements that would be applicable.

Question38: 2.3 Objective has the sentence "For equity, the technology will also allow customers to book a ride by using a phone line." Does this mean that customers would call into the City's call center?

Answer38: Yes.

Question39: 2.3 Objective has the sentence "Vendor app shall have capability to interface with relevant RTS operating software(s)." What are the other operating softwares?

Answer39: APC and Clever Devices.

Question40: 2.4.1 Back Office Administrator Dashboard (browser-based) states "Ability to add a minimum of 7 service geographic areas using 2-3 vehicles each." What is the breakdown of max active concurrent (Year 1-5) vehicles per year?

Answer40: This is budget-dependent.

Question41: 2.4.3 Passenger-Facing Features of the App states "Depict real-time vehicle locator map, including fixed route operations." To clarify, is real-time vehicle tracking mandatory?

Answer41: ***Yes.***

Question42: 2.4.3 Passenger-Facing Features of the App states "System assigns passenger bookings (including pre-scheduled rides) to a driver manifest immediately upon booking." How far in advance are pre-scheduled rides? What is the nature or purpose of the pre-scheduled rides? Would this mean a commingled service, for example microtransit and paratransit?

Answer42: ***30 minutes, minimum.***

Question43: Under the "The following constitute future capabilities" heading, do we need to address these items in our proposal? If the City expects a response, could the City provide additional context for each bullet as to what kind of information you are looking for?

Answer43: ***Refer to Answer5.***

Question44: Under the "The following constitute future capabilities" heading is the bullet "System should have an open API that is capable of integrating with trip planning and mobile ticketing apps (e.g. Kontron) that allows customers to plan a trip and pay for a trip on the service without using the provider's app. Native integration is preferred." For what purpose does the City use Kontron? Is a native integration strongly preferred? Could the City please provide contact information for Kontron so that we may reach out to them and appropriately price this item in our proposal response?

Answer44: ***Refer to Answer5.***

Question45: Is the following "Proposer must have 3 years or more of experience in developing and administering MOD Apps" the only Minimum Qualification to address as referenced in 4.2 Content of Proposal, b. Address each Minimum Qualification?

Answer45: ***Yes.***

Question46: 4.2 Content of Proposal states that the Drug-Free Workplace Form, Bidder Verification Form, and References Form are the Required Documents. Are the following also required as well and to be included in our proposal submission?
- Certification Regarding Debarment
- Certification Regarding Lobbying
- Disclosure Of Lobbying Activities
- Subcontractor/Subconsultant List And Bidder Status
- Contractor Responsibility Certification
- Federally Funded Purchase Questionnaire

Answer46: ***Yes, bottom of each form states it must be completed and returned.***

Question47: For the Prerequisite Vendor Questionnaire, how should bidders submit our answers? Within the proposal itself in a separate section or give our answers on pages that are appended after the questionnaire?

Answer47: ***Bidder's choice.***

4. Find attached:

- Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: _____Downtowner Holdings, LLC_____

BY: _____ Travis Gleason, President____

DATE: _____6/9/23_____

CITY OF_____ FINANCIAL SERVICES
GAINESVILLE   PROCEDURES MANUAL

41-524 **Prohibition of Lobbying in Procurement Matters**

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

ADDENDUM NO. 3

Date: May 4, 2023

Bid Due Date: June 9, 2023, 3:00 P.M. (Local Time)
                       ~~May 22, 2023, 3:00 P.M. (Local Time)~~

Bid Name: Mobility-On-Demand Software App

Bid Number: RTSX-240002-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1.   CLARIFICATION: The Bid Due Date has changed to June 9, 2023, 3:00 p.m.

2.   Find attached:

   •   Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: Downtowner Holdings, LLC
                 _____

BY: _____
                          Travis Gleason, President

DATE: 6/9/23
                 _____

CITY OF	FINANCIAL SERVICES
GAINESVILLE	PROCEDURES MANUAL

41-524   <u>**Prohibition of Lobbying in Procurement Matters**</u>

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

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Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Downtowner Holdings LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC   ☐ C Corporation   ☐ S Corporation   ☐ Partnership   ☐ Trust/estate

☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _P_

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

515 N Flagler Dr Ste P300

6 City, state, and ZIP code

West Palm Bch, FL 33401

Requester's name and address (optional)

7 List account number(s) here (optional)

Part I   Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

| | | | – | | | – | | | | |

or

Employer identification number

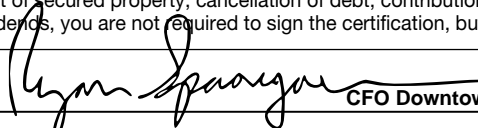| 8 | 1 | – | 2 | 1 | 9 | 3 | 7 | 1 | 1 |

Part II   Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here | Signature of U.S. person ▶ *Lynn Spaargan* CFO Downtowner Holdings LLC   Date ▶ 04-01-2022

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

• Form 1099-DIV (dividends, including those from stocks or mutual funds)

• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)

• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)

• Form 1099-S (proceeds from real estate transactions)

• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

• Form 1099-C (canceled debt)

• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Cat. No. 10231X

Form **W-9** (Rev. 10-2018)