

**Knoxville Knox County Planning
Knoxville Area Transit**

**Software as a Service (SaaS) RFP
Questions & Responses**

1. Can companies from outside the USA submit proposals?

Yes, international companies can propose.

2. Are there any required in-person meetings?

There is no requirement for in-person meetings as part of the proposal.

3. Can we perform the tasks (related to RFP) outside USA?

There is no requirement that the company come to Knoxville, Tennessee. However, it will be very important for the proposal to clearly lay out how the company plans on conducting the training and how it will be responsive to solving issues, communications, and technical problems. For example, training can be proposed to be done online, but the company should tell us how they plan on accomplishing this and what other types of experience they have conducting training from remote locations. Issues related to being responsive to technical issues might include differences in time zones, in that, are the company's representatives available during the business hours of Knoxville, Tennessee (USA/EST)? These types of locational issues and how your company plans on overcoming them should be clearly explained in the proposal.

4. Can we submit the proposals via email?

You can submit proposals by an online mechanism explained in the proposal. A submitter will upload the proposal to a "drop box". The instructions are in the RFP. If you have any problems or need additional technical information on submitting a proposal, please contact doug.burton@knoxplanning.org or call Doug Burton at 865-215-3824 and I will put you in touch with our IT support.

5. Are you looking for all transit, just fixed-line transit, or just demand response transit for your planning tool?

The primary intent of the RFP is fixed-route transit planning. We are looking for a software already built and can be implemented quickly. A demand response component is not required. However, if by chance, your service already has additional functionality built-in for demand response service planning you should explain that feature in your proposal.

6. Will multiple contracts be procured?

We are not procuring multiple contracts.

7. **Page five of the RFP for Transit Planning Software as a Service contains instructions for proposal submittal. The ‘proposal’ section of a submittal is to include a description of the key features of the service, and also asks for responses to the user-information and technical questions. In addition to these responses, should I include a compliance matrix for the software requirements that are listed in section C beginning on page two of the RFP?**

I don't want to tell you that you have to include something that is not specifically listed in the RFP. However, our evaluation committee will have various degrees of technical expertise or understanding. So, anything you think might better explain or organize your proposal would be encouraged. You can include more than the minimum required as long as you don't exceed the page limits.

8. **Could you please provide the total number of fixed-route buses in the KAT fleet?**

KAT currently has sixty-nine (69) fixed-route buses in the fleet.

9. **In reference to Deliverables item (c): Does agency require the Customer Support Plan to be part of the RFP response or a deliverable after contract award when it can be built collaboratively based on upcoming projects? If the former, is it acceptable to identify portions of the Support Plan that will be further developed after contract award?**

You do not need to submit a formal Customer Support Plan as part of your initial proposal. However, you should discuss in the proposal, generally, what your overall customer support philosophy is and typically what support you offer. The final Customer Support Plan can be discussed, collaboratively, after a firm is selected and they can in more detail understand the support needs.

10. **Will the agency be entertaining negotiations on price via a Best and Final Offer or similar process?**

The proposal evaluation process does not include price. Our evaluation consist of firm's qualifications and history – 20%, Proposal – 60%, References – 20%. We do ask you to submit a price for each year of the potential five-year contract. If your firm's proposal scores the highest, based on the evaluation criteria, the price during contract discussions can be negotiated. If Knoxville Knox County Planning can not reach an agreement with the top-rated firm, it holds the right to negotiate with the next highest scored response (firm).