**CCC TOTAL TRANSPORT PILOT PROJECT – SCHEDULING SOFTWARE**

**RFQ QUESTIONS AND ANSWERS LOG**

In order to offer information equally amongst potential providers we are required to log any questions asked and answers given.

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| **Question Number** | **Question / Answer** |
| **1** | **Q: TImescale.** The bid and delivery time-scales are very short. Is it acceptable to deliver a minimum viable product by 1st August 2016 and embellish it there afterwards? |
| **A:** Scheduling software needs to be in place in August so that the Booking and Information Centre that will the centre of operations for Cambridgeshire’s Total Transport Pilot can start taking bookings for a new flexible minibus service that will start on 1st September 2016 when the Total Transport Pilot is launched.The scheduling software will also be used to schedule transport for c.60 SEN pupils attending Highfield Special School, this will need to be completed in time for the start of the new school year on 1st September 2016. We would expect SEN data to be imported in bulk from the Council’s MiS (Capita One) before the start of the school term. |
| **2** | **Q: Scope**. The requirements are wide-ranging and challenging for the time-scale. Should we submit if a bid if we can't meet one or more requirement to an acceptable level in the short-term? |
| **A:** Bidders are asked to respond to the questions in the Request for Quotations by setting out in the bids the extent to which, and how, they will meet the functional requirements of the output specification. Where the requirements are not yet fully met, bidders are free to describe their future product development path. |
| **3** | **Q: Consortia**. Are bids from consortia (with a lead partner) acceptable? |
| **A:** Yes. |
| **4** | **Q: Price.** What is the limit? What happens if a bid is over the limit? |
| **A:** We are seeking your best offer and as this is a competitive quotation process we do not wish to disclose our budget. Cambridgeshire County Council reserves the right not to award the contract if bids are unaffordable. |
| **5** | **Q: Vehicles.** On what basis are these procured? Will the council pay for availability or utilisation on a daily basis? |
| **A:** The flexible minibus service is being procured separately. Bidders for this service have been asked to price a daily rate.SEN transport will be provided through existing transport contracts. |
| **6** | **Q: Constraints.** What is the overall aim? To deliver a core set of journeys as cheaply as possible and add some optional journeys if you can? Or to build in enough slack to accommodate most optional journey requests and thereby allow the system to grow? |
| **A:** The aim of the Total Transport Pilot is deliver efficiencies and cost savings by integrating different forms of council funded transport. The constraints for the flexible minibus service will the number of vehicles and operating hours.Having originally planned for 11 vehicles, it is likely that the flexible minibus service will commence with fewer vehicles (3 or 4). The service will operate between 7am and 7pm.Scheduling software will also be used to schedule journeys for c.60 pupils attending Highfield Special School. |
| **7** | **Q: Route Optimisation.** This could be critical, e.g. saving a vehicle contract daily (depending on the answer to 5). How are you going to evaluate suppliers in this regard during procurement? |
| **A:** We understand that ideally bidders would want to demonstrate this functionality; unfortunately there is insufficient time to do this. Bidders are free to illustrate and describe how their optimisation works (setting out how users can decide parameters, how the system can take account of actual road speeds etc.) and to include references for where their tool is already in use.  |
| **8** | **Q: Repeatability.** A lot of the target users are repeat customers. Do you require them to have the same journey times each day? |
| **A:** We understand that many customers will want to make regular journeys and we would want the scheduling software to allow for recurrent bookings (especially since some users may not be able or want to call the Booking and Information Centre every day); a principle of the flexible minibus service is however, that some flexibility on the part of users so there may be instances where the offer will be the closest feasible journey time. |
| **9** | **Q: Dynamic.** What does this mean in 2.1.1? There a couple of ways the system could work (what is your preference?) as related to 5, 6, 7 & 8:1. Passengers are given a pick-up time (with time windows, e.g. within 15 minutes of 9:30) on booking. The night before the system calculates the minimum vehicle fleet required to deliver those journeys. The routing & scheduling is optimal but there is a risk you may need to hire additional vehicles, e.g. taxis, to fulfil all requests as per their original bookings (the larger the time windows the less the risk but the passenger inconvenience is increased).
2. The system calculates flexible routes based on historical usage / repeat customers. Passengers are given the closest feasible options (with more precise pick-up times) to their desired journey but there is a risk that none of those options is acceptable to the potential passenger. There is also a risk that the routing & scheduling ends up being sub-optimal, i.e. that the use of one vehicle could have been saved (in reality the system would mitigate against this through analysis of past usage).
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| **A:** As stated in the previous answer, we will expect there to be some flexibility on the part of service users. We also expect, however, that as booking data builds up patterns of usage will emerge. We want a system that allows options to manage regular usage as cost efficiently as possible. |
| **10** | **Q:** Is this a one-off import requirement at the commencement of the project or a real-time continuous data feed |
| **A:** We would expect SEN data to be imported in bulk from the Council’s MiS (Capita One) before the start of the school term, with new and change requests being handled by the Booking and Information Centre using the scheduling software.We would expect booking and passenger data to be built up over time from requests made through the Booking and Information Centre. The principle is that once the Booking and Information Centre is operational it will manage all of the Council funded transport in the Pilot area. |
| **11** | **Q:** Can we confirm that support for SEN transport is required? |
| **A:** Yes. This will entail scheduling transport for c.60 pupils who attend Highfield Special School in Ely. |
| **12** | **Q:** What booking system are the NHS using for non-emergency transport? |
| **A:** The Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) have just awarded a new contract for non-emergency patient transport (NEPTS) and we do not know what systems the new provider uses. It is our expectation that any total transport flexible minibus bookings for NEPTS will be made through the Booking and Information Centre. We will work with the scheduling software provider, the CCG and their transport provider to develop appropriate systems and protocols for exchanging booking information. |