RFP-010-24 FOR PARATRANSIT SOFTWARE

Q&A for Answering Supplier Questions[1]

No.	Questions	Answers	Additional Information
1.	What unit of measure or term is being used for "Form: #1 - Standard Sealed Bid Price Sheet"? Is it for a 12-month total cost?	"Form # 1-Standard Sealed Price Sheet" is modified. See Addendum no.1	
2.	Can RTA provide further information on RTA's eligibility process (regarding the Mobility Services Manager's eligibility process and responsibilities)? Is there conditional eligibility involved? Is streamlining the eligibility process and providing increased levels of automation desired from an eligibility perspective?	We do not conduct conditional eligibility. Our eligibility processes for both GPT and ADA services are outlined at https://www.transitrta.com/ada_gpt/ (see the links on the right to both the ADA and the GPT application as well as overall program guidelines and processes).	
3.	Our Driver App is compatible with the existing Samsung Galaxy Tab A 8.4s; Therefore, no additional hardware will be required. Our SaaS platform is cloud based, fully contained, and requires highly skilled & experienced developers to advance the product - any new upgrades or features are shared across the entire platform and all customers. We have expert in-house trainers that deliver industry leading instruction after years of experience. Trying to outsource core deliverables would result in very poor	Unfortunately, we are unable to adjust the DBE goal for this project.	

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[1] These answers are informational and don't change the RFP-010-24 For Paratransit Software.

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	customer experience. We would encourage the agency to reconsider the notion that these technological solutions can be broken apart and delivered by a DBE. Instead, it is possible to outsource marketing efforts in the region - but this would likely represent much less than 7% of the total contract value.		
4.	If this is acceptable, will this affect the evaluation scoring of meeting the DBE requirement (15 points Max)?	Unfortunately, we are unable to adjust the DBE goal for this project.	
5.	We are respectfully requesting an extension of two weeks for the RFP submission. Would this be agreeable?	Unfortunately, we are unable to extend the submission deadline.	
6.	In the interest of environmental sustainability, would RTA consider allowing for electronic submissions?	Yes.	
7.	Would electronic signatures be acceptable on the forms?	Yes.	
8.	You refer to Addendum No. 1 in the Q&A, is that still to come?	Yes.	
9.	Can we submit an accompanying redacted copy of the proposal instead of listing each specific confidential item?	See follow Section A. point. 11- Public Inspection of Proposals and Section B. point 26. Proposal format (in the bid solicitation).	
10.	For Q&A #17, can you please confirm that the planned project kickoff is 30 days from award and not the launch of the go-live service? If that is the case, is there a required go-live date?	This is correct - the project kickoff would be planned for 30 days from award.	

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11.	Is the proposer responsible for making recommendations as well as sourcing and purchasing the tablets/MDTs devices?	Recommendations based on proposed solutions would be expected. If, for example, a proposal utilized software that only works on iOS tablets, but RTA only had Android tablets, this would need to be indicated in the proposal. Sourcing and purchasing of the tablets may be part of this project depending on specific project proposal details. For example, if the proposed software was compatible with current tablets already owned by RTA, this could be noted in the proposal as a potential cost savings compared to a solution that required proprietary hardware. Specific requirements, such as the specific model of a tablet, mobile data terminal, or driver-facing technology have been withheld from the scope of work on purpose to encourage submissions from a variety of companies with a range of possible solutions.	
12.	Are there any additional specific requirements or preferences for the types of mobile devices (MDTs or tablets) that the software should support?	No specific requirements. However, flexibility regarding the type of hardware (as opposed to only supporting a specific model, a specific operating system, a specific cellular network, etc.) that can be employed in a given solution would be favored when considering proposals.	
13.	Is there a recommended or preferred verification method for booking clients online? For example, verifying a user's email address using a verification code, or phone number confirmation through SMS or call verification?	No. Currently, all booking of rides is done over the phone by customer service.	
14.	Can you specify the expected integration capabilities with existing systems beyond AVL and ITS? For example, integration with financial systems for fare processing or with	Beyond AVL-related ITS, we currently contract with Token Transit for fixed-route mobile ticketing, Lytx for DriveCam dash camera video, and have a destination sign system (not connected to the internet) that all could play a role in	

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	customer relationship management (CRM) systems.	future integrations as RTA adds layers to the vehicle technology stack. RTA does not currently utilize a CRM system.	
15.	Can you elaborate on the expected number of user roles and the specific permissions for each role within the system to ensure proper access control?	In office, approximately 30, with 10 of these being customer-service and Mobility department roles (booking trips, managing client information, upkeep of the info within the system), 10 of these being Operations roles (dispatchers and supervisors adding notes, coordinating actual service delivery with vehicle operators), and 10 being management pulling reports or looking up information as necessary. Actual specific roles and permissions will be based on capabilities that exist in the selected software. If paratransit operators are to be included in this number, 30 additional folks would be included (30+30).	
16.	What are the key performance indicators (KPIs) that RTA will use to measure the effectiveness of the Paratransit software?	Primary KPIs would be related to system effectiveness (on-time performance, trips per hour, trips per mile, etc.) and efficiency (farebox recovery, cost per mile, cost per hour, etc.).	
17.	As RTA operations may expand, how scalable does the software need to be in terms of handling a larger number of vehicles, trips, and users?	Scalability is crucial. Software that is responsive to these needs will be considered in the selection process.	
18.	What are the expectations regarding the frequency and types of updates and maintenance post-implementation?	Post-implementation, RTA expects solutions to be maintained and updated as often as necessary to keep up with industry standards and technological advancements. Solutions should be responsive to our needs and consider our feedback when adding features or functionality to the platform and provide a swift and streamlined process in which bugs or system issues can be corrected once	

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		addressed. The solution would be expected to have no significant system downtime or periods of time when updates or patches are being installed that disrupt the normal course of business.	
19.	How does RTA plan to incorporate feedback from users (drivers, dispatchers, and administrators) into the ongoing development and enhancement of the software?	RTA holds regular meetings with drivers, and we pride ourselves on fostering a candid environment where issues are addressed and good ideas not only noticed, but often acted upon. Depending on the type of feedback in question, our technology team would verify the ask and forward along accordingly to the software developer.	
20.	Would you like information and pricing on an eligibility module that digitizes your eligibility application process? If so, on the Form #1 Bid Sheet, should it be included with the Software and Licensing fee, or as an optional item under Other Costs or Fees?	If this information specifically speaks to enhancing the client eligibility and certification process and is not specifically related to client management or trip / vehicle dispatching, please include this in "Other Costs or Fees". Unless it is critical to other parts of your proposed solution, please also indicate that this is an optional component your company provides.	
21.	The schedule states the contract will be tentatively awarded May 31st, and the notice to proceed is 30 days from the notice of award. Is there a particular go-live/cutover date RTA prefers to target?	Implementation is targeted to last approximately 90 days, but RTA understands this greatly depends on the complexity and scale of the actual selected proposal. A specific timeline would be expected upon project kick-off.	
22.	In the Specification "1. General Description," it states, "Based on an open architecture and offers varying types of integrations with Automatic Vehicle Locator (AVL) systems and/or other Intelligent Transportation Systems (ITS) technology at RTA." a. The Q & A states RTA currently uses 32 Galaxy Tab A(s). Is there any other	See answer #14. Further, "integrations" and "open architecture" within this context speaks primarily to API integrations or consumable standardized data, especially as components such as our agency website or customer-facing tools continue to evolve and improve. Per item "b", no other specific requirements exist, however, consumption or distribution of location or assignment	

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	hardware in the vehicle that the Paratransit Software needs to integrate with? b. The specification states that GTFS-flex is desired to integrate with Transit App. Are there any other external third-party systems RTA needs to integrate with and if so, can you itemize them?	data via API or other methods to/from tools such as Samsara or Swiftly would be a plus.	
23.	What software is currently used for fixed-route? Is there any desire for an optional add-on package for fixed route?	At this time, we are only soliciting proposals for software for our paratransit system.	
24.	Do you currently have an IVR system? Should we add this as an optional add-on package?	RTA does currently have an IVR system related to bookings and paratransit trips. Vendors must provide an IVR solution.	
25.	Please provide the following information about scheduling and dispatching: a. Does RTA have multiple depots and/or dispatch centers, or a centralized location? b. Do you use zones to determine routing / scheduling and have particular routes /vehicles assigned to those zones? c. Does RTA perform same-day / on-demand reservations or only prescheduled trips within two weeks in advance? d. For the two services, ADA and GPT, do you perform any deviated routes,	a. RTA operates out of one operations location. However, there is another location that hosts various administrative functions. b. There are various zones as described in the first Q&A response, specifically two different service areas (one for our General Paratransit service "GPT" and one for our ADA complementary service area (which increases/decreases in size throughout the day/week depending on which fixed-route services are operating). There are no specific vehicle restrictions from one zone to the other. c. RTA only performs trips scheduled in advance; no same day of services are provided. See	

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	commingling of rider services, or Microtransit? Do you have any interest in these features or services? What capacity vehicles does RTA have? e. Please explain RTA scheduling and routing process?	https://www.transitrta.com/ada_gpt/ for more information. d. We do not provide any deviated routes or microtransit at this time. There will be a microtransit pilot program starting later this year. However, software that has these capabilities that could be leveraged as needs evolve in the future would be a plus. At this time, we are not exploring any such services, though, and do not have the capacity for such. e. Routematch and various optimization tools within the Routematch software are currently used.	
26.	In the Specification "5. Dispatching Software" it states, "Allows for the offloading of trips to contracted taxicab companies." a. I understand manifests are currently faxed to the taxi companies. What is the process in determining what trips are marked as overflow. Is it before or after routing? Is it a manual process and/or assigned by region? Is there preference to providers? b. How many trips does RTA currently overflow to taxi companies over a given amount of time? c. What taxi providers are you currently using and what are their assigned	a. Trips that are not able to be provided by RTA drivers and vehicles due to scheduling reasons are exported and faxed to a taxicab company that we contract with for supplemental mobility services. This is done for both ADA and GPT services. They are manually selected based on the specific demand of the day and are sent to the taxicab company via fax without any routing information (just name, pickup location, and time, drop-off location and time, and fare to be collected being the primary pieces of information). The taxicab company then creates schedules for taxicab drivers on their side. There is only one provider at this time. b. Approximately 30 to 50 per day. c. No regional assignment exists.	

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	regions for distribution, if region assignment exists? d. Do taxi operators need limited access to the system to manage those trips and/or a driver app for those taxi operator/drivers to perform those trips in real-time or is an interface needed to simply export?	d. Taxi operators have no access to our systems or interfaces - simply an interface to export is needed. However, any way to streamline the process that exists today (not using faxed printouts, quicker and more responsive ways to communicate with the taxicab company, etc.) would be helpful.	
27.	Would electronic signatures be acceptable for completing the required forms?	Yes.	
28.	To confirm - would RTA like vendors to provide tablets for this project?	Only if our current tablets are not compatible or if a difference in hardware would justify a change. To be clear, we would like to pick the best overall option, and decisions regarding vendor selection do not rely on use of in-house tablets alone, it simply makes a proposal more competitive. See answer 11 for further information.	
29.	On Form 2: Standard Sealed Bid Form, there is a field to be signed by an RTA representative. Is this for RTA to sign upon receipt of each proposal package?	If you choose to mail or deliver your bid in person, the "Form #2: Standard Sealed Bid Form" must accompany you at the time you submit your offer so that RTA staff can attest if your submission will be delivery on time.	
30.	Can vendors provide supplemental pricing information in our own format, in addition to completing Form #1: Standard Sealed Bid Price Sheet?	Please follow form #1 contained in addendum no. 1.	
31.	What is the initial contract length for this service?	Two (2) years	
32.	What software does RTA currently use to operate this service?	RouteMatch	
33.	Are RTA drivers unionized?	Yes.	

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34.	What is the makeup of RTA's operations team (e.g. how many reservationists, dispatchers, etc.)?	See answer 15.	
35.	Is RTA open to reviewing final terms with the winning vendor?	During the negotiation phase, RTA is committed to collaboratively reviewing the final terms and conditions with the winning vendor to ensure a mutually beneficial agreement.	
36.	Does RTA only use in-house or third-party operator vehicles, or does it also use non-dedicated supply (E.g. TNCs, taxis) for overflow trips?	RTA only uses in-house vehicles, but it uses taxicabs on a contract basis for overflow trips. See answers 38 and 26a for further information.	
37.	What is the current eligibility management process for this service? Would RTA be interested in hearing about solutions vendors can offer for eligibility applications and management?	See answer 2. See question and answer 20 for further information.	
38.	Is it possible to obtain vehicle specs that we can quote to? Make, model, etc.	Paratransit service at RTA is primarily operated in Ford Cutaway buses, Ford Transit Vans, and Toyota Camry Hybrids.	