

Addendum 1: Questions and Answers on RFP for Paratransit Scheduling and Dispatch Software

Question Questions and Answers

- 1 Would it be acceptable to submit a proposal for only the Real Time Customer Information portion of the RFP, assuming the proposed solution can be integrated with most paratransit scheduling and dispatching software?
Answer: No, this is not acceptable due to the additional effort and resources required for integration.
- 2 Are electronic signatures on the required forms acceptable?
Answer: Yes, they are acceptable.
- 3 What is the maximum number of CAPBM vehicles in service at one time that would be utilizing the software for?
Answer:
Total number of paratransit/demand-response vehicles (including any dual-use vehicles [vehicles that may be used for both paratransit and fixed-route service]):
- CAPBM: 10
 - SCS: 7 now, Possibly as many as 10 in the future
 - HCS: 4
 - TCCAP: 14
- 4 Would the Volunteer Driver Program (VDP) initially be included as part of the service that would need access to the scheduling software?
Answer: Yes. Please see Sections 6.4.1, 6.4.2 and 6.6 in Appendix A - PSDS Technical Specifications in the RFP.
- 5 Can you please describe the current process for applying for, booking, accessing the Taxi Voucher Program (TVP)?
Answer: CAPBM's current process is as follows: Customer calls to request the ride; Ride request is input into software; Taxi provider is contacted to confirm availability for requested trip; Manifest report is run and emailed to taxi provider; Taxi provider invoices CAPBM for completed ride.
- Please note that Sections 6.6, 6.8.2 and 6.8.4 in Appendix A – PSDS Technical Specifications in the RFP contain system requirements related to assigning trips to a taxi company.
- 6 In many instances Agencies are able to procure tablets utilizing existing contracts/ procurements at a lower price than from vendors. Is CAPBM interested in procuring their own tablets?
Answer: Please note this statement in Section 3.2.1: “The Proposer shall supply the specifications for workstations and tablets, which CAPBM may procure from suppliers other than the Contractor.”
- 7 In Section 3.6 Customer Support the RFP states: “All technical requests from CAPBM must be addressed within one hour of the notification of a problem.” However below it the RFP identifies four levels of support with varying levels of response times, can CAPBM please clarify?
Answer: These are two different items. Technical requests must be addressed within an hour of the notification of a problem. The very next sentence states “If an issue requires a longer timeframe for resolution, CAPBM must be advised accordingly and an expected reasonable timeframe for resolution must be provided.” This timeframe must match the windows identified in the remainder of Section 3.6.
- 8 Can CAPBM please describe what it means by “follow up analysis” and how CAPBM would facilitate this analysis?
Answer: Section 3.6.2 describes what is required for Follow-up Analysis.

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- 9 Is CAPBM open to providing Cellular data plans or does CAPBM expect vendors to provide cellular data?
Answer:
- CAPBM currently has a cellular data plan, which is for unlimited data for each existing tablet. The Plans are with US Cellular. CAPBM does not expect vendors to provide cellular data – they will utilize these existing data plans.
 - HCS-Keene has their own cellular plan and plan to use their existing plan for the new tablets once they purchase them.
 - SCS Transit currently has its own cellular data plan and would not expect vendors to provide the cellular data; SCS would utilize existing data plans for any tablets or other needs.
 - TCCAP currently has its own cellular data plan and would not expect vendors to provide the cellular data; TCCAP would utilize existing data plans for any tablets or other needs.
- 10 If CAPBM expects vendors to provide Cellular Data is there a preferred Cellular Data provider for the regions the paratransit services cover?
Answer: Please see answer to Question 9.
- 11 Section 4.2.2.2 Antenna Hardware states the need for Antenna Hardware- if the software solution only utilizes tablets and doesn't need an antenna is this still required?
Answer: Please note the first sentence of this section "**If applicable**, the proposed antenna hardware shall help limit the number of antenna hardware to be installed on each vehicle."
- 12 Section 4.2.2.3 On-board Mobile Router Gateway (OMRG) state the need for On-Board Mobile Router Gateway- if the software solution only utilizes tablets and doesn't need an OMRG is this still required?
Answer: This procurement is an RFP – if your solution does not require an OMRG, please state that in your proposal and in the Compliance Matrix and why one is not required.
- 13 Would CAPBM like IVR capabilities for riders for riders trip reservations, check status of existing trips, cancel existing trips, and modify existing trips?
Answer: The IVR requirements are stated in Section 9.3.4. "The PSDS system shall have the ability to interface with an IVR system to provide customer alerts regarding ride reminders and real-time arrival information via IVR system. The IVR shall allow customers to cancel their trips using a series of prompts to identify their trip reservation, cancel the reservations and confirm the cancellation."
- 14 How many vehicles are utilized on an active basis each day?
Answer: Please see the answer to Question 3.
- 15 What is the average number of trips per month?
Answer:
- CAPBM: number of one-way demand-response trips: 2,644 one-way demand-response rides per month, and that number is increasing
 - SCS: Demand Response/Dial-A-Ride service provided 2,959 one-way rides from July 1, 2022 – June 30, 2023. That number has been growing for the current year and SCS anticipates that by June 30, 2024, they will have provided over 3,500 one-way rides
 - HCS: 700-800 rides for Para/DR each month
 - TCCAP: number of one-way paratransit trips per month or per year is 1,300 per month / 16,000 per year
- 16 What is your total count of in-office users?
Answer:
The number of paratransit/demand-response dispatchers, call-takers/reservationists and schedulers are as follows:
- CAPBM: 8 who do all three tasks
 - SCS: 2 now who do all three of these tasks. They hope to hire 1 additional "now," possibly as many as 4 in the future
 - HCS: 3 who do all three tasks
 - TCCAP: 4 who do all three tasks

Question Questions and Answers

- 17 Is there a file size or page limit for the proposal?
Answer: There is no page limitation, but we expect succinct proposal responses that directly address the requirements. In terms of file size, the maximum file size that can be received is 50 megabits, so if your proposal is larger than this maximum file size, please break the proposal into pieces that are below the maximum file size.
- Please note:** If a proposer has to break their proposal into multiple files because of the file size limitation, the subject line of the email proposal submission should include, "email #1 of #xx" to communicate that the proposer is submitting their proposal in multiple files and how many emails CAPBM should expect. It is the responsibility of the proposer to ensure all proposal pieces/files are communicated and transmitted properly.
- 18 Can the vendor provide their own price breakdown in addition to the provided Price Proposal Form?
Answer: Yes, but the Price Proposal Forms in Appendix B must be submitted and will be used to evaluate the response.
- 19 What is the total number of Demand Response Vehicles for each agency?
Answer: Please see the answer to Question 3.
- 20 Due to the complexity of the RFP response requirements, including "**Appendix-C-Specifications-Compliance-Matrix**", and in order to produce a thorough response to your RFP, we would like to request an extension of 2 weeks to the submission deadline.
Answer: No.
- 21 Please confirm the maximum number of booked trips per day for each agency.
Answer: It depends on the specific day of the week. For example, on the day after a holiday, the number of booked trips could be much higher than normal for that day.
- For CAPBM, over the past three months the highest number on any one day was 225. This was the day after New Year's Eve and was the same day that yearly subscription rides were booked. Our average per day is closer to 175.
 - HCS-Keene: 150 per day
 - SCS Transit: 145 per day – SCS anticipates that increases in ridership could put the maximum number of rides per day closer to 175-200 in the future.
 - TCCAP The number of trips per day can vary depending on the weather. The maximum number of booked trips in one day for TCCAP on average is 150.
- 22 Please confirm if the preference is for the vendor to host the system or if the technology will be installed at the agencies' location(s).
Answer: Please see Section 3.1 which states "The selected vendor, referred to as the "Contractor" in the rest of this document, shall provide the hardware and configuration details **for installing the system at a data center proposed by the Contractor (hosted approach).**"
- 23 Please explain what is meant by this section..."Each transportation agency will test the software separately and successfully before subsequently implementing the software. Testing, final implementation and system acceptance are expected to occur over the course of six (6) to 12 months for each agency until all contractual responsibilities are met."
Answer: While one vendor will be selected as a result of this procurement to provide the PSDS system, each agency shall implement the system separately through their own contract with the selected vendor.
- 24 Will electronic signatures be acceptable on the RFP forms?
Answer: Please see answer to Question 2.
- 25 We are interested in understanding if there is openness to reviewing alternative solutions that achieve the same objectives in a different manner.
Answer: Please note that this procurement is an RFP meaning that alternatives that meet the basic PSDS requirements will be considered. If the proposer cannot meet the requirements as stated, please indicate this in the Compliance Matrix with a description of the alternative(s).

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- 26 One of the listed requirements is that source code should be made available. Is this an elementary (mandatory) requirement or there is some flexibility?
Answer: Please review Section 3.2.2 which describes ownership of the source code.
- 27 Can CAPBM please confirm the total number of vehicles that currently requires software licenses for each of the four agencies and does CAPBM anticipate an increase to their fleets in the near future? If yes, how many?
Answer: Please see the answer to Question 3.
- 28 What is the budget for this project, for year one and in subsequent years?
Answer: CAPBM and the other agencies are confident that they each have ample budget available to implement a PSDS system (within the range of the independent cost estimate that was developed for the project).
- 29 Who is the incumbent software provider? Can CAPBM state what current issues it is facing with the incumbent software/service provider?
Answer: The incumbent software is RouteMatch owned by TripSpark. The software is beyond its useful life.
- 30 Does CAPBM require a white-labelled mobile application?
Answer: Please review Section 7.2 Self-Service Communication Channels. A white-labeled mobile app will meet the requirement for a mobile app stated in Section 7.2.
- 31 Is CAPBM willing to purchase the tablet hardware (MDTs) through the vendor? If yes, can you confirm the total number of tablets required for this project?
Answer: Please see the answers to Questions 3 and 6.
- 32 On Page #10, under "Appendix A, 3.2.2 Software" the RFP states "The Contractor shall either (1) provide CAPBM (the licensee) with source code for the software, (2) place the source code in a third-party escrow arrangement with a designated escrow agent, which shall be identified to CAPBM, and which shall be directed to release the deposited source code in accordance with a standard escrow agreement acceptable to CAPBM, or (3) certify to CAPBM that the software manufacturer/developer has named CAPBM (the licensee), as the named beneficiary of an established escrow arrangement with its designated escrow agent, which shall be identified to CAPBM (the licensee)."
a) Can CAPBM please clarify this requirement? Does the vendor need to provide the source code to the CAPBM?
Answer: Section 3.2.2 contains the requirements regarding the source code.
- 33 Can CAPBM please clarify which current mobile fare payment platform it is using, and does the vendor need to integrate with the current fare payment system?
Answer: There are no mobile fare payment platforms operated by CAPBM and the other agencies.
- 34 Are there any fixed-route integrations required for this project?
Answer: Not at this time.
- 35 Can CAPBM elaborate on its marketing and advertisement requirements?
Answer: Marketing and advertising are not part of this procurement.
- 36 What is the expected Go-Live date with the new vendor?
Answer: Proposers should indicate their expected Go-Live date for each agency based on the project management requirements included in the RFP.
- 37 Is there any DBE goal for this project?
Answer: No
- 38 Will The Agency accept electronic signatures on the forms, cover letter, and price proposal?
Answer: Please see answer to Question 2.
- 39 In order to allow bidders to prepare a more customized and informed response to this RFP, can CAPBM please provide an extension for the submission of proposals?
Answer: No.