

South Bend Public Transportation Corporation

RFP No. 2-2018

Addendum #1

2018 Access software RFP questions

1. How many end users require concurrent access to the software? (i.e schedulers, dispatchers, etc.). **Minimum of 4**
2. In the Cost Proposal Forms, the two provided forms on pg. 34 and 35 appear to be the same, could you please clarify the optional alternate is to be for the mobile hardware/software components only? **Please ignore optional alternate form on pg. 35.**
3. Could you please verify the numbers of vehicles required for the core scheduling feature and the optional vehicle tracking component? (Section E, pg. 14, states 20 vehicles. The Cost Proposal Forms state 11 vehicles. 1.1 Purpose and Background states 15 vehicles.) **We have 17 vehicles that require installation, but will have approx.. 15 on the road full time.**
4. For the inclusion of the fixed route stops and data, what is the current fixed route vendor being utilized by Transpo? **Transpo does not have a vendor. Transpo uses GTFS (Google Transit)**
5. Section E, Dispatching-Allow users to easily transfer passenger trips from selected route (s) based on least incremental mileage- could you further explain this requirement/scenario? **If one operator was running behind and multiple operators had open availability, we would like to manually move the trip from one operator to another expecting the software to provide the most efficient choice.**
6. Section G, Reports- how do you define a sponsored trip? **Currently Transpo does not utilize sponsored trips, however it would be defined as a trip paid for by another agency rather than the passenger.**
7. Section G, Reports- is the vehicle location to mean specific addresses? **Transpo would like to be able to "ping" the vehicle in real time and also to have the capability to pull a history via selected parameters.**
8. Regarding the funding for the RFP, can you please describe the funding sources and estimated costs available for the project? **FTA 5307 Funds.**

9. Latest RFP received is Issue Date: 02/01/2018. Please confirm that this is the latest RFP / Addenda available? **Yes**
10. Is vendor registration at the Transpo website ([URL:http://sbtranspo.com/about/procurement](http://sbtranspo.com/about/procurement)) required for proposal submission? **No, Complete attachment 3.6.**
11. Not stated in the RFP, please comment if budget information will be released? **No**
12. Section 1.1 (Purpose & Background), please advise if the number of Paratransit one-way trips per day is available? **No**
13. Section 1.2 (Item F) (Mobile Data Terminals), please confirm that Android tablets are acceptable? **Yes**
14. Section 1.2 (Item K) (Training), would an approximate headcount of Transpo associates who'd attend the training be available? **yes, up to 9**
15. Section 1.2 (Item J) (Installation and Implementation), would an approximate number of client data records currently in the Transpo existing system be available? **Yes**
16. Section 1.6 (Instructions to Proposers), please confirm that zero (0) thumb drive electronic copies of the proposal is requested? **Copies can be submitted via thumb drive or paper copy.**
17. How many days shall this bid be valid for? **Bid will be awarded by 5/31/18.**
18. When & how will proposer receive the responses to these questions? (i.e., direct email, website post, etc.) **Email as an addendum to the RFP.**
19. Regarding bid attachment 3.9, how would Transpo like this form to be utilized? **Anything that differs from the intent section needs to be described in this section.**
20. Does the price proposal need to be in a separate sealed envelope from the technical proposal? **No**
21. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form? **Yes**
22. Is this bid intended to enhance or replace an existing software solution? **Yes, either enhance or replace.**
23. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could? **Vehicle tracking/improved efficiencies.**
24. What are the goals of Transpo surrounding this software upgrade? **Improved efficiencies.**
25. What are the funding deadlines/timelines for this project? **See sec. 1.3 of RFP.**
26. Does Transpo have a preferred cellular network? If so, please provide contact information for our account manager. **Verizon**

27. Is there a consultant involved with this RFP? If yes what is the name of the firm or individual? **None**
28. Does Transpo plan to leave the Mobile Data Terminals (MDTs) within the vehicles at all times, or bring them inside when they are not in use? **Transpo has not made a determination at this time.**
29. Do the current vehicles have any existing MDT's in them? **No**
30. Do you want Ecolane to do all the driver training or are we training the trainers? **Transpo would like to compare the cost between the two options.**
31. If training the trainers, how many of those are there? **5**
32. How many depots do you operate. **3**
33. Do you have any subcontractors? **No**
34. If there are subcontractors, will those subcontractors need go-live support on site? **No subcontractors.**
35. Are any private contractors used to provide trips for Transpo? If yes, how are these contractors paid, by the trip or by the hour? **N/A**
36. Is it permissible to have a site visit prior to submission of the response to the RFP to learn about your system? **No Transpo didn't have one scheduled.**
37. Will Transpo allow proposers to provide a demo of the software before awarding the contract? **Yes, during interview process.**
38. Would Transpo consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products for purchase as a replacement to older IVR technology? **Yes**
39. What are Transpo's expectations related to data conversion? **All data from current system should be able to be in new system (rider info).**
40. Are there any interfaces required to external sources such as medicare? If so, what other external sources? **No**
41. Are there any particular reporting requirements other than the ones requested? **No**
42. Please provide a monthly reporting summary for Transpo? **Total ridership, Revenue, Revenue Hours, Revenue Miles, Total hours, Total Miles, deadhead Hours, Deadhead miles, Cancellations, No Shows, Late Cancels, On time performance, Excessivley long passenger trips. Must be able to print annual NTD reports as well.**
43. Will Transpo be purchasing the vehicle mounts and tablets and providing in-vehicle installation or would Transpo like those included in the bid? **In the bid.**
44. What is the total number of drivers? **15**
45. How many dispatchers does Transpo have? **0**
46. How many reservation agents does Transpo have? **0**

47. How many hybrid positions (i.e., reservation/dispatch scheduling) in one position does Transpo have? **2**
48. Are Drivers and/or Dispatchers represented by a Union? **If so, which Union?**
Drivers-yes (ATU); dispatchers-no.
49. Does Transpo have any commuter routes? **No**
50. Does the service area encompass more than one county? If so, which counties?
St Joseph County, In is the only county.
51. Does Transpo provide group trips? If yes, what percentage of trips are group trips? **Approx. 5-10%**
52. What is the number of paratransit vehicles at peak service? **Currently 15.**
53. Please indicate if there any holidays for no service or reduced service. **Transpo is closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.**
54. On what days of the week are trips provided? **Monday through Saturday.**
55. What are your hours for service? **05:00-22:00 Monday through Friday, 06:30-19:00 on Saturdays.**
56. What are you current Rides per Hour (RPH)? **unknown**
57. What are your average trips per day? **Approx. 325**
58. What is the average trip length? **Approx. 36.3 Min**
59. What is the number of will calls weekly? **Transpo does not do will calls.**
60. What is the weekly average number of declined trips? **10**
61. What is Transpo average number of one-way trips weekly? **Unknown**
62. Does Transpo provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? **Approx. 50%**
63. What is the number of Flex Routes (Deviated Fixed Route) per day and per week?
N/A
64. What is the current size of your client population? **Approx. 300+ client base.**
65. What is the growth rate? **Approx. 12% increase.**
66. On average, how many taxi trips are used per day? **None**
67. On average, how many calls will your call center handle? **unknown**
68. What is the peak number of calls handled per hour? **Unknown**

69. Are we to assume hardware is required for a maximum of 11 vehicles at peak service and would you like to have any spares listed in the cost sheet. **We are requesting for a total of 17 vehicles currently and would like to have at least 3 spares.**

70. A. General description: Our solution is web-based Windows.NET application with a Microsoft SQL Server backend on Amazon Web Services. We use Google Maps for mapping and scheduling. It is a hybrid browser/desktop application with some components running in the web browser and some portions requiring the full power of the desktop. Does this meet the requirement? **To the best of our knowledge- yes, Transpo is in the process of upgrading to Hyper Converged Infrastructure (HCI).**
71. C. Client Features: For each client, the software shall display... What is the data required to meet sponsor specification? **We don't currently handle sponsors.**
72. What data is required to meet "ADA category" specification? **Eligibility: unconditional, conditional, and/or temporary approved.**
73. D. Routing and scheduling. Does the "real-time traffic" specification relate only to immediate on-demand ride requests? **We don't schedule same day appointments. This would apply if we were to re-arrange stops from one operator to another.**
74. D. Routing and Scheduling; Does the confirmation number need to be customizable? **No**
75. D. Routing and Scheduling; What GIS filetype will be provided for the fixed route maps? **Our fixed route maps and schedules are in PDF format.**
76. What software system is currently hosting the fixed route data? **Transpo does not have any software for the Fixed Route buses.**
77. D Routing and Scheduling; Prompt to automatically find an earlier or later time for scheduling when a requested time is not available. How many other feasible times are required to meet this specification? **We can schedule up to an hour either before or after the requested time.**
78. Is there a time span limitation on how far the negotiated time can be adjusted? **1 Hour either before or after the requested time.**
79. E Dispatching; Does the fixed route software system provide an API for 3rd party systems? **N/A**
80. E Dispatching; Can multiple stops at a single location be shown at closer zoom levels? **Yes**
81. E Dispatching; Can drivers change their scheduled breaks from the field? **No, this would be directed by the dispatcher.**
82. How many breaks per route are required? **Minimum of 1 hour.**
83. Do the peak hour traffic periods need to be customizable? **Yes.** Google Maps takes into consideration peak hour traffic and traffic at the time the reservation is made. Does that meet this requirement? **Yes**

84. Is a digital map interface required to designate construction areas and traffic pattern changes? It would be something **Transpo would consider based on price.**
85. Mileage intervals and odometer readings are recorded automatically on our MDT for each driver action (arrivals, pickups, drop-offs, etc.) within our system. Should drivers have the ability to override this data? **No**
86. Can riders bypass dispatch and contact drivers directly to make advanced cancellations? **No, this must be handled through dispatch.**
87. How does Transpo define a late client boarding? **After 5 min. it is considered a no-show.**
88. What are the requirements regarding “color coding” on the MDT software? **Transpo would like to indicate if a schedule change was made it would be highlighted, if the ride requested has a mobility device, Any colors would be fine as long as the colors were different and easily readable.**
89. Shall drivers have the option to color code trips via MDT settings? **Yes**
90. How far in the past shall location reports be made available? **Minimum of 30 days.**

With regards to mapping there are really three options, which one would you prefer?

- a. Upfront license purchase- **provide cost**
 - b. Transaction based map- Bing maps (\$.01 per geocode/transaction) or Google maps (\$.01 per geocode/transaction). **No**
 - c. Provide your own map
91. Regarding costs shall not be based in any way on time usage of the system; number of trips scheduled or completed mileage, or any other measurable element.” How does Transpo envision vendors pricing this out? **Fixed price for software and pay for wifi connection.**
92. Would Transpo consider a vendor that uses licensing characteristics? If so, what’s the maximum number of trips and the number of vehicles that Transpo would like to put tablets on? **17**
93. With respect to installation of the optional MDT’s
- a. What is the minimum and maximum number of vehicles available for installation per day. **It would depend on the day. It would have to be scheduled. Most likely on a late evening or weekend.**
 - b. What is the location where installation would take place? **Transpo, 1401 S. Lafayette, South Bend, In 46613**
 - c. During what hours will the vehicles be available for installations (i.e weekdays or evenings/weekends)? **It would depend on the day. It would have to be scheduled. Most likely on a late evening or weekend. 10-15 per day.**

- d. Will a driver be provided to move vehicles for installation and testing purposes? Yes at an agreed upon time as with the other installations.