

## RFP for Transit Scheduling Software: Addendum Q&A

Bidder's Conference Q&A	
Questions	Answers
Are you looking for a pre- and post- check or a full maintenance software system that is built in?	<b>Donna Moore [Transportation Director]:</b> A full maintenance software that is built in that we can track repairs and oil changes. That we can also track the cost of the repairs.
Would you also like the ability to track all parts and so forth that you might have on hand?	<b>Donna Moore [Transportation Director]:</b> We do not have any on hand. We sub out any of our maintenance. But for our accounting, we need to have the ability to track any repairs and the cost of those repairs and who the repair shop was. Nic if you want to add anything on the finance side please feel free. <b>Nic Gray [Finance Department]:</b> Yes, so the main thing we are looking for on the maintenance tracking is to be able to track the maintenance expenses per vehicle and also be able to identify preventive maintenance schedule, miles between oil changes and things of that nature. Basic needs that type of information for vehicle repairs. We also want to make sure we have the pre- and post- checks with it also.
I'm assuming you would like the ability to be notified when maintenance checks are coming up for vehicles and so forth?	<b>Donna Moore [Transportation Director]:</b> Yes.
Would you want that to be done through telematics or just a GPS-type of system on the mileage that comes up for the maintenance repairs? Such as oil change, tire rotation, anything that's a scheduled maintenance done by a mileage.	<b>Donna Moore [Transportation Director]:</b> It would just need to be intergraded into the software. And if that is GPS tracking on mileage and send notifications to a maintenance supervisor were he can pull it up and keep track of that.
Usually an in depth, extensive fleet management from beginning to end of the vehicles life, is that what you guys are looking for or is that an optional, over and above, on what you were talking about on oil changes, parts, repairs that were made? Or something more robust or in-depth as an option?	<b>Donna Moore [Transportation Director]:</b> The problem is we need to have something to track it when we enter the vehicles in and throughout the life of the vehicle. So we just purchased three new vehicles, we would need the ability to add those and then they would track them until we were able to dispose of those vehicles.
How heavy do you think this solution is going to be? More medical ADA type of solution? When I read the RFP it was in one paragraph then I saw it in another paragraph were you are asking for {unclear} to download medical trips. Is that further down the line or are you looking for it to be part of the solution now?	<b>Donna Moore [Transportation Director]:</b> No, we do nonemergency medical. We do individual VA. So we would need the ability for the software to adapt to the type of trips that we provide service for at the beginning.

<p>How many types of trips do you provide now, besides the medical or nonmedical and regular transit trips?</p>	<p><b>Donna Moore [Transportation Director]:</b> We do anywhere from 6500 to 7500 trips a month as average right now. We need a software that is going to be able to accommodate our growth. We have seen significant growth over the last year and we are assuming we are going to continue to grow and we need some software that is going to adapt to that with us.</p>
<p>So do you see your trip growth going to 10,000 trips, in a couple of years, per month?</p>	<p><b>Donna Moore [Transportation Director]:</b> Yes, that's what we are aiming for, yes.</p>
<p>Is it possible to get a sample of your PTN-128 report please?</p>	<p><b>Nic Gray [Finance]:</b> Yes, that's public information. We just need a formal request on that before we can provide.</p>
<p>Is that a form that I can get from the website, or is that an email request?</p>	<p><b>Nic Gray [Finance]:</b> Yes, if you can message Donna then she can provide that for you.</p>
<p>Is a native app for iOS and/or android required, or would you be okay with a web-based solution?</p>	<p><b>Donna Moore [Transportation Director]:</b> We're going to need an app that is going to work for our mobile devices.</p>
<p>It appears there are iPads in each of the vehicles, is that correct?</p>	<p><b>Donna Moore [Transportation Director]:</b> We use iPads, yes.</p>
<p>The RFP does not mention much about the current situation in Crowell, what services are being provided and who is the software provider right now?</p>	<p><b>Donna Moore [Transportation Director]:</b> Passio ParaPlan.</p>
<p>Just to confirm, the number of vehicles is 50, right?</p>	<p><b>Donna Moore [Transportation Director]:</b> We have more vehicles. So we would need to be able to, if one went out of service or if we were able to get rid of one we could subs others in without any extra cost.</p>
<p>If the pricing is based upon number of vehicles, how many vehicles should we price it for?</p>	<p><b>Donna Moore [Transportation Director]:</b> We have 50 total vehicles in use each day, but that could go up with the number of trips we increase.</p>
<p>The RFP mentions the ability to intergrade to Medicaid contractors as well as other entities, could you explain more on what you're envisioning here and what specific integrations would be needed on that end?</p>	<p><b>Donna Moore [Transportation Director]:</b> We need to be able to write our own reports, list our own amounts for the trips from each Medicaid provider. We have access to care, motive care, and also safe ride. So we would need to be able to enter that data on our own without having to sub-source it, or wait for a 24-hour/48-hour turnaround for trip prices. And if there were any changes within us accumulating another Medicaid provider at a future time.</p>
<p>Would you need integrations to each of those three Medicaid broker portals? Or do you just need the ability to pull the trip data?</p>	<p><b>Donna Moore [Transportation Director]:</b> We need integration to the portals.</p>
<p>Is there a deadline on questions?</p>	<p><b>Donna Moore [Transportation Director]:</b> The deadline for question submissions is October 25<sup>th</sup>. The final addendum will be posted on October 26<sup>th</sup> on our website.</p>

## Emailed Q&A

Questions	Answers
Please expand on the requested level of integration with Medicaid contractors	<b>Donna Moore [Transportation Director]:</b> Full level of integration with Medicaid contractors.
Is RPMC currently using any supplemental providers in addition to the 50 dedicated vehicles? If not, would RPMC be interested in software that could coordinate multiple providers?	<b>Donna Moore [Transportation Director]:</b> No. No.
To confirm, proposers should include the cost of procuring and maintenance of GPS/AVL hardware for 50 vehicles?	<b>Donna Moore [Transportation Director]:</b> No. GPS should be a part of the software. Once a driver enters into a vehicle it will be able to track that driver/vehicle using the app or MDU.
Please provide the Vehicles in Maximum Service.	<b>Donna Moore [Transportation Director]:</b> 50 vehicles currently.
Per section X.i. of the RFP: as those forms are not included in the RFP documents, are you looking for a statement of confirmation that proposers are certified to do business given those requirements?	<b>Donna Moore [Transportation Director]:</b> Refer to PTN-130
For migrating data from your current system, may we know what is the current software system that RPMC is using?	<b>Donna Moore [Transportation Director]:</b> Passio ParaPlan
In section on 'Driver Management / Credentialing – <i>“Ability to store driver information and send automatic notifications”</i> – What notification is this referring to and who should be getting these notifications?	<b>Donna Moore [Transportation Director]:</b> Email notifications. The notifications will be going to Dispatcher to Driver and Driver to Dispatcher.
<i>“System should check driver qualifications by license type.”</i> – Please elaborate what qualifications are you referring to.	<b>Donna Moore [Transportation Director]:</b> CDL and Non-CDL licenses.
In section on 'Contractor Management' – please elaborate on the role of the contractor and what kind of complaints should be tracked?	<b>Donna Moore [Transportation Director]:</b> RPMC should be able to track complaints from clients and Medicaid contractors.
On page 7, under section <i>“REQUIRED ELEMENTS IN RESPONSE FORMAT”</i> , please elaborate on 'Demographics on 5310 Data'. We understand 5310 Transportation refers to 'Transportation for Seniors and Persons with disability'. Besides their age/DOB and disability type, what other kind of demographic information would you want to capture?	<b>Donna Moore [Transportation Director]:</b> The demographic information RPMC needs to capture is the following: Age, Gender, Ethnicity, and Income.
Under 'Passenger Management', you mention that system should generate warnings for underage riders. Are you referring to alerts during reservation booking process if the client is underage? Please elaborate.	<b>Donna Moore [Transportation Director]:</b> Yes, during reservations booking dispatchers should be alerted that the trip is for under age riders.
How many days should the bid be valid for?	<b>Donna Moore [Transportation Director]:</b> 30 days
Does the price proposal need to be in a separate document from the technical proposal?	<b>Donna Moore [Transportation Director]:</b> All proposals need to be in one document.

What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?	<b>Donna Moore [Transportation Director]:</b> Refer to the General Information in the RFP.
What are the goals of (agency) surrounding this software upgrade?	<b>Donna Moore [Transportation Director]:</b> Refer to the RFP.
What is the funding source for this project?	<b>Donna Moore [Transportation Director]:</b> TXDoT
Does ROLLING PLAINS provide any other types of service that may be used by the awarded solution?	<b>Donna Moore [Transportation Director]:</b> No.
Does ROLLING PLAINS have an Interactive Voice Response (IVR) system currently? If so, who is the current IVR system with? What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish? Is it an onsite server or hosted solution?	<b>Donna Moore [Transportation Director]:</b> No.
Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?	<b>Donna Moore [Transportation Director]:</b> No.
How many in office users will you have?	<b>Donna Moore [Transportation Director]:</b> 11
Do you want the chosen vendor to do all the driver training or are we training the trainers? If training the trainers, how many of those are there?	<b>Donna Moore [Transportation Director]:</b> 1 trainer.
How many depots do you operate if more than 1?	<b>Donna Moore [Transportation Director]:</b> 12
How many subcontractors do you work with? Will those subcontractors need go-live support on site?	<b>Donna Moore [Transportation Director]:</b> None.
What is your agency expectations related to data conversion from the Route Match system, aside from the 4 years of trips you have required?	<b>Donna Moore [Transportation Director]:</b> RPMC does not have a Route Match system.
Are there any interfaces required to external sources such as Medicare? If so, what other external source	<b>Donna Moore [Transportation Director]:</b> SafeRide, Access2Care, ModernCare
What is the total number of Drivers to be trained? How many of these are volunteers?	<b>Donna Moore [Transportation Director]:</b> 1 trainer.
How many dispatchers does your agency have?	<b>Donna Moore [Transportation Director]:</b> 3 dispatchers.
How many reservation agents does your agency have?	<b>Donna Moore [Transportation Director]:</b> Zero.
How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?	<b>Donna Moore [Transportation Director]:</b> 1.

Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?	<b>Donna Moore [Transportation Director]:</b> No.
Does the service area encompass more than one county? If so, which counties (other states as well)?	<b>Donna Moore [Transportation Director]:</b> Texas and Oklahoma.
How many group trips do you currently provide per week? What percentage of all trips are group trips?	<b>Donna Moore [Transportation Director]:</b> Shared Ride Systems.
What is the maximum number of paratransit vehicles at peak service on any given day?	<b>Donna Moore [Transportation Director]:</b> 50.
Are driver tablets and mounts required to be included and if so, would it be for 50 vehicles?	<b>Donna Moore [Transportation Director]:</b> No.
Should vendors provide pricing on their own price sheets?	<b>Donna Moore [Transportation Director]:</b> Yes.

**The following questions are not applicable to the RFP:**

Please indicate if there are any holidays for no service or reduced service.
On what days of the week are trips provided?
What are your hours of service?
What are your current Rides per Hour (RPH)?
What is your average number of trips per day?
What is the average trip length?
What is the number of will-calls weekly?
What is the weekly average number of declined trips?
What is average number of one-way trips provided weekly?
Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?
What is the current size of your client population?
What is the peak number of calls handled per hour?
What are the minimum insurance requirements?
What is the budget for this project?
What are the funding deadlines/timelines for this project, ie, when does the money need to be spent?
Does ROLLING PLAINS have a preferred cellular network? If so, please provide contact information for our account manager.
Are any private contractors/subcontractors used to provide trips for (agency)? If yes, how are these contractors paid, by the trip or by the hour? Will (agency) allow proposers to provide a demo of the software before awarding the contract?
Please provide 1 year of monthly reporting summaries for your demand response system.