RIO METRO
REGIONAL TRANSIT DISTRICT

REQUEST FOR PROPOSALS

ADDENDUM 1
Issued: January 18, 2019

PURCHASE OF PARATRANSIT SCHEDULING SOFTWARE AND HARDWARE

Procurement No.: RFP #2019-02

Issued: January 9, 2019
Pre-Proposal Conference: January 24, 2019, 1:00 – 4:00 PM (MST)
Proposal Due Date/Time: February 13, 2019, 2:00 PM (MST)

1.   Is a USB (flash drive) an acceptable form to submit digital copies of the response on?

        Yes

2.   Will there be a conference call setup for the pre-bid conference for those that cannot attend in person?

        Yes – see Webex instructions below

        Scheduling Hardware/Software Pre-Proposal Conference

        Hosted by Mrcog Webex

        January 24, 2019

        Thursday 1:00 pm | 3 hours 30 minutes | (UTC-07:00) Mountain Time (US & Canada)

        Meeting number: 731 970 517

        Password: Buses

        https://mrcog-nm.webex.com/mrcog-nm/j.php?MTID=md019705e283d73771f446b5ecca04e9b

        Join by phone

        +1-240-454-0887 US Toll

            Access code: 731 970 517

3.   Can a USB containing additional materials and videos be included with our proposal for better understanding of our software?

        Yes

4.   Does the price proposal need to be in a separate sealed envelope from the technical proposal?

        Yes

5.   Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?

        Yes, however, the evaluation will be made based off the pricing provided in Attachment A of the RFP.

6.   What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?

> Have our own scheduling system which is not shared with other agencies. Not cloud or web based, riders cannot use the internet or IVR to cancel rides or check ride status increasing the number of calls that come into Dispatch. Improve the scheduling of commuter/fixed routes with the capability to add deviated fixed routes, ability to use open map to better geo-code addresses to be able to efficiently schedule more trips. Improved Customer Service to resolve software related issues.

7.   Does RMRTD have a preferred cellular network? If so, please provide contact information for our account manager.

> Currently RMRTD utilizes Verizon.

8.   Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

> No

9.   Does RMRTD plan to leave the Mobile Data Terminals (MDTs) within the vehicles at all times, or bring them inside when they are not in use?

> No, the drivers bring the tablets into the division at the end of their shift.

10.   Do the current vehicles have any existing MDT's in them?

> No, tablets are being used as the MDT.

11.   How many in office users will you have?

> Refer to 2.5.3 Scheduling Software for number of users.

12.   Do you want the chosen vendor to do all the driver training or are we training the trainers?

> Yes. Refer to 2.5.10 Documentation and Training.

        a.   If training the trainers, how many of those are there? N/A

13.   How many depots will be involved in this project?

> Refer to 2.3 – Technology and Infrastructure – Network

14.   Do you have any subcontractors that need to be part of this project? No

        a.   If there are subcontractors, will those subcontractors need go-live support on site? N/A

15.   Are any private contractors/subcontractors used to provide trips for RMRTD? If yes, how are these contractors paid, by the trip or by the hour?

> No

16.   Will RMRTD allow proposers to provide a demo of the software before awarding the contract?

> Refer to 3.1 – Sequence of Events

17.   Would RMRTD consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products for purchase as a replacement to older IVR technology?

Refer to 2.5.6-Mobile App/Online Viewer (Optional), 2.5.7 – Mobile App/Online Rider Trip Management (Optional) and 2.5.8 – Interactive Voice Recognition (IVR) – (Optional)

18.   What is RMRTD expectations related to data collection? Is data to be pulled directly from the current solution, or can it be pulled remotely by the chosen vendor?

Refer to 2.5.9 – Reporting

19.   Are there any interfaces required to external sources such as Medicare? If so, what other external sources?

Not at this time.

20.   Are there any special reporting requirements other than the ones requested?

Refer to 2.5.9 – Reporting

21.   Please provide a monthly reporting summary for RMRTD. As of November 2018

22.   What is the potential time frame for this project to be implemented?

System acceptance is tentatively scheduled for October 2019.

23.   When would RMRTD want/expect to "Go Live" with software system implementation?

December 13, 2019

24.   Will RMRTD be purchasing the vehicle mounts and tablets and providing in-vehicle installation or would RMRTD like those included in the bid?

Refer to Attachment A – Pricing Schedule

25.   What is the total number of Drivers?

Mode	Monthly Ridership	Avg. Weekday Ridership	ADA Ridership (%)	Avg. Passenger Trip Length	Passenger Trips per Vehicle Revenue Hour
Sandoval Dial-A-Ride	1,991	105	25.1%	6.4	2.3
Valencia Dial-A-Ride	3,338	176	17.4%	8.8	2.8
Valencia Commuter/Fixed	1,252	66	N/A	10.5	3.7
Total	6,581	116	N/A	8.6	2.9

Refer to 2.1.1. RMRTD Organization & Staffing of Services

26. How many dispatchers does RMRTD have?

Refer to 2.1.1. RMRTD Organization & Staffing of Services

27. How many reservation agents does RMRTD have?

None

28. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does RMRTD have?

Refer to 2.1.1. RMRTD Organization & Staffing of Services

29. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?

No

30. Does RMRTD provide group trips? If yes, what percentage of trips are group trips?

Sandoval Division - less than 3% and Valencia Division – less than 2%

31. What is the maximum number of paratransit vehicles at peak service on any given day?

Sandoval Division – 8 and Valencia Division - 13

32. What is the maximum number of Fixed Route vehicles each day?

Sandoval Division – 0 and Valencia Division – 5 (includes fixed/commuter)

33. What is the maximum number of Shuttle Route vehicles per day?

None

34. Please indicate if there are any holidays for no service or reduced service.

Refer to Rio Metro's website http://www.riometro.org/180/Holidays

35. On what days of the week are trips provided?

Refer to 2.1.5 – Days and Hours of Operation

36. What are your hours of service?

Refer to 2.1.5 – Days and Hours of Operation

37. Is it possible to remove the page limit restriction? No. If not, can it be increased? Yes. The page limit restriction will be increased to 200 pages.

38. Are required forms included in the page limit restriction? If so, can they not be included?

Refer to 4.3.1 Proposal Organization

39. How many contracts are possible from this RFP?

One (1)

40. Is it possible for a vendor to only bid on portions of the RFP? Such as only the dial a ride, commuter, or fixed route portion?

No

41.   Do Dial-a-ride buses have signs on them that will need to be interfaced with for the dial-a- ride solution?

Refer to 2.3 – Technology and Infrastructure – Destination Signs

42.   Can you please list the counties that are included in your service area?

Refer to 2.1 Background Information

43.   Trip and Call Volumes?

Refer to 2.1.3 – Current Ridership for Trips

Sandoval Division Call Volume – 120 per day and Valencia Division Call Volume – 280

44.   What are your current Rides per Hour (RPH)?

As of November 2018:

Dial-A-Ride Sandoval Division – 2.3

Dial-A-Ride Valencia Division – 2.8

Fixed/Commuter Valencia Division – 3.7

45.   What is your average trips per day?

As of November 2018:

Dial-A-Ride Sandoval Division – 105

Dial-A-Ride Valencia Division – 176

Fixed/Commuter Valencia Division – 22

46.   What is the average trip length?

As of November 2018:

Dial-A-Ride Sandoval Division – 6.4

Dial-A-Ride Valencia Division – 6.8

Fixed/Commuter Valencia Division – 10.5

47.   What is the number of will calls weekly?

Unclear as to what information is being requested. The Sandoval Division is the only division that provides same day service and it is 2% of their total trips. Refer to 2.1.7 – Reservations, Scheduling and Dispatch Table 3

48.   What is the weekly average number of declined trips?

Dial-A-Ride Sandoval Division – 2.48

Dial-A-Ride Valencia Division – 4.35

49.   What is RMRTD average number of one-way trips weekly?

Dial-A-Ride Sandoval Division – 10

Dial-A-Ride Valencia Division – 50

50.	Does RMRTD provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?

Refer to 2.1.7 – Reservations, Scheduling and Dispatch Table 3

51.	What is the number of Flex Routes (Deviated Fixed Route) per day and per week?

None at this time. However, by time of implementation of the scheduling software one (1) deviated fixed route will be operating Monday-Friday out of the Valencia Division.

52.	What is the current size of your client population?

For Dial-A-Ride client population refer to 2.1.2 – Eligibility and Eligibility Determination

a.	What is the growth rate?

Dial-A-Ride services in Sandoval Division – 2% and Valencia Division – 4%

53.	On average, how many taxi trips are used per day?

None

54.	On average, how many calls will your call center handle?

Rio Metro does not have a call center. Dispatch at Sandoval and Valencia Divisions answer calls.

a.	What is the peak number of calls handled per hour?

Sandoval Division – peak hours for calls is 8:00 a.m. – 11:00 a.m. – 20 calls per hour

Valencia Division – peak hours for calls is 7:00 a.m. – 12:00 p.m. – 40 calls per hour

55.	Is the pre-proposal conference on Jan 24th required? No If so, is in-person attendance required? No

a.	If in-person attendance is not required, will RMRTD provide call-in information for the pre-proposal conference? Yes, see above question #2

56.	Does RMRTD have a specific date that is being targeted for System Acceptance? October 1, 2019

57.	Whether Companies from Outside USA can apply for this? (Like, from India or Canada) Yes, companies outside the US can submit a proposal.

58.	Whether we need to come over there for meetings?
A proposer does not need to attend the pre-bid, but would have to be present if selected to demonstrate their product.

59.	Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada) Yes, as long as it meets Rio Metro's requirements. The selected proposer would need to have staff onsite during the transition and for training.