

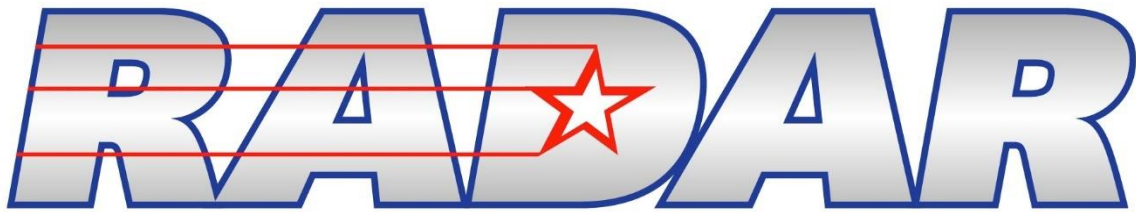
Request for Proposal

RFP # 2024-01

For: Transit Scheduling Software

AMENDMENT 3

Additional Vendor Questions and Answers and Revision to RFP



RADAR

P.O. Box 13825

Roanoke, VA 24037

RFP # 2024-01 Amendment 3

Additional Vendor Questions and Answers

- Would electronic signatures be acceptable on the forms?
 - Yes
- What are the maximum vehicles at peak service for paratransit and microtransit?
 - 40 for paratransit; 8 for microtransit
- Could you please extend the page limit to 50 pages?
 - Please see previous answers provided in Amendment 2.
- Does the proposal page limit include attachments / appendices and resumes / case studies (etc.)?
 - Please see previous answers provided in Amendment 3.
- Does the price proposal need to be in a separate document from the technical proposal?
 - No.
- Is there a DBE requirement/goal for this project?
 - No
- Can you please confirm if SOC 2 compliance is a requirement for vendors and underlying hosting platforms?
 - It is not a requirement.
- What is the DBE (Disadvantaged Business Enterprise) goal for this project?
 - If there is a DBE goal, do vendors need to be DBE certified in Virginia to submit a proposal?
 - No specific DBE goal.
- The fleet consists of 80 active vehicles, including school buses, cutaway shuttle vans, raised roof vans, and minivans, and currently operates in 12 localities, providing more than 140,000 rides annually. Will all 80 vehicles serve the entire area, or will they be allocated to specific localities? If the latter, please provide a list of localities along with the number of vehicles deployed in each.
 - Mountain Express (Covington, Clifton Forge, Alleghany County):
 - Three vehicles (two main BOC 12x2s and one spare)
 - PART (Martinsville, Henry County):
 - Four vehicles (three main BOC 16x2s and one spare)
 - Maury Express (Lexington, Buena Vista, Rockbridge County):
 - Three vehicles (two main BOC 12x2s and one spare)

- The remaining vehicles are garaged at our Roanoke headquarters and operate various modes in the Greater Roanoke region.
- Can the Agency provide test data, such as trips, pickups, drop-offs, etc., to create simulations?
 - This will be discussed during negotiations with potential awardees.
- How many vehicles are used for RADAR's deviated fixed-route services, or are these services also provided using the same 80 vehicles?
 - They are part of the 80 vehicle fleet. A maximum of seven are in operation at any one time.
- What kind of tablets are installed in the vehicles?
 - Various models of Samsung Tabs
- Does the Agency require an Agency-labeled customer-facing smartphone application?
 - No.
- Does the Agency want to install hardware for automated passenger counters (APCs)?
 - Not at this time.
- What is the tentative Go-Live date?
 - Early 2025.
- To allow bidders to prepare a more customized and informed proposals for this RFP, can the Agency please provide an extension for the submission of proposals?
 - Please see answers provided in Amendment 2.
- Does the current 25-page limit include the cover letter, SLSA, marketing materials, references and case studies etc.
 - Please see answers provided in Amendment 2.
- Does the price proposal need to be in a separate document from the technical proposal?
 - No.
- Can RADAR identify the existing Passengers per Vehicle Hour for each service?

AGENCY	TRIPS/HOUR
TAP HEAD START	3.17
TAP FIELD TRIPS	10.46
LOA DINERS CLUBS	8.53
PART	4.80
MAURY EXPRESS	2.90
S.T.A.R.	1.99
METROFLX	0.78
FERRUM	0.48

MOUNTAIN EXPRESS	1.97
MODIVCARE	2.62

- Does RADAR have a target Productivity (Passengers per Vehicle Hour) for this program/service?
 - No.
- Although this was mentioned in the Pre-Proposal conference, can RADAR confirm the annual ridership by service type?

<u>AGENCY</u>	<u>TOTAL</u>
TAP HEAD START	2,709
TAP FIELD TRIPS	106
LOA DINERS CLUBS	2,713
PART	33,792
MAURY EXPRESS	16,780
S.T.A.R.	73,772
FERRUM	296
MOUNTAIN EXPRESS	10,127
METRO FLX	8,000
MODIVCARE	4,250

- Can RADAR provide a ridership forecast for the next 6-12 months by service?
 - RADAR anticipates a 5% overall increase in ridership over the next six to 12 months.
- Are there any benchmark datapoints that can be shared and targeted as goals? (i.e., Cost / Passenger, Ridership, PVH, etc.).
 - RADAR has no current goals for these metrics.
- “RADAR is soliciting proposals from experienced scheduling software vendors who can use real-time scheduling algorithms and logic-based responses, and continuous monitoring and data analysis, to manage real-time and in-advance bookings and dynamic routing to create optimal schedules for our transit fleet.” Based on this requirement, we assume that “real-time scheduling algorithms” means optimizing all itineraries every 1-5 minutes regardless of whether a trip is booked on-demand or advanced reservation. Can RADAR confirm our interpretation of “real-time scheduling algorithms?”

- RADAR is searching for a solution that can provide as close to “real-time” as possible. Respondents should indicate their capabilities in their proposal.
- Does RADAR envision that trips are instantly assigned to future driver’s manifests at the time of trip booking?
 - This is up to the offeror to suggest.
- Are there any additional forms we need to fill out or sign in reference to this RFP? We didn't notice any other forms besides section 4.1.
 - Recognition of released amendment forms.
- Can we extend the price limit to 35 pages? If that's agreeable, we could also omit the Price Limit Capacity page and our standard MSA to make it fit.
 - Please see previously released answers in Amendment 2.
- How many vehicles does RADAR plan to operate using the new technology platform, for each of the paratransit and microtransit services?
 - We would like the entire fleet to have coverage for maximum flexibility but realize this might require a multi-phased approach.
- Does RADAR have a cost proposal/pricing form that it would like respondents to use?
 - No.
- Considering a project kickoff of October 4, 2024, please provide the preferred launch date for each service.
 - Early 2025: paratransit and micro transit
 - Later 2025: all other services
- Can the 25-page limit be increased to 75-pages to account for the technical requirements and project implementation plan? Can additional information be included as an appendix?
 - Please see previously provided answers in Amendment 2.
- Can you please clarify the following requirement; *4. In the case of Computer-Aided Dispatch / Automatic Vehicle Location(CAD/AVL) data is not available for vehicles, the software shall provide a solution to allow the rider to still receive real time information based on GPS and historical data.*
- Can you please provide more information on the following requirement; *e. Software shall be compatible and able to integrate Medicaid trips through the Modivcare system.*
 - The system needs to allow for either automatic or manual entry of trips through Modivcare’s trip portal.
- Can you please clarify the following requirement as to why historical data would remain in RouteMatch and not the new software platform? *5. Historical Data Management: Software’s database shall*

be compatible with RADAR's current database hosting historical data from RouteMatch.

- The data can be moved so long as it is both compatible with the new system and accessible by RADAR.
- Can you please clarify the following requirement regarding integrating with Via's app. Is the intention to use Via's app and not the Rider application of the selected software vendor? *b. Integration Plan: The vendor shall supply an integration plan with the technical requirements, data exchange protocols, and timelines for integrating the scheduling software with Via's app, if applicable. This includes ensuring compatibility, real-time data synchronization, and a unified user interface for passengers accessing transit information and booking services.*
 - Please see RFP revision in Amendment 3.

RFP Revision

Section 2.3.5.1.b Transition and Implementation – Integration Plan has been deleted from the Request for Proposals.

A signed and dated copy of this amendment must be included as part of the proposal package.

Signed confirmation by offeror

Printed Name and Title

Offeror

Date