RFP-010-24 FOR PARATRANSIT SOFTWARE

Q&A for Answering Supplier Questions[1]

No.	Questions	Answers	Additional Information
1.	Do I need to hold MBE certification from the State of Maryland to participate in this bid solicitation?	No.	Please see Section B. point 27. Evaluation criteria in the bid solicitation.
2.	Why is hardware cost mentioned in the bid proposal when the company is asking for software?	Hardware purchase costs should be included in any submitted proposal which requires or recommends the use of additional hardware as part of the overall software solution proposal. For example, as indicated in scope of work specification #6 (mobile data terminals (MDTs) / tablets and vehicle tracking), a commodity tablet, smartphone, or proprietary device may be used by paratransit vehicle operators to indicate details and locations regarding client pick-ups / drop-offs. Hardware costs as part of a submitted proposal may or may not be required depending on the specific solution being proposed.	
3.	A mobile app would be beneficial for the riders. Could I add it to the scope of work or specifications? If yes, could I provide you with all the costs, including and excluding the mobile app, to facilitate a viable	No. See Section B. point 12. Multiple and/or alternate proposals.	In relation to mobile apps, scope of work specification 11 (software requirements) indicates specifically that compatibility with the Transit app through defined data standards (GOFS, GTFS-flex, or other proprietary APIs that offer similar

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[1] These answers are informational and don't change the RFP-010-24 For Paratransit Software.

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	decision-making process for everyone involved?		information to third-party systems) is required.
4.	Does this solicitation have any restrictions on the geographic location of potential suppliers?	No. However, please make sure that you are abiding by all local, state, and federal laws that are relevant to the business operations and the responsibilities under this contract.	Refence: Section A. point 20 (compliance with Law) and Section B. point 22. (Verification of Registration and Tax payment).
5.	Whether we need to come over there for meetings?	Yes, depending on the circumstances.	
6.	Does this RFP have any restrictions on the geographic location where the tasks can be performed?	Some tasks may require an on-site visit.	
7.	Can we submit the proposals via e-mail?	Yes. You will find the instructions for doing so in Addendum No. 1.	Section A. point 8. (Submission and Instructions) in the bid solicitation is still important.
8.	Can the bidder attach a separate pricing sheet (showing the breakdown of itemized costs) along with the one provided in the RFP?	Yes.	
9.	There are several references to the Pre-Bid meeting throughout the RFP, but it is also noted that there will be no Pre-Bid Meeting. Can RTA confirm?	There is no Pre-Bid Meeting.	Section B. point. 1. in the bid solicitation.
10.	What is the total coverage area of the service? Can RTA identify the	RTA paratransit services (branded as RTA Mobility) serves the citizens of Howard, western Anne Arundel and northern Prince George's counties, and the City of Laurel. RTA	

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	number of zones in which this service would operate?	Mobility service includes two distinct services, ADA Service and GPT Service. ADA paratransit service fulfills our obligation to provide complementary paratransit service within ¾ of a mile of all RTA fixed route bus service, and mirrors bus service in terms of the service times and days of operation. General paratransit (GPT) service is available to Howard County residents, where all trips must begin or end within Howard County or certain Baltimore City medical facilities (available only Mondays, Wednesdays, and Fridays). All GPT rides are delivered between 8:00 AM and 5:00 PM, weekdays only.	
11.	Can RTA confirm that 30 vehicles are utilized during peak times? How many vehicles are utilized on average? Does RTA operate all these vehicles directly?	Approximately 25 vehicles are utilized during peak times, on average, and all vehicles are operated directly by RTA. RTA also contracts with taxicab companies to provide supplementary services as passenger need dictates, and assigns/transfers rides that exceed in-house capacity to taxicab contracts on an as-needed basis.	
12.	How many service days per year does RTA operate? How many service hours per day?	RTA operates 362 days a year and is only fully closed on New Year's Day, Thanksgiving Day, and Christmas Day. RTA paratransit operates ADA paratransit service seven days a week (from approximately 6 AM until 11:30 PM, depending on when bus service is also operating), and GPT service Monday-Friday (8:00 AM until 5:00 PM).	
13.	Does the RTA have a target Productivity (Passengers per Vehicle Hour) for this program/service?	Two trips per hour.	
14.	What is the overall contract duration of the project? Is the contract extendable?	Any contract(s) resulting from this RFP shall be eligible for a one (1)-year extension for up to three (3) additional terms and may be approved upon mutual agreement.	

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15.	What is the overall budget of the program?	Undisclosed.	
16.	What is the funding source for this project? What are the funding deadlines/timelines for this project, i.e., when does the money need to be spent?	Operating funds. No funding deadline.	
17.	Does RTA have an anticipated launch date of the project?	30 days from notice of award.	
18.	Can RTA elaborate on the desire to offload trips to contracted taxi companies? Is this for overflow trips? What does this process look like today?	RTA contracts with taxicab companies to provide supplementary services as passenger need dictates, and assigns/transfers rides that exceed in-house capacity to taxicab contracts on an as-needed basis. This is indeed for overflow trips. Currently, this process involves faxing over printed manifests with trip information over to the contracted taxicab company.	
19.	What vendor does RTA use currently for Paratransit Software? What are the concerns / challenges with the current platform?	RTA currently uses Routematch for paratransit scheduling and dispatching. RTA is seeking to leverage current technology to improve the rider experience and overall management of service.	
20.	Does RTA currently have tablets installed in vehicles? If so, what model tablets are being utilized? Are these equipped with data plans? What size?	- Yes. - Samsung Galaxy Tab A (8.4). - Yes, unlimited data. 8.4 inches.	
21.	Is the vendor expected to supply any hardware for this project? If yes, can you confirm the required hardware and quantity?	- Yes, unless software is compatible with currently installed tablets (Samsung Galaxy Tab A (8.4). - Tablets / MDTs (Mobile Data Terminals) and vehicle mounts / docking stations.	

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		o 32 vehicles (pending the spare ratio)	
22.	If no hardware is required for this project and this ends up being a software only bid, can RTA please elaborate on how a vendor is expected to meet the DBE requirement?	There are several approaches, for example: • Bidders can partner with DBE subcontractors who can provide complementary services related to software development, implementation, training, or user support. • Bidders can form a joint venture with a qualified DBE software company an acceptable approach to meeting the DBE goals for this project.	Please see Section B. point 27. Evaluation criteria in the bid solicitation.
23.	If evidence of good faith efforts to reach the DBE goal are submitted in writing, will the vendor still be deducted from the evaluation of the RFP?	No.	
24.	What are the goals of RTA surrounding this software upgrade?	Improve rider experience and overall management of service.	
25.	Are all trips curb-to-curb currently?	Generally, trips are curb-to-curb, but some door-to-door trips are provided to paratransit clients, depending on specific eligibility criteria. These determinations are made and understood by RTA Mobility scheduling and the client before the trips are booked.	
26.	Can RTA elaborate on their current eligibility process? Are there eligibility requirements for all riders?	Section. B point. 8 Basis of Award explains the eligibility requirements for this RFP.	See also Section B. point 27. Evaluation criteria in the bid solicitation.
27.	How many office users will RTA have by role? How many in the eligibility managers?	Approximately 6 Customer Service Representatives, 1 Scheduling Specialist, 1 Customer Service and Mobility Services Manager (our eligibility manager), 6 Transit Dispatchers, 5 Transit Operations Supervisors, 1 Operations	

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		Manager, 2 Safety/Training Leads, 1 Technology Lead, 1 Planning Lead, 1 Assistant General Manager, 1 General Manager, others on an as-needed basis.	
28.	Are there any benchmark datapoints that can be shared and targeted as goals? (i.e., Cost / Passenger, Ridership, PVH, etc.).	Ridership, cost per passenger trip, cost per vehicle service hour, on-time performance within targeted pick-up / drop-off windows – general indicators of scheduling efficiency are all helpful.	
29.	What type of proof of financial capability are you looking for?	In determining whether a proposal is "responsive and responsible," RTA may consider, among other things, an examination of the Offeror's audited financial statements, and/or the business background of the Offeror's employees, and/or evidence of the Offeror's satisfactory performance and integrity on past contracts per client reference.	See Section A. point. 28 Contract Award.
30.	Can you please confirm if SOC 2 compliance is a requirement for vendors?	SOC 2 compliance is not a specific requirement for vendors.	