

Dickson Kendrick - Moovel

Can you please provide a listing of the attendees of the pre-proposal meeting?

Answer:

- Adam Patterson, Director of Public Works
- Elizabeth Harper, Transit Division Chief
- Carla Brown, Transit Associate

Can you please provide a fleet list of your buses including make, model and year?

Answer: Attachment B has our vehicle list. **Please see UPDATED CHART BELOW**

	Gray- Fixed Route			White - Demand Response		
	ID #	YEAR	MAKE	MODEL	SEATS	Doors
1	310	2015	Ford	Phoenix	16	1 + W/C lift
2	311	2015	Ford	Phoenix	16	1 + W/C lift
3	312	2017	Ford	E-450	16	1 + W/C lift
4	313	2017	Ford	E-450	16	1 + W/C lift
5	314	2018	Ford	E-450	16	1 + W/C lift
6	1701	2017	Ford	E-450	12	1 + W/C lift
7	1702	2017	Ford	E-450	12	1 + W/C lift
8	1703	2017	Ford	E-350	8	1 + W/C lift
9	1704	2017	Ford	E-350	8	1 + W/C lift
10	1801	2018	Ford	E-350	8	1 + W/C lift
11	1802	2018	Ford	E-350	8	1 + W/C lift
12	1850	2019	El Dorado	E-Z Rider II	32	2
13	1900	2019	Ford	E-350	12	1 + W/C lift
14	2101	2021	Freightliner	Bus	26	1 + W/C lift
15	2102	2021	Freightliner	Bus	26	1 + W/C lift
16	2103	2021	Freightliner	Bus	26	1 + W/C lift
17	2104	2021	Freightliner	Bus	26	1 + W/C lift
18	2105	2021	Freightliner	Bus	26	1 + W/C lift
19	2150	2021	Freightliner	Bus	31	1 + W/C lift
20	2121	2021	Ford	E-350	8	1 + W/C lift
21	2122	2021	Ford	E-350	8	1 + W/C lift
22	2125	2021	Ford	E-450	12	1 + W/C lift

Can you please confirm your budget and anticipated project timeline?

Answer: The budget is approximately \$200,000.00
Refer to section 4.5.1 – Installation implementation, item 2

As options, would you be interested in fixed signage including content? If so, please provide a list of locations and the number of signs desired.

Answer: Yes, we would be interested in a quote for signage at the Frostburg State University transit hub.

Please clarify your "Single-Sign-on" requirements. What other systems, if any, do you need us to integrate with (i.e., scheduling, headsigns, fareboxes, etc.).

Answer: Scheduling and headsigns. ACT does not have electronic fareboxes.

What schedule system are you using?

Answer: RouteMatch

Do you want onboard stop announcements?

Answer: Yes

What percentage of your trips are provided via paratransit?

Answer: Varies based on demand.

What fare collection system do we need to integrate with?

Answer: ACT does not have electronic fareboxes.

Are all vehicles used for both paratransit and fixed?

Answer: No. larger vehicles (16 passenger and above) are used for Fixed Route service. These vehicles are not used on Demand Response; however, we occasionally use smaller Demand Response vehicles on Fixed Routes. ACT currently has twelve (12) Fixed Route and Ten (10) Demand Response vehicles. See chart above.

Tom Brady - Tranware

Should the bid proposals be in 2 parts software and support in part 1, and hardware acquisition in the second part?

Answer: Yes

Scott McLaren – PASSIO TECHNOLOGIES

Q: On the possible 22 vehicles for APC, how many doors are on each vehicle?

Answer: One bus has two (2) doors, one of which is an entrance and the other is the exit door. All others have a front ambulatory entrance and a side rear door lift.

Q: Can vendors provide a separate pricing sheet for detailing out each component of the RFP?

Answer: Yes, as an addition.

1. When & how will proposer receive the responses to these questions? (i.e. direct email, website post, etc.)

Answer: Questions and answers will be posted on our County website, CTAA.com and emarylandmarketplace.com. In addition, emails will be sent to those who put in questions.

2. Will you accept an email submission instead of a printed submission?

Answer: No, please submit the proposals in accordance with the RFP

3. There is reference to a Debarment form in the RFP, is there a separate form or does the TxDOT form PTN-130 cover the debarment requirement?

Answer: Debarment is in the Federal Clauses. Please refer to the FTA website at FTA.com

4. How many days should the bid be valid for?

Answer: Contractors bids shall be valid for 90 days.

5. Is it acceptable to submit an electronic copy of the proposal, in addition to the paper copies?

- a. If so, is a USB (flash drive) an acceptable form of Electronic Copy?

Answer: Yes, in addition to the hardcopy, and yes, USB flash drive is fine.

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

Answer: Yes, as an addition to the requirements.

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

Answer: Yes

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

Answer: Yes

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

Answer: 1) Allow trip time to extend past the 24-hour day for same day service, such as; allowing a run that returns after 12:00 a.m. to remain on the same business day work schedule. 2) Allow trip changes such as adding a customer to the schedule at any time during the day.

10. What are the goals of (agency) surrounding this software upgrade?

Answer: 1) Ease of use by all. 2) The ability to pull reports by hour, miles, and trips for requested time intervals, including daily, monthly, and annually, for different modes and funding types. Automated reminder calls to customers to lessen no shows. 3) AVL tracking for real time information that will assist our dispatch team and our customers. 4) Allow us to end the need for paper manifests. We want to enhance Allegany County Transit's technology.

11. What is the budget for this project?

Answer: Approximately \$200,000.00

12. What is the funding source for this project?

Answer: MTA Grant

13. What are the funding deadlines/timelines for this project, i.e., when does the money need to be spent?

Answer: This grant has been held over and needs to be utilized promptly.

14. Does (Agency) have a preferred cellular network? If so, please provide contact information for our account manager.

Answer: AT&T – You may contact our IT department for further information. 301-777-2526 Ask for Beth Thomas.

15. Does (Agency) provide any other types of service that may be used by the awarded solution?

Answer: Not at this time.

16. Does (Agency) have an IVR system currently?

- a. If so, who is the current IVR system with?
- b. What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish)?
- c. Is it an onsite server or hosted solution?

Answer: No, we do not currently have an IVR system. Please provide information in your proposal.

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

Answer: No

18. How many in office users will you have?

Answer: Five (5)

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

- a. If training the trainers, how many of those are there?

Answer: Train the trainers. There will be two (2) trainers.

20. How many depots do you operate if more than 1?

Answer: One

21. Do you have any subcontractors?

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

Answer: We work with Mobility Management through HRDC. They have their own system. If we could share information, it would be beneficial for both of us. Not required.

22. 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?

Answer: No

23. Will (agency) allow proposers to provide a demo of the software before awarding the contract?

Answer: We will evaluate the proposals and may consider demonstrations prior to award.

24. What is your agency expectations related to data conversion from the existing system?

Answer: Complete data conversion.

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

Answer: No

26. What is the total number of Drivers to be trained?

Answer: 19

27. How many dispatchers does your agency have?

Answer: 4

28. How many reservation agents does your agency have?

Answer: The four dispatchers take calls for reservations, schedule appointments and create driver schedules.

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

Answer: 4

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

Answer: Yes, AFSME.

31. Does the service area encompass more than one county? If so, which counties (other states as well)?

Answer: No

32. Does your agency provide group trips? If yes, what percentage of trips are group trips?

Answer: No

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

Answer: 9

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

Answer: Eleven (11) on Paratransit

35. What is your average trips per day?

Answer: Demand Response average of 105 trips per day.

36. What is the average trip length?

Answer: 5-7 miles

37. What is the number of will calls weekly?

Answer: 140 – 170

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

Answer: 0

39. What is average number of one-way trips provided weekly?

Answer: 10 – 15

40. Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?

Answer: 50 – 60%

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

Answer: 2828

a. What is the growth rate?

Answer: We receive at least six applications per week. Most are approved.

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

Answer: None

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

Answer: 100 plus

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

Answer: 40

Additional Questions

1. Does Allegany want a customer facing APP for booking paratransit trips?

Answer: No

2. Are there any contracts that require an electronic signature?

Answer: No

3. Do you want tablets and mounts included for both fixed and paratransit?

Answer: Yes

4. If so, who is responsible for installing the mounts?

Answer: The Vendor, but we can discuss options

5. Are the tablets to be hardwired?

Answer: Yes

Kelsey Hales - TransLoc

1. In the RFP, the agency mentions a "Compliance Matrix" that must be completed; however, the compliance matrix is not included in the provided documents. Can you please provide the document or clarify your instructions?

Answer: The Compliance Matrix is the Contractors plan to provide security to us. How will you respond to a security breach and notify us? Detail System installation, testing and acceptance, training, documentation, and Warranty and Quality Assurance.

2. Given the seasonal demand/nationwide delays in shipping services, could the submission method be amended to allow for an electronic submission method (such as email or dropbox) instead of print/mail?

Answer: We must follow the RFP specifications.

3. Can the RFP due date be extended, given the busy holiday season?

Answer: The due date has been extended 1-week to January 18, 2022.

4. When & how will proposer receive the responses to these questions? (i.e. direct email, website post, etc.)

Answer: Questions and answers will be posted on our County website, CTAA.com and emarylandmarketplace.com. In addition, emails will be sent to those who put in questions.

5. There is reference to a Debarment form in the RFP, is there a separate form or does the TxDOT form PTN-130 cover the debarment requirement?

Answer: Debarment is part of the Federal Clauses. Please refer to FTA.com

6. How many days should the bid be valid for?

Answer: Contractor's bids shall be valid for 90 days.

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

Answer: Yes

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

Answer: Yes

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Answer: Yes

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

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Answer: This grant has been held over and must be utilized promptly.

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option, arrival notification calls, floodgate messaging, English, Spanish? Is it an onsite server or hosted solution?

Answer: No

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Answer: Train the trainers. We will have two (2) trainers.

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Answer: No

23. Will (agency) allow proposers to provide a demo of the software before awarding the contract?

Answer: We will evaluate the proposals and may consider demonstrations prior to award.

24. What is your agency expectations related to data conversion from the existing system?

Answer: Complete data conversion.

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

Answer: No

26. Please provide 3 years of monthly reporting summaries for your demand response system.

Answer: Will provide upon award.

27. What is the total number of Drivers to be trained?

Answer: 19

28. How many dispatchers does your agency have?

Answer: 4

29. How many reservation agents does your agency have?

Answer: Dispatchers (4) handle all reservations.

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

Answer: Same four dispatchers

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

Answer: Yes, AFSME

32. Does the service area encompass more than one county? If so, which counties (other states as well)?

Answer: No

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42. What is the current size of your client population? What is the growth rate?

Answer: Current client base is 2828. We receive at least six applications per week. Most are approved.

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

Answer: 0

44. On average, how many calls will your call center handle? What is the peak number of calls handled per hour?

Answer: Over 100 calls per day

45. Does Allegany want a customer facing APP for booking paratransit trips?

Answer: Tell us more about this if possible. Most of our clients are not computer or smartphone savvy.

46. Are there any contracts that require an electronic signature?

Answer: No

47. Do you want tablets and mounts included for both fixed and paratransit?

Answer: Yes,

48. If so, who is responsible for installing the mounts?

Answer: The contractor

1. Are the tablets to be hardwired?

Answer: Yes

2. What is the funding source for this project?

Answer: MTA Grant

Jack Kelly – HBSS Connect Corp

1. The RFP states that Allegany County Transit (ACT) has a fleet of twenty-two vehicles, ranging in size from 20-foot cutaways to 35-foot transit buses providing our service.

Can ACT confirm how many of these vehicles are used for fixed routes and paratransit separately?

Answer: 12 Fixed Route and 10 Paratransit. See chart above.

2. Does ACT want to set up automatic passenger counters at each stop or does it want to have only passenger counting data be recorded for each stop which staff can access whenever needed?

Answer: On-vehicle passenger counters that provide ridership data by trip and hour.

3. Does ACT want to procure Mobile Data Terminals (MDTs) for its vehicles?

Answer: Yes

4. Does ACT want a system to support online payment through credit cards or other modes?

Answer: We would consider this as additional information

5. Does ACT want the new system to be capable of integrating with any other system? If yes, what is that system(s)?

Answer: Scheduling and head signs.

6. Can proposals be submitted via email or electronically?

Answer: Please submit the proposal in accordance with the RFP.

7. Can we submit financial details separately, by email or by mailing a hardcopy?

Answer: Please include it in your Technical Proposal, but you can send a separate copy via other means.

Derek Platow – Trip Master

Ankit Dubey

Jason Adle

Would Allegany County Transit be open to proposals where two contractors submit for the total scope of work as a prime/sub arrangement? For example, one contractor would fulfill the fixed-route and APC integration while the other contractor would fulfill the demand response scopes. We believe allowing for a teamed approach would allow Allegany County Transit to receive the "best of breed" for both components.

Answer: Two contractors may team together. One contractor must be the prime contractor.