

## Request for Proposals (RFP) For Transit Scheduling Software Questions/Answers

1. Does the price proposal need to be in a separate sealed envelope from the technical proposal? **Per the RFP, please submit one entire electric copy.**
2. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form? **Yes**
3. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could? **ATCOG is seeking a system that fully optimizes routes. The idea is to keep from manually managing trips as much as possible.**
4. What are the goals of Ark Tex surrounding this software upgrade? **Fully optimized system**
5. What is the budget for this project? **No specific budget requirements have been recommended in the RFP.**
6. What is the funding source for this project? **Texas Department of Transportation Rural Public Transportation Grant**
7. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent? **8/31/2022**
8. Does Ark Tex have a preferred cellular network? If so, please provide contact information for our account manager. **ATCOG is currently in contract with Verizon as the singular network provider for this division.**
9. Does Ark Tex provide any other types of service that may be used by the awarded solution? **No**
10. Does Ark Tex have an IVR system currently? **ATCOG does not use an Interactive voice response system.**
  - a. If so, who is the current IVR system with? **NA**
  - b. What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish)? **NA**
  - c. Is it an onsite server or hosted solution? **NA**
11. Does Ark Tex have any Commuter Routes that would be considered part of this project? **No**  
If so, how many? **NA**
12. Is there a consultant involved with this RFP? **No** If yes, what is the name of the firm or individual? **NA**
13. How many in office users will you have? **We would have a total of 20 users.**
14. Do you want the chosen vendor to do all the driver training or are we training the trainers? **Train the trainers**
  - a. If training the trainers, how many of those are there? **10 participants.**
15. How many depots do you operate if more than 1? **We have two dispatch office locations.**

16. Do you have any subcontractors? **No**
  - a. If there are subcontractors, will those subcontractors need go-live support on site? **NA**
17. Are any private contractors/subcontractors used to provide trips for Ark Tex? **No**. If yes, how are these contractors paid, by the trip or by the hour? **NA**
18. Will Ark Tex allow proposers to provide a demo of the software before awarding the contract? **Yes**
19. What is your agency expectations related to data conversion from the Route Match system? **ATCOG does not currently have a Route Match system, but generally speaking, all data conversion should be completed by vendor without ATCOG staff involvement and include historical data. All converted data should be easily exported for reporting purposes.**
20. Are there any interfaces required to external sources such as Medicare? **No** If so, what other external source **NA**
21. Please provide 3 years of monthly reporting summaries for your demand response system.  
**April 2019-2020 =61,566, April 2020-2021 =55538 April 2021-2022 = 61579**
22. What is the total number of Drivers to be trained? **We have approximately 50 Operators that will need this training.**
23. How many dispatchers does your agency have? **0 dispatch only positions. We have a total of six hybrid reservation agent/dispatcher positions.**
24. How many reservation agents does your agency have? **0 reservation agent only positions. We have a total of six hybrid reservation agent/dispatcher positions.**
25. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have? **We have a total of 6 hybrid reservation agent/dispatcher positions.**
26. Are the Drivers and/or Dispatchers represented by a Union? **No** If so, which Union? **NA**
27. Does the service area encompass more than one county? If so, which counties (other states as well)? Our service area consist of nine counties ( **Bowie, Cass, Lamar, Red River, Franklin, Morris, Titus, Hopkins, and Delta County.**
28. Does your agency provide group trips? **No** If yes, what percentage of trips are group trips? **NA**
29. What is the maximum number of paratransit vehicles at peak service on any given day? **1 vehicle**
30. Please indicate if there are any holidays for no service or reduced service. **Service will not be available 12 days a year due to Holidays..**
31. On what days of the week are trips provided? **Monday -Friday..**
32. What are your hours of service? **6:30 am-6:30pm.**
33. What are your current Rides per Hour (RPH)? **37.4 Riders per hour.**
34. What is your average trips per day? **Around 300 TPD**
35. What is the average trip length? **20-45 minutes**
36. What is the number of will calls weekly? **Around 400 WC per Week.**

37. What is the weekly average number of declined trips? **18%**
38. What is average number of one-way trips provided weekly? **280**
39. Does your agency provide subscription trips (standing orders)? **Yes** If so, what percentage of trips are subscription trips? **42%**
40. What is the number of Flex Routes (Deviated Fixed Route) per day and per week? **We have No Flex routes.**
41. What is the current size of your client population? **1168 Passengers.**
  - a. What is the growth rate? **1%**
42. On average, how many taxi trips are used per day? **NA**
43. On average, how many calls will your call center handle? **Over 550 calls per day.**
  - a. What is the peak number of calls handled per hour? **About 85 calls handled per hour.**
44. Is it mandatory to be able to turn driver messaging capabilities on or off? **No**
45. What are Ark-Tex COG's vision and goals for improving its transit services?

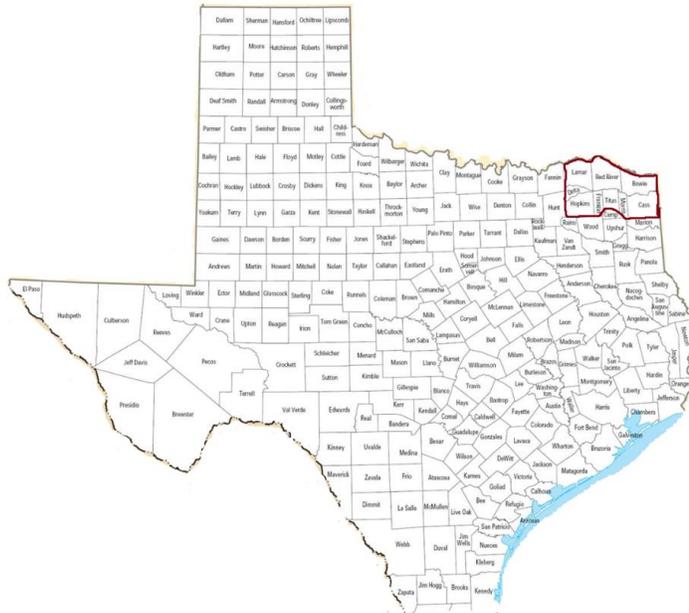
**Our vision is to provide a system that works for everyone. Getting more people to the places they want to go builds connections, success, and fulfilling life—getting people to work. Our current goal is to begin scheduling optimization.**

We respectfully request a two-week extension of the deadline to June 13, 2022. Given the scale and potential complexity of this procurement and the current short timeline between the posting of answers to clarification questions and the current deadline, allowing all bidders more time to incorporate answers from Ark-Tex will allow for fully responsive proposals, in the interest of a fair and competitive procurement. **ATCOG will extend the deadline one week to May 27th at 5:00pm.**

We understand from the RFP that Ark-Tex COG wishes for services to begin within 10 days from agreement/negotiation. Can Ark-Tex clarify that it would accept proposals for the new software to actually go live at a later date (such as 3 months following contract execution), provided that prelaunch services such as scoping, and service design commence within 10 days? **The awarded software must be able to go live within 10 business days from agreement/negotiation.**

46. What software system does Ark-tex currently use for scheduling and dispatch? What are the main challenges/pain points/desired areas for improvement with the current software? **We are currently using SHAH Dispatch and Scheduling Software. Our main challenge is finding software that can alleviate manually scheduling trips as much as possible and can fully optimize routes.**

47. What is the service area this software will be responsible for covering? Can Ark-Tex provide a map of the desired service area, ideally in a KML or similar format? **Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus Counties in Texas.**



Would Ark-Tex COG be able to share more details on the nature of its transportation services? Do the services include on-demand and/or prebooked rides? Would this RFP cover technology needs for paratransit services as well? What is the average ridership for each of Ark-Tex COG's transit services? **Demand response service is provided by scheduling trips a minimum of 24 hours in advance. Trips can be to any destination within the service area, this service operates curb to curb, but upon request, the driver may help the passenger to their door. Reservations are taken Monday through Friday, 8:00 am to 3:00 pm, on a first-come, first-served basis. Reservations can be made up to two weeks in advance and must be no later than 3:00 pm the day before you plan to ride. Our service provides low-cost transportation for residents of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus Counties. Yes, the RFP will need to cover demand response and Paratransit services. From the April 2021-April 2022 report, demand response and paratransit average 300 trips per day.**

48. Can the Ark-Tex COG share its total and annual budget for this procurement? Providing Offerers with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as Offerers will compete to provide the greatest value for the COG's money. **No specific budget requirements have been recommended in the RFP.**

Would Ark-Tex COG be able to share how you are currently handling vehicle maintenance for TRAX Transportation, either through technology or manually? What functionality for vehicle maintenance would you like to have in the technology solution? **We are currently using Fleetio as our maintenance software. Fleetio comes ready to use and customizable. This software is easy to navigate and makes it easy to keep track of vehicles, ensuring that all are tracked and maintained efficiently.**

49. Would Ark-Tex COG be able to share how you are currently handling billing reporting for TRAX Transportation, either through technology or manually? What data fields for billing reporting would you like to have in the technology solution? **We are using our current dispatching and scheduling software for all billing. We are looking for software that will allow customize reporting.**
50. Is Ark-Tex COG requesting that bidders provide hardware or would the COG be open to recommendations for hardware that the COG would purchase? **No, ATCOG will provide its own hardware**
51. Would you be able to provide more detail on Requirement #3: “include optional pricing to establish, test and host the infrastructure defined”? **ATCOG would like to see optional pricing for a private server or cloud-based server to host the software program.**
52. Would you be able to provide more detail on what funding sources are relevant to your transit services and how you track these today? **ATCOG utilizes Federal 5311, 5310, and 5339 grant programs.**
53. Required Element #9 requests reference on experience “integrating to broker portals for downloading medical trips”. Is this a required capability for this procurement, as it is not mentioned elsewhere? If so, can Ark-Tex share what broker portals it has in mind, along with the frequency, volume, use case, and similar detail for downloading trips from portals? **This not a requirement for procurement. ATCOG is hoping to being a NEMT program within the next two years. We do not have any broker portals in mind as this program is still in the conceptual stage.**