

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**