

RFP No. 2020-01
Microtransit Technology Services
Vendor Questions and Answers

1. Can a USB containing additional materials and videos be included with our proposal for a better understanding of our software? **Yes.**
2. Does the price proposal need to be in a separate sealed envelope from the technical proposal? **No.**
3. Can Proposers include a copy of the specific vendor pricing sheet as an explanation along with the required pricing form? **Yes, information can be provided in support of the required pricing form but not in lieu of the required pricing form.**
4. Is this bid intended to enhance or replace an existing software solution? If is it either enhanced or replacement, which software solution does Bay Transit currently use? **No.**
5. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could? **N/A.**
6. What are the goals of Bay Transit surrounding this software upgrade? **This is already addressed in the RFP.**
7. Does Bay Transit provide any other types of service? **Bay Transit provides deviated fixed-route service in Gloucester, Tappahannock and West Point, VA., as well as demand responsive service throughout their twelve-county service area.**
8. What is the budget for this project? **This question was already addressed during the 12/4 pre-proposal Zoom conference call.**
9. What is the funding source for this project? **This is already addressed in the RFP.**
10. What are the funding deadlines/timelines for this project? **This is already addressed in the RFP.**
11. Does Bay Transit have a preferred cellular network? If so, please provide contact information for our account manager. **No.**
12. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual? **No.**
13. Does Bay Transit plan to leave the Mobile Data Terminals (MDTs) within the vehicles at all times or bring them inside when they are not in use? **N/A.**
14. Do the current vehicles have any existing MDT's in them? **Yes.**
15. How many in-office users will you have? **Bay Transit will have approximately three in-office users. MEOC anticipates 7 in-office users.**
16. Do you have any subcontractors? **No.**
 - a. If there are subcontractors, will those subcontractors need go-live support on-site? **N/A.**

17. Do you use a taxi provider(s) for peak and/or overflow operations? If yes, are Android tablets or smartphones used by the taxi provider? Are the tablets or smartphones locked down or open to an API interface? **No.**

18. Are any private contractors/subcontractors used to provide trips for Bay Transit? If yes, how are these contractors paid, by the trip or by the hour? **No.**

19. Is it permissible to have a site visit prior to submission of the response to the RFP to learn more about your system? **No.**

20. Will Bay Transit allow proposers to provide a demo of the software before awarding the contract?

At our sole discretion, Bay Transit may invite the top two providers to demo their software before awarding the contract.

21. Would Bay Transit consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products for purchase as a replacement to older IVR technology? **Microtransit service must include a mobile app, website and ability for riders to book trips via phone with the existing dispatch/call center staff.**

22. What is Bay Transit's expectations related to data conversion? **Not established.**

23. Are there any interfaces required for external sources such as Medicare? If so, what other external sources? **No.**

24. Are there any special reporting requirements other than the ones requested? **No.**

25. Please provide a monthly reporting summary for Bay Transit. **N/A**

26. When would Bay Transit want/expect to "Go Live" with software system implementation? **July 2021**

27. Will Bay Transit be purchasing the vehicle mounts and tablets and providing in-vehicle installation, or would Bay Transit like those included in the bid? **If needed include in the bid**

28. What is the total number of Drivers? **Bay Transit anticipates involving up to five drivers in this pilot project. MEOC anticipates involving up to five drivers in this pilot project.**

29. How many dispatchers does Bay Transit have? **N/A**

30. How many reservation agents does Bay Transit have? **N/A**

31. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does Bay Transit have? **See answer to question #15.**

32. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union? **No.**

33. Does Bay Transit provide group trips? If yes, what percentage of trips are group trips? **No.**

34. What is the maximum number of paratransit vehicles at peak service on any given day? **All vehicles servicing the hiveXpress and Cavalier Connection are ADA equipped.**

35. Please indicate if there are any holidays for no service or reduced service. **Yes, approximately seven.**

36. On what days of the week are trips provided? **This is already addressed in the RFP.**

37. What are your hours of service? **This is already addressed in the RFP.**

Trip and Call Volumes (Except as noted, specifically in Gloucester County, VA for Bay Transit's data)

38. What are your current Rides per Hour (RPH)? **10**

39. What were your Rides per Hour pre-Covid? **13**

40. What is your average trips per day? **121**

41. What was your average trips per day count pre-Covid? **161**

42. What is the average trip length? **Systemwide in 2020: approximately 12 miles.**

43. What is the number of will calls weekly? **N/A**

44. What is the weekly average number of declined trips? **43**

45. What is Bay Transit average number of one-way trips weekly? **2,093**

46. Does Bay Transit provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? **Approximately 65 percent.**

47. What is the number of Flex Routes (Deviated Fixed Route) per day and per week? **Bay Aging: Approximately, five per day. MEOC: Approximately, two per day.**

48. What is the current size of your client population? **Bay Transit: Gloucester County, VA. MEOC: Wise County, City of Norton, Lee County and Scott County. 90,000.**

a. What is the growth rate? **N/A**

49. On average, how many taxi trips are used per day? **N/A**

50. On average, how many calls will your call center handle? **Bay Transit does not currently collect this data.**

a. What is the peak number of calls handled per hour? **Bay Transit does not currently collect this data.**

51. Can DRPT confirm if the entirety of funds received from their recently awarded IMI grant will be used to finance the microtransit technology and/or if any additional funds will be allocated for the microtransit technology? **As this is a competitive bid, no additional detail can be provided on budgets and funds.**

52. Are DRPT, Bay Transit, and MEOC seeking microtransit services that offer fully dynamically-routed, corner-to-corner service to replace the identified flex routes? Or is the RFP seeking an on-demand solution that only makes pickups and drop-offs at the identified points on the route maps on pages 6 and 7? **We are open to innovative solutions**

53. If the RFP is for dynamically-routed service within a geofenced zone, should proposers assume that the geofenced zone in Gloucester County matches the purple boundary on the map on page 6? **The**

purple boundary is approximate. Current fixed route service deviates up to ½ a mile (roadway miles) from the blue route shown on map.

54. If the RFP is for dynamically-routed service within a geofenced zone, should proposers propose an ideal geofence for MEOC that includes all of the indicated UVA campus and City of Norton retail drop-off points included on the map on page 7? **Yes**
55. What are the anticipated hours of operation for the respective microtransit services? Will the microtransit services operate with the same hours as the fixed route services? **For Bay Transit: Approximately five hours per day with times to be determined and informed by modeling results. For MEOC: 8 hours, MEOC currently operates during the hours 7am to 5pm but the Micro Transit from 9am-5pm.**
56. Can Bay Transit and MEOC please share more information regarding their vision for their respective microtransit services and any pain points with their current operations? **These details are largely provided in the RFP.**
57. Page 11 of the RFP states “there may be interest in adding fare payment to the deployment in the future.” Does this mean interest in integrating with existing fare payment solutions (such as mobile ticketing apps) in the future? If so, can any detail about the specific systems/integration be shared? **Plans for fare payment solutions have not been developed. There is interest in keeping options for integration open for a future phase of development**
58. The RFP notes that for the current deviated fixed-route service MEOC operates two 9 passenger vans and that Bay Transit currently operates one 20 passenger van. Will the Microtransit Service use similarly sized vehicles? (*Section 2: Scope of Work - Project Details*) **Bay Transit anticipates using nine passenger vans. For MEOC, the existing vehicles will most likely be used.**
59. The RFP asks Respondents to describe “graphical representations of simulations” that they can provide. Can Bay Transit explain in more detail what type of graphical representations it would like to review? (*Section 2: Scope of Work - Software-as-a-Service Solution and Desired Features - Route Planning and Simulation*) **Maps and or other representations of route simulations.**
60. The RFP asks Respondents to provide different “authorizations for various levels of the daily management team.” Could Bay Transit provide additional information about what levels of authority/access Bay Transit would like from a Microtransit software provider? (*Section 2: Scope of Work - Software-as-a-Service Solution and Desired Features - System Management*) **Different levels of access appropriate for different positions i.e. drivers, dispatcher/booker, manager, view only access.**
61. Spec: Develop a number of relevant “what-if” scenarios such as how to create incentives (e.g. fare structures, free transfers, frequent rider discounts, etc.) that stimulate participation in the pilot. Q: Are planning simulations intended to predict ridership outcomes? Should simulations include existing transportation coverage, projected ridership based on population density/employment centers? **Yes to all.**
62. Spec: Graphical user interface to create service area(s) including ability to exclude areas from geofenced region. Q: How many excluded areas can each service area support? **TBD**

63. Spec: Ability to adjust different service times for different service areas. Q: Is this regarding level of service, or other? **We anticipate the software will help to inform variances in levels of service.**
64. Spec: Heat maps of pickups and drop offs to pre-position vehicles. Q: Does pre-position mean 'before the run'? **Yes.**
65. Spec: Heat maps of pickups/drop-offs and staging. Q: Can you define staging heat map reporting specification? **Heat maps would be helpful for understanding service demand and how best to meet that demand with available vehicles.**
66. Spec: App usage statistics including but not limited to (opens/closes, usage). Q: Rider app usage or driver app usage? **Rider app.**
67. Spec: Interface for Agency to communicate directly with passengers based on location, origin, destination, disruption, etc. Q: What type of communication is preferred? **All**
68. Spec: Ability for Agency to create targeted marketing campaigns to riders of the system. Q: Are these marketing campaigns for the agency or 3rd parties? **The agency.**
69. Spec: Ability to book in advance and for multiple days and toggle the feature on/off. Q: Toggle off feature for all riders or specific riders? **Ideally both**
70. Spec: Include links back to Agency websites to provide riders with information. Q: Are these just hyperlinks to pages on agency site? Q: Can the links be launched with in-app browser, or does link need to load in system browser (Chrome, Safari)? **Links to pages on agency websites. Any browser.**
71. Spec: Confirm a pre-booked passenger. Q: What are the requirements of a pre-booked confirmation? **Email or message in app to trip booking recipient.**
72. Spec: Identify the rider as the account holder and person who booked the trip. Q: How is verification accomplished? **We would like to see what options and solutions a vendor may be able to provide.**
73. Spec: Ability for dispatch or driver to pause service. Q: Can pause in service be referred to as a special 'on break' type? **Yes.**
74. Can you clarify how many vehicles/buses would be used at each location? **Provided in RFP**
75. For Pricing – Do you prefer each instance to be priced separately or as one consolidated price sheet for both agencies? **Consolidated price with subtotals for each agency would be preferred.**
76. Would you like to see the pricing for only the vehicles to be used at each location or and up to XX to allow for growth or future services beyond the pilot? **Provide pricing for only the current vehicles. Additional up to xx may be provide for reference.**