

- 1) Please confirm, DCTB is requiring pricing for a full fixed route and demand response system.
 - a) YES
 - 2) What is DCTB's current database for importing?
 - a) Microsoft Access
 - 3) Please confirm, there are no Farebox's onboard and no farebox integration costs are needed for the proposal?
 - a) Manual fareboxes are currently on-board. Integration costs are not necessary
 - 4) Please confirm the Headsign make/model/# and if integration costs are in the base or optional?
 - a) Twin Vision Mobilite ICU402
 - 5) 1.34. Please provide more details on the Enterprise Content Manager and what integration is required and how it currently works.
 - a) Basically, what we had in mind for this was communication between driver, dispatcher, and scheduler via the application. The application solution should be able to determine current location of the vehicle to be able to efficiently assign trips in real time based on "best" vehicle. IE: Best Vehicle = vehicle capacity, location, timing, current passenger load, etc. In addition, the solution should be able to query information about specific passengers, drivers, payer groups, etc.
 - 6) Passenger Interface – are 1.36 – 1.39 needed for both fixed and demand response?
 - a) No – just demand response / micro-transit
 - 7) How many end users require concurrent access to the software? (i.e. schedulers, dispatchers, etc.)
 - a) Currently - 3 Schedulers, 2 dispatchers, 18 drivers, 4 Admin
 - 8) How many vehicles will require mobile software for the Tablet units?
 - a) Our intent is to assign a tablet to each driver not vehicle. This would be approximately 35 drivers
 - 9) Should vendors provide tablet hardware, tablet mounts and tablet installations as optional pricing on the vendors itemized detailed sheet?
 - a) This is not a part of the RFP but if the vendor has a hardware solution, we would like to see it.
 - 10) Should vendors include pricing for the cellular data plans? Or will DCTB procure their own tablets and data plans?
 - a) Again, if the vendor has a hardware solution, they can provide that as an option. We do not need a cellular data plan. We already have one.
 - 11) Given the short turnaround for RFP questions/answers and the RFP due date, would DCTB consider an extension on the due date?
 - a) No
 - 12) Can DCTB share their anticipated budget for this project?
 - a) We do not have a specific budget in mind. Due to the variables of the options we are requesting, we will evaluate the cost with how the options may fit into our future plans.
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- 1) Do you have a cost proposal sheet that needs to be submitted or can we use our own?
 - a) We do not have a specific cost proposal sheet. Please submit cost in a format that is separated between what each vendor determines to be a "base" solution and the options.
 - 2) Are pages BB-GG (Contract for Delaware Area Transit Agency Scheduling and Dispatching Software) included for our review and once awarded will need to be populated and signed?
 - a) Yes – this is correct. This is included as a sample so that the proposer can see what the contract would look like.
 - 3) Can we acknowledge and agree in our response with the (Contract for Delaware Area Transit Agency Scheduling and Dispatching Software) and submit once we have been awarded the contract?
 - a) Yes

- 4) What are your hours and days of operation?
 - a) Currently 6:00 AM to 6:00 PM Monday through Friday. We are anticipating to expand these hours to operate later in the day (approximately midnight) and both Saturday and Sunday.
 - 5) How many employees of Delaware Transit will need credentials to the software?
 - a) Currently and concurrently - 3 Schedulers, 2 dispatchers, 18 drivers, 4 Admin. Total overall of 54 currently.
 - 6) How many drivers does Delaware Transit have?
 - a) 44
 - 7) We offer a cloud-based solution which includes the hardware and operating systems, are you interested in the specific details of the solution?
 - a) Absolutely- We would like to see your solution
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- 1) How many vehicles are used on a daily basis to provide the DATB service?
 - a) Currently, approximately 17 at peak
 - 2) How many Fixed Route, Paratransit, Demand Response and micro-transit routes are in operation each day?
 - a) Currently, 5 fixed routes and 5 to 7 demand response. No micro-transit yet.
 - 3) Are you looking for a software solution for full operations; Fixed Route, Paratransit, Demand Response and micro-transit?
 - a) Yes – However, our primary goal is demand response and micro-transit. Since our operations currently require a driver to perform both fixed route and demand response during one shift, we would also like to see a fixed route solution.
 - 4) Besides Delaware County, what other counties are serviced by DATB?
 - a) All adjacent counties – 6 plus Delaware County
 - 5) Does the price proposal need to be in a separate sealed envelope from the technical proposal?
 - a) No
 - 6) Will DATB be providing a format for the pricing proposal or shall we use our company format?
 - a) You may use your own format.
 - 7) What are some of the biggest issues seen with the current scheduling system that you would change immediately if you could?
 - a) Not cloud based – does not auto schedule
 - 8) What are the goals surrounding this software implementation?
 - a) To have a software solution that will allow for a more convenient customer experience with less employee interaction if the customer chooses. Mobile and web based solution.
 - b) Cloud based
 - c) Auto scheduling in real time at the time the reservation is made
 - d) Fare payment convenience for customers.
 - 9) What is the budget for this project?
 - a) There is no specific budget. Although cost is certainly a consideration, the functionality and capabilities of the software are the primary objective.
 - 10) Will DATB be procuring MDT's with a data plan or should we include the costs in the budget?
 - a) The hardware is not included as a part of the RFP but if the vendor has a solution it may be included.
 - 11) What type of Medicaid Billing Reconciliation is required?
 - a) Trip verification, trip detail by passenger, summary report. NOTE: we do not currently bill Medicaid directly but would use this information for all contracts.

- 12) Will DATB be purchasing the vehicle mounts and tablets and providing in-vehicle installation or would DATB like those included in the bid?
 - a) We intend to supply our own hardware but it would be acceptable if you have a hardware solution you would like to include in the proposal.
 - 13) What is the total number of Drivers?
 - a) 44
 - 14) Are the Drivers and/or Dispatchers represented by a Union?
 - a) No
 - 15) What are DATB's days/hours of operation?
 - a) Currently 6:00 AM to 6:00 PM Monday through Friday. We are anticipating to expand these hours to operate later in the day (approximately midnight) and both Saturday and Sunday.
 - 16) What are your current Rides per Hour (RPH)?
 - a) Demand Response = ~2.5 Fixed Route = ~ 4.5
 - 17) On average how many trips per day are provided?
 - a) Demand Response = ~100 Fixed Route = ~200
 - 18) Is DATB currently declining trips due to capacity constraints?
 - a) No
 - 19) Is there a DBE goal associated with this RFP?
 - a) Yes. Our current DBE goal is 0.66%
 - 20) If IVR, Additional Questions:
 - a) Which of the following callflow applications are desired?
 - i) Outbound Callflows:
 - (1) Impending Arrival Notifications - Preferred
 - (2) Night-before Trip Reminder (with or without option to cancel trips) - Preferred
 - (3) Floodgate Messaging (broadcast message to callout list: service disruption, general information, etc.) – Not necessary
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- 1) How many vehicles (total and at peak) will be running fixed route?
 - a) Currently 5 with 10 peak
 - 2) How many vehicles (total and at peak) will be running on-demand?
 - a) Currently 5 with 7 peak
 - 3) Is Delaware County open to running two software systems or is the intent to be under a single source for both fixed route and on-demand?
 - a) The intent is to be under a single system for both but we would entertain two systems.
 - 4) Do you want to procure farebox and headsigns within this bid?
 - a) No
 - 5) Can we offer our preferred Mobile Data Terminal for this project? If so, are there any requirements necessary to add?
 - a) Yes – this is not part of the RFP but we would consider a solution. No specific requirements to add
 - 6) Will the on demand system be required to automatically assign rides based on vehicle capacity and vicinity to other ride requests?
 - a) Absolutely
 - 7) Does the fixed route system utilize a run/block system?
 - a) This is a new term for us. Please explain what run/block means.
 - b) This question has been withdrawn by the company that asked it

- 1) How many demand-response vehicles will need hardware (mdt/tablets) installed including spares?
 - a) NOTE: All vehicles are used for both Demand Response and Fixed Route. Hardware is not a part of the RFP. However, it is acceptable to provide a hardware solution if you would like. We currently have 22 vehicles. Our intent is to assign an mdt/tablet to each individual driver. Approximately 44 drivers.
- 2) How many fixed route vehicles will need hardware (mdt/tablets) installed including spares?
 - a) NOTE: All vehicles are used for both Demand Response and Fixed Route. Hardware is not a part of the RFP. However, it is acceptable to provide a hardware solution if you would like. We currently have 22 vehicles. Our intent is to assign an mdt/tablet to each individual driver. Approximately 44 drivers.
- 3) What are the requirements for the "Ride Hailing App"?
 - a) The passenger should be able to download the app and self-register
 - b) The passenger should be able to request a ride and receive confirmation of an estimated time of when the vehicle will arrive with continual updates until actual arrival.
 - c) The passenger should be able to pay for the ride through the app.
 - d) The passenger should be able to identify special needs – IE: wheelchair, walker, etc.
 - e) The passenger should be able to indicate number of passengers
 - f) Passenger should be able to indicate origin and destination
 - g) Passenger should be able to cancel the trip prior to vehicle arrival – There still may be a charge
 - h) The app should be able to identify the service area limitations / parameters
 - i) The driver should be able to “clear” the trip request if the passenger is a no-show
- 4) Regarding the Passenger Interface, what is needed for Agency Account Management?
 - a) Passenger ID
 - b) Passenger demographic information
 - c) Passenger special needs
 - d) Passenger contact information
 - e) Passenger trip history
 - f) Passenger notes – IE: use the door on the north side, beware of dog, do not leave alone, etc.
 - g) We do not want to retain credit card information
- 5) What is DCTB's current Enterprise Content Manager (ECM)?
 - a) Basically, what we had in mind for this was communication between driver, dispatcher, and scheduler via the application. The application solution should be able to determine current location of the vehicle to be able to efficiently assign trips in real time based on “best” vehicle. IE: Best Vehicle = vehicle capacity, location, timing, current passenger load, etc. In addition, the solution should be able to query information about specific passengers, drivers, payer groups, etc.
- 6) What requirements are needed to facilitate "using Fixed Routes"?
 - a) Currently, during a driver shift, he/she may provide demand response and fixed route service.
 - b) For future, the passenger should be able to request a trip on a deviated / flex route and the application should be able to determine vehicle capacity and availability of the trip.
- 7) Can companies from outside the USA apply for this?
 - a) Yes