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## Request for Proposal for Dispatch/Scheduling Software

**RFP #2022-01**

### Questions & Answers

**Posted: February 09, 2023 (SET #1)**

1. Whether companies from Outside USA can apply for this? **Yes**  
(like, from India or Canada)
2. Whether we need to come over there for meetings? **Meetings no, training yes**
3. Can we perform the tasks (related to RFP) outside USA? **No**  
(like, from India or Canada)
4. Can we submit the proposals via email? **No**

You can find the details for the Dispatching/Scheduling RFP by clicking on this link: <https://www.altranbus.com/wp-content/uploads/2023/02/Dispatch-Software-RFP-Final.pdf>

**Posted: February 20, 2023 (SET #2)**

1. How many days should the bid be valid for?  
**ANSWER: 3.18 Withdrawal of Proposal; Page 23:** No proposal may be withdrawn for at least 120 days after submission deadline except the successful company whose prices shall remain firm for the entire contract period.
2. Does the price proposal need to be in a separate document from the technical proposal? **ANSWER: Yes, vendors are required to use the Attachment A – Pricing Proposal but may also include their own format.**
3. Are we able to communicate a reply for any responses to these questions that may require follow-up? **ANSWER: Yes, questions currently presented can be followed-up with another question until 4:00pm on Tuesday, February 21, 2023.**
4. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could? **ANSWER: 1.1 Background Information; Page 5, Paragraph 4:** 1. System is installed locally; 2. Experience many issues with Windows Surface tablets; 3. Cellular connectivity issues; 4. Software is difficult to use and requires many hours of training a new dispatcher.
5. What is the funding source for this project? **ANSWER: Federal & State Funds (Capital Contract)**
6. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent? **ANSWER: Contract expires August 2024; however, it is expected to be completed/spent within 6 months of issuance.**

7. Do the agencies provide any other types of service that may be used by the awarded solution, such as micro transit? **ANSWER: 1.1 Background Information; Page 5, Paragraph 1:** Altran provides door to door public transit service for any person who resides or visits; to any destination countywide in Alger County with regional route service to Marquette County. Our service days, times, and location frequencies are based on the needs of the community. Altran is an advanced reservation demand response service with buses running only when people have requested a ride along with a regional route from Munising to Marquette, several times daily, Monday-Friday.
8. Do the agencies have an Interactive Voice Response (IVR) system currently? If so, who is the current IVR system with? What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish)? Is it an onsite server or hosted solution? **ANSWER: NO**
9. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual? **ANSWER: NO – RFP was used from another transit agency and modified to suit our needs.**
10. Do you want the chosen vendor to do all the driver training or are we training the trainers? If training the trainers, how many of those are there? **ANSWER: train the trainer will work – 3-5 trainers.**
11. How many depots does each agency operate if more than 1? **ANSWER: NONE – The passenger transfer station is an unmanned passenger shelter.**
12. How many subcontractors do you work with? Will those subcontractors need go-live support on site? **ANSWER: 1.1 Background Information; Page 5, Paragraph 1:** Altran does not subcontract out transportation services.
13. Are any private contractors/subcontractors used to provide trips for any of the agencies? If yes, how are these contractors paid, by the trip or by the hour? Will (agency) allow proposers to provide a demo of the software before awarding the contract? **ANSWER: 1.1 Background Information; Page 5, Paragraph 1:** Altran does not subcontract out transportation services.
14. What are the agency expectations related to data conversion from the current system? **ANSWER: 1.3 Function Requirements; Page 6 & 7; A. Data Functional Requirements:** Software must convert all existing data (MS SQL Server) with no loss of information. Agency also expects the conversion to be completed by vendor.
15. Are there any interfaces required to external sources such as Medicare? If so, what other external source? **ANSWER: No**
16. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have? **ANSWER: We have one Lead Dispatcher & multiple Dispatchers.**
17. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union? **ANSWER: No**
18. How many group trips does each agency currently provide per week? What percentage of all trips are group trips? **ANSWER: Agency had a total of 26 group trips for 2022.**
19. What is the breakdown of fixed route vehicles versus paratransit vehicles? **ANSWER: Operate up to 3 route vehicles and 11 demand response vehicles at peak operation.**
20. What is your average number of trips per day? **ANSWER: 145**
21. What is the weekly average number of declined trips? **ANSWER: 1.1 Background Information; Page 5, Paragraph 3:** Altran averages 5 no show trips per thousand with a total of 52,756 trips in FY21-22.
22. What is the average number of one-way trips provided? **ANSWER: Unknown**
23. Do the agencies provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? **ANSWER: 548 subscription trips/year = 1%.**
24. What is the current size of your client population? **ANSWER: As of 2021 Census 8,821; Active Riders 3512.**
25. What is the peak number of calls handled per hour? **ANSWER: Average # calls Oct-April = 80/day and May-Sept = 180.**
26. Are driver tablets and mounts required to be included and is so, how many and for the number for paratransit separate from the number for fixed route? **ANSWER: C. Mobile Data Terminal (MDT'S) Requirements, Page 9:** Alger Transit Authority will provide Samsung Galaxy Tab A7 Lite tablets as MDT's.
27. Should vendors provide pricing on their own price sheets? **ANSWER: Vendors are required to use the Attachment A – Pricing Proposal but may also include their own format.**
28. For clarification, since we include maintenance costs in the initial term, the RFP Price sheet asks for Year 1 and Year 2, Proposal + Year 1 + Year 2 = 3year total. This could be translated as Proposal + second year term + third year term, correct? **ANSWER: Yes**
29. You mention IVE, SMS, Centers Portal, Pre-Post Trip inspection and trips to external providers and there is no place on the price sheet to offer these options. Do you want an a la carte pricing option list for these items added to the bid? **ANSWER: I don't see where we mention IVE, SMS or Centers Portal. Pre/Post Trip Inspection Reports are inspections completed by the driver before and end of their shift to report repairs/defects needing attention. We would like these to be performed electronically by the driver vs. purchasing a pre-printed bus inspection form. We are not asking for a la carte pricing for these items.**
30. For fare payment, one of the options is credit card charges. May we add separate price sheet information explaining those charges? **ANSWER: Yes**
31. What are the minimum insurance requirements? **ANSWER: 4.5 Insurance Requirements are listed on Page 25.**
32. Does the mobile app need to show ETA data for fixed route? **ANSWER: Would be a nice feature but not necessary.**
33. Are there any additional "like-to-have" features for the mobile app that you are interested in knowing about? **ANSWER: No, not at this time.**

**Posted: February 20, 2023 (SET #3)**

1. In the answers to questions posted already, we'd like to understand what 'tasks' entails.  
  
3. Can we perform the tasks (related to RFP) outside USA? No (like, from India or Canada) **ANSWER: Training would be a task that we would not want performed outside of USA.**
2. In section 2.5 Proposal Submission Checklist, an Addendum Signature Page(s) is listed there. We just want to confirm that this is not applicable. **ANSWER: Yes, this is applicable and would need to be signed and submitted with proposal.**

**Posted: February 20, 2023 (SET #4)**

1. Would Alger Transit Authority consider an extension of the deadline to March 7<sup>th</sup>, 2023? This is due to multiple RFPs being out right now and we want to ensure we provide you with a quality proposal. **ANSWER: No, due to deadlines/timeframes on our end; as well as considering the potential conversion to new dispatching software aligning with our busy tourist season.**
2. In Section 4.5 of General Terms & Conditions: is automobile liability required in this instance this the RFP is for dispatch/scheduling software? Can this requirement be removed? **ANSWER: No, this requirement cannot be removed to ensure no incurrence of liability to Altran. We will remove any statement that refers to insurance being held in the State of Michigan and/or Michigan No Fault.**
3. Throughout the RFP, there are boxes under each section for proposers to "...certify your understanding of the above requirements and that you or your firm meets or exceeds all items detailed in Section...". Can you confirm that proposers need to write in these boxes along with providing other content such as the technical proposal? **1.2 Minimum Mandatory Technical Requirements; Page 6 ANSWER: Yes, for ease of evaluation, proposers need to complete, certify and submit with proposal.**
4. On page 9, section D, requirement "1. Generate reports based on pre-trip/post-trip records...". Can you provide examples of pre-trip/post-trip records you are expecting for the system? **ANSWER: Pre/Post Trip Inspection Reports are inspections completed by the driver before and end of their shift to report repairs/defects needed. We would like these to be performed electronically by the driver vs. purchasing a pre-printed bus inspection form. See attached as an example. [Sample Electronic Pre-Trip](#) [Sample Paper Pre-Trip](#)**
5. Is there a DBE goal for this procurement? **ANSWER: No not specifically, however, Altran is required to participate in DBE goals & reporting. RFP has been posted at <https://www.michigan.gov/mdot/travel/mobility/pub-transit/contracting-opportunities>. Overall Goal for the DBE Program Pursuant U.S. Department of Transportation regulation 49 CFR § 26.45, MDOT current DBE participation goal for FTA is 1.39% and Race Neutral is 1.39%.**
6. Would Alger Transit Authority consider allowing proposers to submit proposals via email or fax? **ANSWER: No**

**Posted: February 20, 2023 (SET #5)**

1. Does Altran desire to have the bidders Master Service Agreement (MSA) submitted with the proposal for review of legal contract terms? **ANSWER: Bidder may include the MSA however, it will not be a considering factor in the award.**
2. Will Altran accept a vendor's cost proposal in their standard format in addition to the pricing proposal form provided for additional clarification? **ANSWER: Yes**
3. If a vendor offers more optional solutions, would Altran prefer to have those solutions listed as optional along with pricing associated with each if it is felt it would complement Altran's operation? **ANSWER: Yes**
4. Does Altran desire to have their 2 routes managed by the vendors fixed route solution with this RFP if a vendor has said technology to accommodate? **ANSWER: Altran's route runs should be considered "flexed" routes. They are not traditional fixed routes. Altran is unsure if vendors fixed route solution would still apply.**

**POSTED February 21, 2023 – To Clarify Question #4 (Set 5)**

1. Does Altran desire to have their 2 routes managed by the vendors Flex Route solution with this RFP if a vendor has said technology to accommodate? **ANSWER: Vendors could provide this solution as an option.**
2. Does Altran have a GTFS feed for their Flex Route already created? **ANSWER: No**

**POSTED February 21, 2023 – To Clarify Question #2 (SET #3)**

1. For this one, we don't see an Addendum Signature page included in the RFP. The only mention of it is in section 2.5's Proposal Submission Checklist. **ANSWER: I will work on creating an Addendum page with the changes listed and signature/date at the bottom for submission with your proposal. I will have this done by Friday at 12:00p.m. and posted to our website for download.**

**POSTED February 21, 2023 – To Clarify Question #29 (SET #2)**

1. RFP asks for price sheet to include all items in Section 1.3 A-F. In section 1.3 Paragraph B item 2d. requirements are for text messages and Night Before and On the way notifications to passengers. And also mentions that Altran has no preferred method, in order to keep costs down, vendor can make suggestions. Are the text messages and night-before and on-the-way optional items we can provide information and optional price information on or are one or both of these methods mandatory to be included in price?  
**ANSWER:** Good catch! After consideration we would like to have both text messaging and phone call features included in the proposed price.

**POSTED February 21, 2023 – To Clarify Question #4 (SET #4)**

2. The links to the sample pre and post trip inspection records doesn't work. Can you send them to me here?  
**ANSWER:** I will put a separate link on our website labeled Attachments.

**POSTED February 21, 2023**

1. In section 1.2 Minimum Mandatory Technical Requirements on page 6 of the RFP, the requirement states that the solution must be a "Microsoft Windows based and, SQL server, database and use 64-bit technology." Is this a hard requirement or is there some flexibility as long as the server is cloud-based?  
**ANSWER:** The Question & Answers deadline was February 17, 2023. Only clarifying questions to previous answers are permitted until 4:00p.m. Tuesday, February 21, 2023. Reference POSTED February 20, 2023 – To Clarify Question #3 (SET #2).

**THE QUESTION AND ANSWER PERIOD IS COMPLETE AND ENDED. THANK YOU FOR YOUR INTEREST IN OUR DISPATCHING SOFTWARE PROJECT!**