



CITY OF ALBANY, OREGON
FINANCE DEPARTMENT

PARATRANSIT SCHEDULING AND DISPATCH SYSTEM RFP, ADDENDUM # 1

May 18, 2021

The purpose of this addendum is to modify the RFP documents only to the extent indicated herein. All other areas not changed or otherwise modified by other addenda shall remain in full force and effect. This addendum is hereby made an integral part of the original Project Documents. The Proposer shall sign acknowledging they read and understand that this addendum includes and incorporates the following changes or provides clarifications to questions submitted by prospective proposers.

If applicable, revised sections are reflected as follows: additions shown in bold and italicized and deletions shown with strike-through.

1. The RFP has been modified to revise and extend the closing dated from June 3 to June 17, 2021, at 2:00 p.m. PST. All changes applicable to the extension are reflected in the revised solicitation, see Revised RFP Document.

The following questions have been asked; Clarifications are listed below.

1. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?

Yes.

2. Is it allowable to put the Technical Requirements in Word, or must they be sent back in Excel?

The technical requirements may be submitted by PDF or Excel. Excel format is preferred.

3. Would the City consider an extension to the due date since the last day addenda can be posted is only 2 business days away from the due date because of Memorial Day weekend? We want to make sure we have enough time to provide a quality response to the City if we were to have to change our work due to the addenda possibly coming out that late.

Yes, see the updated timeline and Revised RFP Document extending the close date to June 17, 2021 at 2:00 p.m. Pacific Time.

4. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

No, there is not a consultant involved.

5. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?

The speed of the current system is causing some delays for dispatching staff. In some instances, bookings can take up to 10 minutes. In addition, there is no ability to lock down a ride telling the system to not modify the set ride and times.

6. What are the goals of the City surrounding this software upgrade?
A more efficient and adaptable scheduling software.
7. Does the City have a preferred cellular network? If so, please provide contact information for our account manager.
The city will be acquiring the MDT tablets after a vendor agreement is reached.
8. Does the City provide any other types of service that may be used by the awarded solution?
Yes, we also provide some scheduling for a deviated fixed route that is a standard route we would like to start tracking ridership and drop offs.
9. Does the City have an IVR system currently?
No.
 - a. If so, who is the current IVR system with?
N/A.
 - b. What type of functionality does it provide (i.e., night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish)?
N/A.
 - c. Is it an onsite server or hosted solution?
N/A.
10. Does the City have any Commuter Routes that would be considered part of this project? If so, how many?
This would not be part of this project.
11. Are vendors to provide a quote for tablets to be used as MDT's or mounting hardware? Or will the City provide these on their own?
No, the city of Albany will acquire the devices outside of this contract. The vendor can indicate the need to use Android or Apple, and the city would acquire that.
12. How many in office users will you have?
Three users.
13. 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?
Three.
14. How many depots do you operate if more than 1?
One.
15. Do you have any subcontractors?
No.

- a. If there are subcontractors, will those subcontractors need go-live support on site?

N/A.

16. Are any private contractors/subcontractors used to provide trips for the City? If yes, how are these contractors paid, by the trip or by the hour?

No.

17. What are your agency expectations related to data conversion from the Route Match system?

Much is expected to be built from scratch or re-built in the new system, but we will want to transfer/load customers/clients and locations/destinations/places/addresses.

18. Are there any interfaces required to external sources such as Medicare? If so, what other external source

No.

19. Please provide 1 year of monthly reporting summaries for your demand response system.

The data is not available currently. This will be provided in Addendum #2.

20. What is the total number of Drivers to be trained?

10.

21. How many dispatchers does your agency have?

2.

22. How many reservation agents does your agency have?

2.

23. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?

Our dispatchers perform reservations, updated client data, schedule drivers, and communicate with both clients and drivers.

24. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?

Yes, paid staff are AFSCME.

25. Does the service area encompass more than one county? If so, which counties (other states as well)?

Yes, Benton County and Linn County.

26. What is the maximum number of paratransit vehicles at peak service on any given day?

10.

27. Please indicate if there are any holidays for no service or reduced service.

All holidays are no service holidays.

28. On what days of the week are trips provided?

Monday - Saturday.

29. What are your hours of service?

6:30 a.m. – 8:00 p.m. M-F, 8:00 a.m. – 6:00 p.m. Saturday

30. Does your agency provide group trips? If yes, what percentage of trips are group trips?
No.
31. What are your current Rides per Hour (RPH)?
The data is not available currently. This will be provided in Addendum #2.
32. What are your average trips per day?
Pre COVID = 100 rides.
33. What is the average trip length?
5-6 min.
34. What is the number of will calls weekly?
Five.
35. What is the weekly average number of declined trips?
Zero.
36. What is average number of one-way trips provided weekly?
520.
37. Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?
Yes, 25% are standing rides.
38. What is the number of Flex Routes (Deviated Fixed Route) per day and per week?
Two.
39. What is the current size of your client population?
3,700 current clients. City of Albany's population is over 52,000.
- a. What is the growth rate?
Adding 10% a year to the client list.
40. On average, how many taxi trips are used per day?
None.
41. On average, how many calls will your call center handle?
Per day, 50.
- a. What is the peak number of calls handled per hour?
10.
42. Do Volunteers have regular schedules?
Yes.
43. Do Volunteers driver their own vehicles?
No.
44. Do Volunteers drive company vehicles? If so, do the drive the same ones every day?
Yes. Volunteers drive the same vehicle in a day but could change vehicles from week to week.

45. Do Volunteers adhere to same policies as other drivers on staff?
Yes.
46. Do Volunteers have their own set of rules? If so, please explain the differences from paid operators.
N/A.
47. Do Volunteers pick up the same clients every time they are on duty?
Yes & No, they often do standing rides along with scheduled rides.
48. Do Volunteers have breaks? Are they consistent?
No breaks.
49. Do Volunteers have their own unique set of riders? Meaning do paid operators ever pick up the same clients as the Volunteers?
Yes, volunteers do not work with certain clients, such as clients in wheelchairs. Paid operators could pick up all clients.
50. Are any of the Volunteers seasonal?
No.
51. Do Volunteers provide any other job functions in your organization? If so, please list.
No.
52. Will Volunteers use tablets?
Yes.
53. Are Volunteers able to carry more than one passenger at a time?
Yes.
54. Who oversees the Volunteers?
Dispatch Staff.
55. Do Volunteers cover for each other if there is a call off?
Yes.
56. Are Volunteers trips scheduled first and paid operators after? Or Are paid Operators given trips first?
No, all scheduled at same time.
57. Do Volunteers communicate directly with clients? Or do all client requests and communication go through dispatch?
Clients would call to dispatch and dispatch will communicate with drivers.
58. How far in advance are Volunteers scheduled out?
Monthly.
59. How many Volunteers do you have?
10.

60. What % of your trips do the Volunteers handle?

Pre COVID, 20%.

61. Can the City 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 City's money.

\$110,000 for the implementation year(s) and \$15,000 per year for ongoing maintenance and support.

62. In order to compile a thorough and thoughtful response to the City's RFP, we respectfully request a two-week extension of the proposal deadline to June 17th, 2021.

Yes, please see the revised RFP document which extends the closing date to June 17, 2021, at 2:00 p.m. Pacific Time.

63. We understand that the system shall be capable of scheduling and dispatching same day trip orders. Is the City interested in providing on-demand service (in addition to subscription and pre-scheduled trips)? Under such a model, paratransit riders could request rides in real-time using the client mobile application.

Same day trips are not typical. The city would like the capacity to provide same day trips.

64. Can the City please confirm whether or not the Contractor is responsible for client eligibility tracking?

Contractor would not be responsible for client eligibility tracking.

65. Can the City please provide a map of the service zone for the Call-A-Ride service?

We service the City of Albany, Oregon city limits and extending $\frac{3}{4}$ of a mile beyond those limits.

The dashed line in the linked map includes the city limits.

<https://cityofalbany.maps.arcgis.com/apps/webappviewer/index.html?id=f300087b5f9b45098145c21f60ad12d6>

66. Exhibit H, Item 54 states: "System must be capable of recognizing geographic zones and assign trips to the proper zone when systems serve multiple counties with dedicated vehicles and staff."

Can the City please elaborate on this requirement?

Example: The City of Albany services Benton County and Linn County residents, we are looking for a capability to separate rides between the counties and report off of the trips per county.

67. We understand that the focus of the City's RFP is procuring a next-generation paratransit dispatch system. Is the City interested in proposals from firms which would explore an integrated paratransit and microtransit scheduling and dispatch system in the future? The integrated software could commingle paratransit and microtransit riders using the same fleet of vehicles, offering the benefits of on-demand transit for all of the City's customers while improving the quality of service for the City's paratransit clients.

The City provides bus services and paratransit services at this time. No movement to microtransit is expected.

68. RE: H.10.A - The desire is for an Android or Apple based tablet operating off of cellular networks. As a part of this project, the Transportation Division will be acquiring 10 tablets and mounts for use by drivers in the field. The preference for the tablets is Android or Apple iPad. Verify that the City of Albany will supply the devices to be used with the solution?

Yes, the City of Albany will acquire the devices outside of this contract. The vendor can indicate the need to use Android or Apple, and the City would acquire the devices.

69. RE: H.11.E - The MDT unit must be capable of receiving pre-defined messages when a specific numeric code is sent from the host application. Please provide information on what these numeric codes would be. Also, this is a repeat of H.11.H, correct?

Yes, this is duplicated. We are looking for the capacity to send a standard set of common notifications from a dispatcher when they type a sequence, for example, type #23 and it provides a message to a specific driver with a pre-defined text about a unique pickup situation. The objective is to be able to send a standard/common set of pre-defined messages quickly to drivers.

Contractor's Signature

Date

Company Name *(Please print)*