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REQUEST FOR INFORMATION (RFI)

RVTD Paratransit, Medicaid NEMT and MicroTransit Software Request for Information

RFI NUMBER: 0103TF

RFI Issued March 17th, 2021

Response Due April 19th, 2021 by 2:00 PM PST

Rogue Valley Transportation District (RVTD) is seeking information from firms for Non-Emergent Medical Transportation (NEMT), ADA Paratransit and Micro Transit software solutions. This Request for Information (RFI) may be used as a preliminary step to help RVTD develop a formal Request for Proposals to solicit additional participation in replacing aging software services.

Written responses to this RFI are due no later than the date identified above. Responses are limited to 40 total pages. Please submit an electronic email response only to the following person:

Attn: Mary Lou Lerma, Procurement Specialist
Phone: 541-608-2417
Email: mlerma@rvtd.org

All inquiries are to be submitted to the above person.

Responses will be reviewed by RVTD for the purpose of determining the feasibility and advisability of proceeding with a subsequent RFP. Responses submitted hereunder create no binding obligations and confer no rights of any party. At any time, RVTD may request additional information from any Responder and may terminate this RFI without incurring any liability to any Responder. By submitting a response, each responder expressly waives claims for any costs

and expenses the responder incurs in connection with preparation and submission of a response.

PUBLIC RECORDS. This RFI and the responses received shall be kept by RVTD and could be made a part of the public record. RVTD REQUESTS THAT INTERESTED FIRMS NOT SUBMIT INFORMATION IN THEIR RESPONSE THAT THEY CONSIDER PROPRIETARY OR CONFIDENTIAL. Responses are voluntary and non-binding. Comments by vendors will not bind the vendor to RVTD contractually, monetarily or in any other way. RVTD cannot guarantee confidentiality of any documents or written comments submitted by vendors in response to this Request for Information, as it is available under the "Public Records Law."

THIS NOTICE IS FOR INFORMATION ONLY. It does not constitute a solicitation for bids, nor does it necessarily signal the intent of RVTD to procure these products or services. This Request for Information does not bind RVTD to issue an Invitation to Bid or to automatically adopt changes suggested by vendors.

BACKGROUND: RVTD is a public transportation district located in Jackson County, City of Medford, Oregon. Through their TransLink Brokerage, RVTD manages multiple programs, grants and contracts designed to improve transportation services for older adults, individuals with disabilities, low-income populations and occasionally services to the public.

The TransLink Brokerage has been providing services for ADA Paratransit and Oregon Medicaid Non-Emergent Medical Transportation (NEMT) locally and throughout Oregon. Currently, the TransLink Medicaid Brokerage manages transportation services through several NEMT transportation contracts including ones directly with the Oregon Health Authority (OHA) and Coordinated Care Organizations (CCO). TransLink manages all aspects of NEMT trip brokering including meal, mile and lodging reimbursements, provider provided transports, common carrier trips, public transportation options, billing (EDI), eligibility verification and flex services to name a few. Services are primarily provided through contracts with NEMT providers. RVTD would like to see that increased significantly so more district operated vehicles are used for local NEMT services.

Our Valley Lift program is a service for individuals with disabilities unable to utilize fixed route bus services and provides transportation above and beyond the required ADA guidelines. The service mirrors fixed route service days and hours of operation.

Both our Medicaid and ADA Paratransit programs are managed through separate, siloed software solutions which eliminate our ability to easily coordinate trips across programs. Service is provided in-house with RVTD owned vehicles.

RVTD also operates the Rogue Valley Connector (RVC) service, connecting rural areas of the county with fixed route buses and paratransit service. The interest is to identify a micro transit solution that can not only work for the RVC service but can also be leveraged to improve

services to both our ADA and Medicaid programs as well. RVTD is very interested in having a micro transit solution for this project.

General program statistics (pre-COVID):

- Overall Monthly Trips:
 - ADA – 4000-5000 average monthly trips
 - NEMT – between 22,000 and 28,000 monthly trip instances
- ADA Vehicles – 30-35
- Medicaid Vehicles – 260+

PURPOSE: Replace aging software which does not allow the brokerage to efficiently coordinate services, maintain cost efficiencies or reduce administrative overhead.

OBJECTIVES: Replace existing software with a single software platform that improves coordination, reduces costs, and allows the brokerage to maintain and expand their existing services and programs without the need for significant changes. Software should connect providers, passengers, and the brokerage together through apps and services to improve overall outcomes of the services provided through the brokerage. Replace complicated and often frustrating software configurations and reporting features that are simply unusable and uninformative; reporting should be easy to configure, not require a DBA to pull basic data and improve the brokerages knowledge of services to passengers. Mapping should be clean and intuitive making the creation and editing of map zones and boundaries easy and flexible. New system preferably would be cloud based and accessible from any internet-based computer or device. It is RVTD’s intention to use responses to this RFI to identify software vendors in their future RFP solicitation. RVTD anticipates contracting with a software vendor within the next 6-10 months.

Response Cover Sheet

Respondent's Business Name as filed with the Oregon Secretary of State's Business Registry:

Address:

City, State, Zip:

Primary Contact Person:

Title:

Telephone:

Fax:

Email:

RFI Criteria:

Responses to all questions not to exceed 40 total pages:

1. How many years has your company been in business? How long have you been creating software for the NEMT, ADA and Micro Transit industry? What is your companies' primary line of business?
2. Please provide a brief overview of your company (mission statement, business philosophy, management structure, organizational chart, etc.)
3. How many employees do you have? What is the total years' of experience your employees have in creating software for the ADA, NEMT and Micro Transit industries?
4. State the type of ownership of your company. Where is your company headquartered and what other locations do you have that support your software services?
5. Please provide primary key contact names, titles, addresses, phone, and fax numbers. Please include persons authorized to contractually bind your organization.
6. Provide status of any current or pending litigation against your company that may directly affect the ability for you to deliver your product and services.
7. Please provide a list of three (3) current customers (title, phone, and email) using similar solutions to what your organization is providing in response to this RFI.
8. Describe the value-added services your company can provide.
9. Explain, in one page or less, how the proposed will differentiate you from other companies and why RVTD should choose your company as a vendor of NEMT, ADA and Micro Transit software to our district.
10. Please list the unique features that provide your company a competitive edge over other software programs in the industry.