2025 ADA RFP #01-2025TF

Published February 14, 2025

RVTD Responses to First Technical Questions Received by February 6, 2025 Deadline

Question 1. Could you provide an updated list of insurance requirements specific to software? We want to ensure we meet all necessary coverage criteria.

RVTD Response:

Insurance requirements are listed in section 5.20 of the RFP and listed below. We are not requiring any additional insurance beyond what is stated in the RFP. However, if vendors hold insurance above what is listed in the RFP they can choose to include the amounts and types of coverage in their proposals.

- Commercial General Liability Insurance
  Commercial General Liability insurance, with coverage limits not less than: $2,000,000.00 per occurrence, and $2,000,000.00 general aggregate.
- Such coverage shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions outlined in Section 5.17.
- Such coverage will be equivalent to or better than the insurance Service Office (ISO) standard coverages, conditions, and extensions, and shall not contain limitations or exclusions for Blanket Contractual, Broad Form Property Damage, Personal Injury, Premises-Operations, Products and Completed Operations, Independent Contractors, Fire Legal Liability, and Explosion, Collapse, and Underground (XCU).
- The General Liability policy shall be endorsed with CG 2010 1185 or CG 2010 1001 and CG 2037 1001 or equivalent, naming RVTD and its directors, officers, representatives, agents, and employees as additional insured.

Question 2. Section 6.6 - Reporting Clarifications:

RVTD Response Introduction- RVTD is interested in receiving comprehensive ridership and service data, including detailed trip records, service and performance metrics, and passenger usage patterns to name a few, to analyze and compile independently. This data will supplement the standard reports provided by CONTRACTOR, allowing the district to

conduct in-depth analysis and make data-driven decisions. Options could be that the vendor provides a report builder that allows RVTD to manipulate the data, providing us access to the data to build our own reports, or some combination of those options.

Requirements stated in the RFP:

Section 6.1- Reports shall be available to RVTD to download automatically and as needed in a format such as PDF (Adobe) or Microsoft Excel/CSV file.

Section 6.6 -RVTD requires the CONTRACTOR'S software to provide, at a minimum, the following reports, while allowing for additional reporting capabilities.

Proposals should provide sufficient detail of the vendor's software reporting capabilities. The responses below are examples of what could be included but are not required.

   a. **Travel Times**
      i. What specific fields do you need included in this report?

RVTD Response – These could include reservation time, scheduled pickup time, actual pickup time, drop off time, actual drop off time, OTP window, early/late arrival time, early/late pickup time, wait time, trip duration, ride time, no-show time, late cancelation time, cancelled time, missed trip time, all deadhead time, wait (dwell) time, transfer time, total service time including the ability to filter by date, time, client, van, service, fare type, driver, vehicle and other metrics the district may need.

   b. **Average Customer Wait Time**
      i. What specific fields do you need included in this report?

RVTD Response: These can include scheduled pickup window, drop-off window, late and early arrival windows, rider ready time, missed trip times, wait time before boarding, dwell time, no-show time, will-call wait time and duration, requested will-call time, negotiated times, etc.

   c. **Rider Categories**
      i. What specific fields do you need included in this report?

RVTD Response – These can include age and distance categories to disability and program participation categories, group homes, dialysis, etc. Categories would be used to group and identify similar individuals or services being provided and a way to report on them.

   d. **Origin and Destination**
      i. What specific fields do you need included in this report?

RVTD Response: These can include scheduled pickup time, actual pickup time, early pickup time, late pickup time, passenger wait time, passenger load time, time of no-show / late cancellation, driver departure time, as examples.

      e. Special program counts by day, to and from

            i. Can you please clarify what all is considered a special program?

RVTD Response: These can include special programs for RVTD in the accessible transportation department that is not ADA (Valley Lift) such as the districts PLUS or DD53 programs. RVTD is interested in tracking data for special programs in a way that separates the data from other programs such as Valley Lift.

            ii. What specific fields do you need included in this report?

RVTD Response: For special programs, we need to collect all data we collect for our Valley Lift program which includes date of service, distances, pickup locations, drop off locations, funding source, and times. The ability to report of these special programs independently is paramount. Data from program to program should not be mixed and when needed, the district should be able to report on any program independently.

      f. Total for month

            i. What specific fields do you need included in this report?

RVTD Response – All data that the vendor has available should be reported in several time spans including day, month, year.

Question 3. We respectfully request that RVTD allow for digital submission (e.g. by email, portal upload, or similar).

RVTD Response: RVTD understands the cost to prepare hard copies can be a burden. However, we will continue to require the proposal submission as outlined in the RFP and provided again below. This allows for RVTD to begin the review of proposals immediately upon receipt of the submissions.

One original and four identical physical copies in an opaque envelope containing: A Technical Proposal, Cost Proposal, contract template and all required materials. Envelopes shall be sealed, bear CONTRACTOR'S name, and be addressed as follows
Rogue Valley Transportation District
ADA RFP #01-2025TF
101 S. Front Street
Medford, Oregon 97501
Attention: Debbie Wilbur- Finance Manager

Question 4. Will RVTD please allow the use of verified e-signatures for this submission?

RVTD Response – As outlined in the RFP, "Signatures shall be in long hand and executed by a representative of CONTRACTOR duly authorized to make contracts." The original longhand signature is required only on the original proposal on all required forms. RVTD is not accepting verified e-signatures for the original proposal submission.

Question 5. Would RVTD consider an extension to the proposal submission due date to accommodate the complexity of this RFP?

RVTD Response – The schedule is not being modified and the due date continues to be March 10, 2025 by 5:00PM PST. RVTD is providing approximately 30 business days between the publication of the RFP and the due date of the proposal submission.

Question 5. Does RVTD have a target Productivity (Passengers per Vehicle Hour) for this program/service?

RVTD Response - Average passengers per vehicle hour is between 1.2 and 1.6 depending on the time of year. RVTD would expect an overall increase in efficiencies with new software toward a 2 passengers per vehicle hour target.

Question 6. Can RVTD identify the number of zones in which this service would operate?

RVTD Response – There are currently 2 zones RVTD recognizes:
- **ADA Zone** – ¾ mile boundary from bus stop. This is RVTD's ADA boundary.
- **Expanded Zone** – The expanded zone is an additional ¾ of a mile from the District's ¾ ADA zone. The intent of this zone is to allow individuals on other programs to come into the ADA boundary for services. Passenger origin <u>and</u> destination is not allowed to be within the additional ¾ boundary and return trip must be to the same location.

Question 7. What is the total coverage area of the service?

RVTD Response- RVTD's service area as February 2025 is as follows:

ADA ¾ Mile Boundary – 85.02 Sq Miles

Extended Boundary – 58.59 Sq Miles

Total VL and Extended Boundary – 143.62 Sq Miles

Question 8. What is the maximum number of vehicles to be used for this program?

RVTD Response- RVTD currently has 24 vehicles allocated for this program, but on any given day, the maximum number of vehicles used is 19.

Question 9. Can RVTD provide any ridership forecast for the next 6-12 months?

RVTD Response- RVTD is currently forecasting to meet or exceed their current estimated ridership for FY 24-25. Below are the average monthly ridership numbers for each fiscal year:

- 20-21: 2274 average monthly rides
- 21-22: 2923 average monthly rides
- 22-23: 3318 average monthly rides
- 23-24: 3345 average monthly rides
- 24-25: 3558 average monthly rides (as of 2/1/25)

RVTD anticipates a 5%-6% increase in ridership for FY 25-26 based on historical ridership trends since COVID.

Question 10. How many trips per day/week/month do the vehicles complete?

RVTD Response- Rides vary month to month. Contractors are encouraged to use the average number of monthly rides from Q. 11 to estimate daily/weekly ridership trends.

Question 11. What are the hours of the service?

RVTD Response- Valley Lift operates Monday – Friday 0500 – 2145 and Saturdays from 0700 – 1900. There is no service on Sundays.

Question 12. Can you please provide an implementation schedule regarding the number of vehicles and/or zones that will be added to the service for the duration of the contract?

RVTD Response- At this time, it is not anticipated there will be additional vehicles or zones or a significant expansion to the ADA service area outside what is listed in this RFP. RVTD does expect all vehicles and zones to be fully functional for all phases of testing and go-live.

Question 13. What is the overall budget of the program?

RVTD Response- The annual cost to provide the Valley Lift ADA program is approximately $2,500,000.

Question 14. What is the anticipated launch date of the project? According to RFP, Notice to Proceed Letter is scheduled to occur on or before June 6th, 2025.

RVTD Response- RVTD anticipates the launch of new software to begin promptly after the project is awarded. If the project initiation occurs later, vendors must provide a satisfactory alternative schedule to meet the completion deadline and system acceptance of February 27th, 2026. Please note the timeline is part of the evaluation score.

Question 15. Can you please share any details about what system is used by RVTD for fare collection?

RVTD Response- RVTD currently uses an electronic, account-based, cloud-based, fare collection system called UMO (Cubic) for fare on both fixed route and paratransit. Drivers also accept cash and prepaid paper tickets called 'scrip'.

RVTD would prefer the successful contractor to have some functionality that allows for tracking fare payments as outlined in 3.14, "store prepaid fare and trips available to the client in their account, deduct available fare/trips from the client record as trips are provided. Preference for solutions that trigger alerts to passenger and RVTD when account balances are low" and 5.8, "Ability to notify the driver whether a passenger's fare has already been paid and allow drivers to record fare payments on a vehicle via cash, UMO or scrip (ticket)"

Question 16. Are there any integrations required for this project? (e.g., Transit, Masabi, Token Transit, Unwire)?

RVTD Response- There are currently no specific integrations that RVTD is requiring.

Question 17. For payment system, does RVTD has a preferred vendor or open to any suggestions?

RVTD Response- RVTD currently uses UMO for their fixed route and paratransit programs. We are not pursuing an alternate fare system as part of this procurement.

Question 18. What is the funding source for this project? What are the funding deadlines/timelines for this project, i.e., when does the money need to be spent?

RVTD Response- The district is using general fund and federal funds for this project. There is no deadline outside the established project timeline in the RFP.

Question 19. Is RVTD willing to purchase the hardware (MDTs) or we must provide? If yes, can you confirm the total number of MDTs required for this project?

RVTD Response- RVTD prefers to use the existing new Samsung tablets we have for this project. RVTD is willing to purchase new hardware should the successful contractor have a reasonable justification and solution that meets the District's needs and requirements. The purchase of new hardware would be approximately 30 units including spares.

Question 20. Is there a DBE requirement/goal for this project?

RVTD Response- There is a request for DBE Participation of 0.75% however this is not a requirement, it is RVTD's DBE goal for procurement awards. There is not a score related to the DBE participation.

Question 21. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?

RVTD Response- Overall RVTD is seeking a software solution that adds benefit to our riders and improves processes and performance for the call center.

Question 22. Pricing Questions

   a. How is the price evaluated and scored? Total lump sum? Base year only, or inclusive of option years?

RVTD Response- All aspects of pricing are considered during evaluation including base price, support, hardware, project management, etc.

b. Does the price proposal need to be in a separate document/envelope from the technical proposal?

RVTD Response- No, the price proposal can be included in the proposal as one document and submitted in the same envelope.

c. What criteria should be considered for accurate pricing for this program (specific number of vehicles, number of users, max trips per day, etc.)?

RVTD Response- Pricing is a portion of the overall score for this project and will be evaluated based on the benefits of the contractor's software in comparison to the price they are proposing. RVTD encourages vendors to explain costs in a narrative section to help the District better understand any obscure pricing.

Please note 10 points is being assigned under the category 'Cost' to each of the following:
- Competitive, reasonable, identify efficiencies
- Value added features or services, innovative project approach

These criteria are often considered as a Value-added approaches, whereby vendors can propose cost saving activities and measures which will be considered in the scoring.