2025 ADA RFP #01-2025TF

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RVTD Responses to **Second Technical Questions** Received by February 21, 2025 Deadline

Question 1.   For RFP General Specifications 1.13, "At the discretion of RVTD, software shall allow RVTD to restrict the number of rides a passenger may take per day, week, month or year including time of day in increments defined by RVTD," can you please clarify in what situations you typically restrict rides and how often this occurs?

RVTD Response:

Under RVTD's Valley Lift services, the DD53 and PLUS programs operate with Medicaid funding. Each program has specific rules and limits on the number of trips an eligible rider can take daily or monthly. Unlike standard Valley Lift trips, which are restricted to the ADA boundary, both DD53 and PLUS allow travel between the extended boundary and the ADA boundary.

- **DD53 Program** – This program provides transportation to and from worksites, with a limit of 2–3 rides per day based on the rider's work transportation needs. Unused rides do not carry over to the next month. Rides are provided at no cost to the rider.

- **PLUS Program** – The PLUS program promotes community independence by removing transportation barriers. Riders receive between 2 and 100+ rides per month, as determined by their case worker. There are no daily ride limits, but unused rides do not carry over. Ride allocations reset at the start of each month. There is no cost to the rider

Question 2.   For RFP Passenger Interface/App, "Customizations for both riders with limited use of smartphone technology and riders with advanced use of smartphone technology," can you please clarify what customizations you might have in mind or provide a possible example to ensure we're on the same page?

RVTD Response:

RVTD seeks customizations to ensure the interface is accessible for both novice and advanced smartphone users. For riders with limited smartphone experience, this may include a simplified interface with larger buttons, modified colors, voice-assisted navigation and step-by-step guidance. For advanced users, features could include customizable notifications, trip planning with multiple options and integrations with other mobility apps. RVTD's goal is to enhance usability for all riders while maintaining a seamless experience for all.

Question 3.   For RFP Reporting - Metrics Specifications 6.2, "CONTRACTOR and software shall provide RVTD with access to all back-end data and Application Programming Interface (API) to retrieve data," is this because RVTD plans to run reports in a third-party BI tool? Can you provide more clarity on the use cases for an API?

RVTD Response:

Yes. RVTD requires access to back-end ridership data and the API to ensure flexibility in data retrieval and reporting. This access allows RVTD to integrate the data with third-party Bi tools, conduct in-depth analysis, and generate reports tailored to operational and strategic needs. Additionally, having access to this information ensures RVTD can independently verify data accuracy and adapt reporting as requirements evolve. Alternatively, the CONTRACTOR may propose a comparable solution, such as direct data exports (CSV, SQL data dumps, Excel, PDF), scheduled reports, or custom data feeds (e.g., SFTP). The proposal must include sufficient details on how the solution meets the requirements of this section.

Question 4.   For RFP Dispatching/ Dashboard Interface Specifications 4.13, "A solution that enables RVTD to define and restrict service areas and travel distances for a fleet of all-electric vans. System able to provide real-time monitoring of vehicle battery health and charge levels, among other essential features, can you clarify if RVTD wants us to integrate our software into your vehicles somehow or if you would input charge levels/battery health into our software and then we'd use that to define possible routes/drive times?

RVTD Response:

The description in 4.13 are optimal features and RVTD does not have a recommendation on how the information could be displayed. RVTD encourages CONTRACTORS to include any available solutions for managing electric fleets in their proposals. 4.13 is not a required feature.

Question 5.   Section 1.3: White labelled app - is it a must have?

RVTD Response:

Section 1.3 is required and states, "The platform shall allow RVTD to customize branding elements of any public facing interface (mobile application, website, driver interface, etc.)." This is broader than an app and is seeking to ensure RVTD's logo and branding is part of public facing information and interfaces. As part of this feature, RVTD is seeking a white-label solution for this project. However, contractors are encouraged to propose any labeling (branding) options in their submissions.

Question 6.   Section 2.6: The details provided is not totally clear to us. Could you please provide some examples of the logic process you'd like the software to work through?

RVTD Response:

Trip-by-trip eligibility refers to the software's capability to evaluate specific conditions—such as weather, distance, disability, and mobility—for each rider. Based on these conditions and the rider's needs, the software determines whether the ride should be provided via fixed-route service or Valley Lift. For example, if a rider is unable to travel when temperatures are below 55°F or above 85°F, they would be assigned to Valley Lift on days with extreme temperatures and use the fixed-route service when conditions are moderate. Similarly, a rider who can typically use the bus to get to a dialysis appointment might require Valley Lift for the return trip if they become too ill afterward.

Section 2.6 is not a required feature, and CONTRACTORS are encouraged to provide any feature that can accommodate 'smart' trip decision making by mode.

Question 7.   Sections 3.7 and 3.11: Could you clarify if the rider should have the options to select a pickup time or drop-off time such that the system must offer both a pickup time AND a drop-off time for each trip, or that the system must offer one or the other?

RVTD Response:

RVTD is seeking a solution that allows riders to select either a pickup time or drop-off time, not both, when scheduling rides. The system would then present the rider with the different available time options.

Question 8.   Vehicle: What is the maximum wheelchair capacity for the vehicles used on this service? If that capacity is greater than 1, would you like the system to pool wheelchair rides together when the system determines it is most efficient?

RVTD Response:

RVTD's current fleet accommodates one wheelchair per vehicle. New vehicles are expected to support at least two wheelchairs per vehicle. Additionally, the new software should enable grouping, sharing, or pooling of wheelchair rides when it is both feasible and efficient for the service.

Question 9.   Eligibility: Can you please share the eligibility screening and approval process?

RVTD Response:

RVTD's eligibility process involves a two-part application. The applicant completes the first section, after which a medical professional verifies the individual's disability and functional limitations in the second section. Once the complete application is received, RVTD reviews it and decides whether to approve or deny the application. If denied, the applicant will receive a letter outlining the decision and the opportunity to appeal. If approved, the applicant will be notified of the eligibility determination along with instructions on how to begin using the service. Once applicants receive their ID card, they can start using the service the next day.

Question 10. Included/Not Available: If a feature is in the process of being built and will be ready well in advance of the launch date for this service, but won't be ready before the demo dates, should we list this feature as "Included" or "Not Available"?

RVTD Response:

If the feature is not available and in use by customers at the time of submission, CONTRACTORS should put "Not Available". If the feature is in development and has been field tested, please provide information in the proposals.

Question 11. As part of our ongoing commitment to environmental sustainability, would you consider accepting our proposal in a digital format via email, rather than a traditional printed copy?

RVTD Response:

Previously Addressed in Feb. 6th Questions

Question 12. Would electronic signatures be acceptable on the required forms?

RVTD Response:

Previously Addressed in Feb. 6th Questions

Question 13. Is there a DBE goal for this procurement?

RVTD Response:

Previously Addressed in Feb. 6th Questions

Question 14. Can you please confirm if SOC 2 compliance is a requirement for vendors and underlying hosting platforms?

RVTD Response:

This is not a requirement for this solicitation or the features we are seeking. However, CONTRACTORS that are SOC 2 compliant or meet similar certifications should include this in their proposals.

Question 15. Do you have desired project kick off and service launch dates?

RVTD Response:

RVTD expects project initiation soon after project award and notice to proceed; and substantial completion by November 15, 2025. Other dates such as check-in meetings, major milestones, pilot tests, etc. should be submitted in a schedule as part of the proposal to be considered for points in the scoring criteria, "Timeliness of project schedule and implementation plan."

Question 16. Please list any existing software & hardware integration requirements vendors should be aware of?

RVTD Response:

Previously Addressed in Feb. 6th Questions

Question 17. What's the current eligibility process for riders to gain access to paratransit services?

RVTD Response:

See Question #9 in this document.

Question 18. Would you like us to use a specific pricing form provided by FAST, or should we submit pricing in our own format? Please confirm if there are any required templates or guidelines we should follow.

RVTD Response:

There is not a specific pricing form required. As stated in the previous responses, 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.

Question 19. In SECTION 2: FEATURES AND SERVICES RVTD IS SEEKING, some items require an explanation of certain features. Are contractors permitted to add a column in this section to provide more detail for some of these requirements?

RVTD Response:

Yes, a column can be added if the description is very short, for example no longer than 30 characters. However, if the description is lengthy, please provide a separate narrative.