



TO: ALL PROPOSERS
FROM: CITY OF APPLETON – VALLEY TRANSIT
DATE: JANUARY 12, 2024
SUBJECT: ADDENDUM #1

Attached is Addendum #1.

If you intend to submit a proposal for the City of Appleton, Valley Transit’s Scheduling & Dispatch Software RFP (RFP VT23-005) dated December 15, 2023, **please acknowledge receipt of this Addendum by completing the information below and include this completed signature page within the submittal proposal.**

Vendor Name: _____

Name & Title of Vendor’s Authorized Official: _____

Signature: _____

Date: _____

1. Can the Agency please provide the service hours and days for all the services mentioned in the RFP and any other significant details?

Answer: Program summaries, including service hours, are found on Valley Transit's webpage (<https://myvalleytransit.com/demand-response-programs/>).

2. Can the Agency kindly confirm if the total fleet size to be used for this project is 32 (as per the RFP)?
 - a) Are the vendors required to provide vehicles and/or drivers for this project?

Answer: The current service provider uses 32 vans to provide the service. Approximately 25 - 27 vans are on the road per day. The rest of the fleet is rotated for spares and maintenance. The service contract is turnkey, so service provider is required to provide the vehicles, drivers and other resources required to operate the service. Valley Transit owns and provides the scheduling and dispatch software (covered by this RFP). The service contract is held by Running, Inc and is currently being rebid. Service vendors can propose number and type of vehicle proposed for the service, so it is possible the total fleet size would change.

3. Can the Agency please list all integrations with any existing or 3rd-party systems required, if any?
 - a) Is integration with TransTrack mandatory?
 - b) Is the Agency open to vendor's cloud-based data management and reporting system instead of TransTrack?

Answer: TransTrack is the only current integration. The integration with TransTrack is not mandatory, but highly desired.

TransTrack is used to manage data from multiple silos, not just demand response data. The awarded vendor's cloud-based data management may be accessed by Valley Transit for some reporting, but nearly all NTD and other reporting is completed by TransTrack.

4. What is the budget for the initial contract term (5 years) and remaining optional years of this project?

Answer: Valley Transit intends to evaluate and select the proposal that provides the best value. The budget and funding source are to be determined.

5. Who is the incumbent software provider for the fixed route services?

Answer: GMV

6. Can the Agency please describe the challenges/issues it faces with the current software, if any?

Answer: Any challenges or desired features are addressed in the Scope of Work of this RFP.

7. Will the Agency accept proposal submissions electronically via email?

Answer: Please refer to the submittal options and instructions in the RFP.

8. Will the Agency accept electronic signatures on the technical and cost proposal, forms, and any other document which requires signatures?

Answer: Yes.

9. Is there is a page limit for proposals?

Answer: No. However, Valley Transit prefers concise and focused proposals.

10. Would the Agency please extend the response submission deadline to allow bidders to submit more responsive and solid proposals?

Answer: No.

11. As Valley Transit is rebidding for a service provider, will the team be maintaining a fleet of 32 vans when a new contract a new service provider is selected?

Answer: See answer to Question #2

12. Could Valley Transit extend the response submission deadline to allow bidders to submit more responsive and solid proposals?

Answer: No.

13. Does your current AVL solution utilize GPS to provide automatic vehicle location (AVL) in conjunction with mapping that allows users/dispatchers to identify current vehicle locations, based on the last known point in the schedule. Vehicle location information will be automatically refreshed at least every 30 seconds or more frequently according to event or rule GPS reporting?

Answer: Yes.

14. Please confirm that the fleet size at maximum service is 32 vehicles. Do you expect the fleet size to increase?

Answer: See answer to Question #2.

15. Will Valley Transit provide their own cellular data contract, or will you require the vendor to provide cellular data?

Answer: Yes. This was addressed in the RFP under the section "Hardware - General."

16. Do subscription trips, or standing orders, apply to both paratransit and demand response service trips, or is it limited to paratransit trips?

Answer: Subscription trips and standing orders apply to all services.

17. Can Valley Transit please provide the budget for the initial contract term (5 years) and the remaining optional years of this project?

Answer: See answer to Question #2

18. How do riders currently reserve trips? Do they call in to a customer service agent? Are they able to schedule trips through an app?

Answer: Riders reserve trips primarily by calling a customer service agent. Valley Transit does not currently offer scheduling through a mobile or web application.

19. Who are the fleet operators for Valley Transit under this RFP?

Answer: The current service provider is Running, Inc.

20. Does Valley Transit want to deploy a passenger facing application so that riders may schedule their own trips?

Answer: See answer to Question #18.

21. Understanding the fleet consists of 32 vehicles, will Valley Transit please address the number of vehicles that are used on the road, each day, on average.

Answer: See answer to Question #2

22. Will Valley Transit please address the total number of office staff needing access to the software?

Answer: There are currently 30 users. The system should be able to handle this as a minimum.

23. Does Valley Transit contract with any Medicaid Trip Brokers in the state? If yes, will Valley Transit please list which Medicaid Trip Brokers you are contracted with?

Answer: No.

24. Does Valley Transit utilize any type of technology or hardware for fare collection/tracking? If yes, will Valley Transit please describe the solutions that are in place?

Answer: Valley Transit does not currently utilize any fare collection technology in our demand response services. Drivers do track fare type (paper ticket or cash) and other trip data by using the tablet touch screen.

25. May vendors submit their own price sheet in addition to the price sheet provided?

Answer: Proposer are required to complete the Cost Proposal Form. Vendors can attach supplemental information to the form.

26. Will Valley Transit please address the current contracted private provider?

Answer: See answer to Question #19.

27. What is the amount budgeted for this procurement and the source of funds?

Answer: See answer to Question #4.

28. What are the main challenges in your existing operation utilizing the current software?

Answer: See answer to Question #6.

29. In Part E "Optional Services & Features," it states the Web Portal, Rider App, and Mobile Payment Systems are optional. Do you currently have those features in your existing software or are these new items that need to be implemented by the procured vendor?

Answer: None of these features are currently utilized by Valley Transit. Valley Transit will evaluate items in Part E and consider implementation.

30. Does Valley Transit currently have an IVR system?

Answer: No.

31. How many vehicles are in service during peak hours? How many vehicles are in your total fleet?

Answer: Valley Transit's service uses approximately 25-27 vehicles during peak hours. See answer to Question #2.

32. Could Valley Transit please share additional information about the six services it offers? For example, what are the scheduling and dispatching mechanisms for each of these services? Are all services operated by the same contractor?

Answer: See answer to Question #1. Rides for all programs are scheduled and dispatched within the current product. Currently, all services are operated by the same service contractor.

33. Could Valley Transit please share an estimated number of annual vehicle hours for each service?

Answer: Revenue hours by program for CY 2023 are provided below.

Program	Revenue Hours
Valley Transit II	32,873
Senior Transportation Service	1,211
VT Connector	7,171
OCHST	5
NWDAR	1,497
OC Rural	5,821