



Request for Proposals 2023-006

**Automated Demand Response Transportation
Management Scheduling and Routing Software**

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ADDENDUM No. 2

ISSUE DATE: October 26, 2022

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Add/Delete Section

Delete all reference, throughout the RFP, to Proposal Due Date of Wednesday, November 2, 2022.

Add Proposal Due Date of Wednesday, November 9, 2022.

End of Add/Delete Section

Question/Answer Section

1. Can you please describe your trip brokering in greater detail? How many trips per day does your agency export to brokers? (Please estimate if you do not have concrete data)

Answer: We broker an average of 20-25 trips a day. Trips are entered into our scheduling system and moved to a vehicle to create a manifest which is then faxed to the broker.

2. Would Union County consider an option that was installed on premise? Hosting can be costly, and on-premises allows for greater control by the agencies and reduced costs.

Answer: We would like the software to be hosted. That said, the information entered into the software is our information, and we need to be able to obtain it at any time.

3. Can Union County please elaborate on the chargeable and non-chargeable failure sections, are vendors expected to respond? Are these terms related to liquidated damages?

Answer: Failures sections are intended to guide the County and selected vendor as they work to agree upon final contract pricing, and to ensure contract terms incorporate specific expectations / service level standards/ KPIs and tie those to Chargeable and Non-Chargeable Failures that will be assessed against the Offeror's fee structure.

Vendors should respond with any specific concerns about items included in these sections. If there are no concerns, vendor may respond acknowledging that they will be included in final contract language. In either instance, discussions regarding how they are incorporated in the contract will be completed after selection of the vendor is complete.

4. Can Union County please elaborate on the payment integration to state and federal programs as well as elaborate on the NC Medicaid billing interface? All details available are appreciated

Answer: The system should enable UCT to export billing/verification data for automatic upload and download with the applicable systems. We need to be able to bill / submit claims to the State (through their system which is currently NCTracks) as well as NC Medicaid brokers through batch transfers or AP integration using the 835/837 file formats (see nctracks.nc.gov)

5. We respectfully request a three-week extension of the submission deadline to November 23, 2022.

Answer: Please refer to Add/Delete Section.

6. What is UCT's average ridership, e.g. how many rides are taken per month?

Answer: Pre COVID 8,300 – Current (on the rise) – 5,950

7. The RFP states a general requirement to "follow an open architecture design model to enable future integration with add-on technologies and coordination of trips among multiple providers using varied technology platforms." What data flows or open APIs does UCT envision will be needed for the proposed integrations?

Answer: Required integration may evolve over time, but would likely include integration with required State programs such as North Carolina Tracks (NCTracks), Medicaid Brokers (currently ModivCare, and MTM). And Confirm-IT Interactive Voice Response IVR software

8. How many vehicles does UCT have? Are these vehicles limited to different sub-services (e.g. NEMT vehicles can only serve NEMT rides), or can these vehicles be used across all of UCT's services?

Answer: We currently operate 24 vehicles. We will be expanding our fleet to 28 vehicles. All vehicles can be used across UCT's services.

9. Where appropriate, does UCT allow shared rides/pooling among multiple passengers for NEMT trips? If so, is maximizing pooling a desired outcome?

Answer: We are Public Transportation. Our goal is to transport as many people as possible at one time safely and efficiently. We do have time constraints on some of our trips and need to be able to put parameters on those trips.

10. For NEMT rides, what does the current ride scheduling process look like?

Answer: For Broker trips our scheduler has access to the broker's app, where they send us trips that we either accept or deny. If taken, we put the passenger's information into our system if not a current passenger and schedule the trip. We also get NEMT rides through DSS. These trips are called in to our scheduling line and schedule by riders like our other trips.

11. Does UCT have an estimated budget for this RFP?

Answer: Not available

12. How does UCT receive trips from NEMT brokers (currently ModivCare and MTM) today?

Answer: By logging on to the Brokers site.

13. Please provide details on your trips per day, or if unavailable data on monthly or annual trips so we can determine this key metric.

Answer: Last year, we completed 71,036 trips. In FY19, we completed 79,696 trips.

14. Please provide clarification on the total number of vehicles your agency operates, specifically which ones would require MDT's

Answer: We currently operate 24 vehicles. We will be expanding our fleet to 28 vehicles. Hardware (e.g., MDTs or Tablets)

15. Please provide clarification on your estimated or expected number of daily or weekly Micro transit trips

Answer: Not currently providing Microtransit trips. But would like to see Microtransit functionality.

16. Please clarify if your agency would like a response to the items in section 6 provided, typically for RFPs we see a technical requirements or compliance matrix and are uncertain if Union County would like the same overview provided.

Answer: Yes, we would like a response to all items. Please complete Appendix 1 to confirm compliance with the RFP requirements, provide a yes or no answer to the following sections.

17. As questions are due on October 19, and proposals are due on November 02, 2 weeks apart – TripSpark would like to formally request for a 2-week extension to this RFP.

Answer: Please refer to Add/Delete Section.

18. What is your budget for this project?

Answer: Not available.

19. Can you provide us with the service hours?

Answer: Monday thru Friday Union County 5:45 am – 5 pm;

Charlotte 8 am – 12 pm need to leave by 1 Mon – Fri (every other Friday)

Matthews – 9 am – 1 pm need to leave by 2 pm (Mon-Fri)

Service hours are based on the goal completed by 5:30 pm

Subject to change

20. Will the Agency accept electronic signatures on the forms and cover letter?

Answer: Yes.

21. Can the Agency extend the submission deadline by two weeks at least to allow vendors to provide more responsive and informative proposals?

Answer: Please refer to Add/Delete Section.

22. Kindly provide us with a map of the service area?

Answer: Service is provided for all residents of Union County, NC. This link will take you to a map showing Union County, NC:

https://www.google.com/search?q=union+county+nc+map&rlz=1C1GCEU_enUS972US973&safe=strict

Our service area does extend beyond Union County, however, as residents may need trips to locations across the State. The majority of trips are provided within Union or Mecklenburg County, however some trips are as far as Salisbury or Durham.

23. On page no. 92, Is attachment D to be submitted with all bids exceeding \$25,000, or is it \$250,000?

Answer: \$25,000.

24. Does the agency have a go live date?

Answer: Section 7.2.4 requests that the offeror will provide a schedule to implement the system within 3 months of contract execution. 'Go Live' is expected within 30 days of the completion of training.

25. What are the integrations required, if any?

Answer: Required integration may evolve over time but would likely include integration with required State programs such as North Carolina Tracks (NCTracks), Medicaid Brokers (currently ModivCare, and MTM). And Confirm-IT Interactive Voice Response IVR software

26. Does the agency require a white labeled customer self service portal ?

Answer: Preferred, not required

27. Can the agency clarify what can be excluded from the 30-page limit for a response?

Answer: The 30-page limit is directly related to the contents of Section A – G (Cover Letter; Company Qualifications and Experience; Proposed System; Project Team and Implementation Plan; Maintenance and Support Program; References; Cost Proposal). The 30-page limit excludes contents of Section H – Required Forms: Appendix 1 – 5 and Attachments A-E. Additionally, any Supplemental information you feel valuable to add will be excluded from the 30-page response limit.

28. Would Union County consider a platform that partners with a billing solution for NCTracks submission and invoicing or would UC insist that the billing module be part of the core platform?

Answer: We are open to options. Please include any associated cost if not included in the platform.

29. Can you explain what you mean by "does the system have the ability to accept or reject the entire proposed schedule or portions of the schedule".

Answer: We want our schedulers to be able to make manual adjustments to the schedule. If they feel adjustment need to be made, they will be able to reject a portion or all of the schedule.

30. How many NEMT trips will brokered on average per month?

Answer: Last year, we completed about 133 trips a month received from Medicaid Brokers. This number is growing.

31. May we include supplementary information in the appendices for your review that won't be counted toward the 30 page limit?

Answer: Refer to Question/Answer No. 27.

32. We would like to formally request a 3-week extension to the proposal submission deadline.

Answer: Please refer to Add/Delete Section.

33. Will you be sharing contact information list of pre-bid conference call attendees?

Answer: Please see Attachment 1.

34. Will Union County please indicate how many office staff will need access to the software?

Answer: This varies - 12 office staff will need daily access to the software. An additional 5-8 may need view only.

35. Will Union County please address the number of daily or monthly trips that are scheduled (each leg of a trip)?

Answer: Currently, we are doing an average of about 284 trips a day. Pre-Covid, we were doing about 400 trips a day.

36. Will Union County please indicate how many vehicles are used on a daily basis and how many are in your fleet?

Answer: Currently, we have 24 vehicles in our fleet and utilize 20 daily. We will be expanding our fleet to 28 vehicles.

37. If a vendor offers more optional solutions, would Union County prefer to have those solutions listed along with pricing associated with each?

Answer: Yes, please include any optional solutions and pricing.

38. Does Union County desire to have the vendor's Master Service Agreement (MSA) submitted with the proposal for review of legal contract terms?

Answer: No.

39. Will Union County please consider a page limit extension?

Answer: Refer to Question/Answer No. 27.

40. How many vehicles does Union County currently operate to provide demand response transportation services today? Are there any plans for expansion of the fleet?

Answer: Currently, we have 24 vehicles in our fleet and utilize 20 daily. Our fleet will be expanding to 28.

41. Approximately how many trips per day does Union County provide for its demand response services? To the extent you can also provide an approximate breakdown of those trips by funding source, that information would also be helpful.

Answer: Funding source vary. Currently today we have 21 funding sources spread over all trips. Funding sources may increase or decrease at any time.

42. Approximately how many users of the proposed system does Union County expect to need access to the proposed solution?

Answer: 57 includes drivers and office staff.

43. The RFP mentions that 'Trip Brokering' is a requirement. Does Union County broker trips to subcontracted provider(s) today?

Answer: Yes.

44. If Union County subcontracts trips (or will) to providers, does the County provide those trips to the provider in a scheduled / planned manifest? Does the provider(s) integrate the trips into other trips they also performed for non-Union County transportation?

Answer: No, we do not schedule the broker's trips for them. We do send them a manifest, so they know the passenger and appointment information. We do not know if they integrate trips in other trips they perform for non-Union County transportation.

45. How does Union County receive completed trip data back from the subcontracted provider and how is that data inserted into the current demand response software solution? Does Union County expect that process to remain the same or is some new process expected with the updated software solution?

Answer: We would like a much more streamlined process than we currently do. Today this information must be manually entered by our staff into the scheduling software.

46. Can Union County list the various transit agencies or other transportation entities where 'relays' are performed?

Answer: Currently we only operate relay services with Anson County, however, we could potentially have multiple partners for relay services.

47. Does Union County have an interactive voice response (IVR) solution today?

Answer: We currently have a County owned IVR system. We export the information from our scheduling platform and import it into the IVR system.

Attachments

Attachment 1 – List of Pre-Bid Conference Attendees

End of Question/Answer Section

End of Addendum No. 2

Addendum 2, Attachment 1

**Non-Mandatory Pre-Proposal Conference for RFP 2023-006
Automated Demand Response Transportation Management Scheduling and Routing Software
Union County Government Center, BOCC Conference Room
500 North Main St., Monroe, NC 28112
October 12, 2022, 11:00 AM EDT**

In-Person and Virtual Attendees

1	Dr. Safia Djennane	Cloud-Age IT	Safia@cloudageit.com	888-204-5128
2	Manav Bhardawj	DDS Wireless	mbhardwaj@ddswireless.com	
3	Jack Kelly	HBSS Connect Corp	JackK@qryde.com	
4	Ketan	HBSS Connect Corp	ketan@hbssweb.com	
5	Daniel Bland	IT Curves	dbland@itcurves.net	
6	Imran Siddiqui	IT Curves	myounus@itcurves.net	301-208-2222
7	Tariq Kottai	Maxxion	tariq@maxxion.com	
8	Brian Corcoran	RideCo	brian.corcoran@rideco.com	
9	Matt Rohrer	SitScape	mrohrer@sitscape.com	
10	Bridget March	Spare Labs	bridget@sparelabs.com	
11	Camille El-Kadi	Spare Labs Inc.	camille@sparelabs.com	+1 213 616 9213
12	Derek Platow- Dir of Business Development	TripMaster by CTS Software	derek.platow@cts-software.com	
13	Jeff Neese	TripMaster Software	jeff.neese@cts-software.com	(336) 707-7263
14	Aayush Gandhi	TripSpark Technologies	aayush.gandhi@tripspark.com	
15	Emily Murnane	Via	emily.murnane@ridewithvia.com	
16	Asseem Vinyak - Strategin Solutions: Not listed in Chat but in list of attendees.			
17	Jason Piippo: Not listed in Chat but in list of attendees.			
18	Ken Stavenes: Not listed in Chat but in list of attendees.			
19	Lindsay Collins	Liftango	lindsay@liftango.com	704-877-9219