

SoNCVet: Southwestern NC One-Call One-Click Center for Veterans Transportation

Addendum 1

December 11, 2013

1. Pricing Sheet 800# section – please make sure all costs for the IVR are identified under this section.
2. On page 6 of the RFP, the document states that the award will be made for a 60-month contract period with option for 24 additional months. Is this strictly for maintenance/support?
 - a. Maintenance and Support as well as pricing for the other partners to join the project (as funding is available) during the contract period.
3. On page 7 of the RFP, the document states the providers will be able to utilize the SoNCVet web portal to determine who the best transportation provider is. Can you please clarify this and explain how the transportation providers plan the trip?
 - a. Request should be routed to transportation system of originating trip – the scheduler will then schedule trip or coordinate as available
4. On page 11 of the RFP, the document states that the subscriptions will provide the framework for the trips. Can you please elaborate on this subscription service beyond the definition provided in the North Carolina Transit Definitions on page 51?
 - a. Subscription services are those that have a pattern of reoccurrence. These trips are the lifeline and shell of a schedule.
5. On page 14 of the RFP, the document states submissions should include at least 3 transit systems that currently use the software/hardware that will be included in our proposals. Can non-transit systems (e.g., freight) be included in this section as acceptable references, as well?
 - a. Macon County is seeking a product that has been successfully implemented in a configuration similar to the RFP in at least 3 transit systems.
6. Is Macon open to acquiring their own table hardware and mounts in the interests of saving money and using local relationships?
 - a. The short answer is yes. However, the selected vendor will be responsible for ensuring each part of this project performs appropriately.
 - b. The desired hardware including holder and mounting equipment must be specified in the bidders response.
7. Please verify the counties you will need GIS data for.
The selected vendor will be responsible for the scheduling of all trips inside and outside of these counties.
 - a. The systems travel extensively outside of their counties, thus necessitating the need for the use of multiple GIS data sets (local and something like Google Maps)
 - b. List of Counties traveled in each state in attachment 1 of this addendum (this list may not be all inclusive)
8. Please provide samples of all requested custom reports
 - a. Due to proprietary and confidentiality issues, copies of reports are not available
 - b. See attachment 2 to this addendum
9. Please provide further details on the specialized data/billing reports required by Macon County listed on page 11.
 - a. Macon County's business model is based on billing customer agencies for each trip. Collection of data to bill on the various models described in the definitions attachment to the RFP must be captured.
10. Please clarify which modes of transportation will be included.

- a. There are two general models of service delivery: 1) Traditional Demand Response Transportation and 2) Deviated Fixed Routes
11. Please clarify the initial pricing should include eight (8) call centers, four call centers in the initial phase of the project and four future sites to be incorporated in the second phase of the project. Pricing sheet only has room for four (4) initial sites.
 - a. The RFP calls for one (1) toll free number (i.e 800) that can interface with up to eight telephone systems
 - b. The pricing sheet can be extended so that all costs of the project are presented. Please prepare a separate sheet to show the complete costs of adding the other four (4) systems.
12. Are there any known limitations of the wireless networks in the geographic regions proposed to be used by Macon County or its affiliated agencies?
 - a. Yes, as with all wireless networks, there are gaps in service, therefore it is expected the hardware/software can store data when network is not available
13. Are vendors expected to provide wireless plans or will Macon County and/or its affiliate agencies provide the wireless plan
 - a. We are open to either scenario
 - b. The bidder should indicate on the pricing sheet if not included in pricing
14. Would the County please indicate what their anticipated budget is for this project?
 - a. The project budget range is anticipated to be \$400,000-\$550,000 and will depend on bid pricing as well as the total number of transit system partners that join in the project in the initial phase.
15. Would the County please release a copy of the RFP in Microsoft Word to facilitate the completion of forms and technical matrix?
 - a. Yes, email Lindsay McConnell at lmccconnell@maconnc.org to request one be sent directly to you
16. In the submittal requirements it states we need to include our response in a two ring notebook. Will the County allow a 3 ring binder?
 - a. Yes a 3 ring binder should be used, this was a typographical error in the RFP
17. Also in the submittal requirements will the County accept a CD instead of a USB drive?
 - a. Yes
18. What is the maximum number of trips the individual agencies would perform on a given day?
 - a. The RFP states that each system should be able to schedule up to 500 trips per day. Page 8 of the RFP includes a table with 2013 trip information.
19. What is the number of concurrent users of the core scheduling system (people using the system continuously at the same time)?
 - a. See attachment 3 of this addendum
20. What is the total number of users that would need to be able to log into the system?
 - a. See attachment 2 of this addendum
21. Does the IVR or Web modules also have to be available in Spanish?
 - a. Languages other than English are not required at this time. However, if the software supports other languages please indicate availability in your response.
22. Macon requests if we can import local GIS data with routing attributes, but that type of information can be formatted in a number of different ways. The following is how we need routing information to be provided as part of the street centerline data:
 - one way street information has to indicate whether the street is a one way street in a "from-to" direction or "to-from" direction in relation to the digitized direction of the street
 - NOVUS is an intersection based routing system, meaning that if a street segment is properly split and connected to the endpoint of another street segment, you will be

allowed to turn there. Therefore, it is ideal that overpass segments are not split/topologically correct with the segments below. If they are, then we require turn restriction information represented by numeric values for each endpoint of the segments (sometimes referred to as zlevels). If segments share an endpoint with the same numeric value, then a turn will be allowed.

- I attached a document outlining the type of information that we require for mapping data
 - a. Uncertain of the question and no attachment was provided.
- 23. If Macon are going to provide their own local GIS data, we should confirm that they have access to their entire required service area, including the data to get them to Atlanta, Chattanooga and Asheville
 - a. Bidders should prepare bids based on previous successful implementations with final decision by Macon County during contract negotiations.
- 24. If they want the ability to import their own map data, we need to confirm that they have access to GIS software as well as people with GIS experience. We would need to include an additional 3 days of services in the contract for map load training into NOVUS.
 - a. Macon County and partner agencies have GIS staff in place. Vendors should prepare bids based on mapping tools and resources they are proposing.
- 25. If they want us to import NavTeq data for them rather than providing their own local GIS data, we need to confirm the exact geographic coverage as well as the number of authenticated end users of NOVUS
 - a. Refer to 7B of this addendum

ATTACHMENT 1 – STATES/COUNTIES TRAVELED THROUGH/TO

NOTE: Due to the nature of demand response service, this list may not be all inclusive and is subject to change

NORTH CAROLINA

CHEROKEE
CLAY
MACON
SWAIN
JACKSON
GRAHAM
HAYWOOD
BUNCOMBE
HENDERSON
MCDOWELL
TRANSYLVANIA
BURKE
CATAWBA
DURHAM
FORSYTH
GUILFORD
IREDELL
CLEVELAND
GASTON
MECKLENBURG
ORANGE
WAKE

GEORGIA

UNION
TOWNS
WHITE
FULTON
FANNIN
RABUN
GILMER
PICKENS
CHEROKEE
HALL
DEKALB
CLAYTON
COBB
GWINNETT
FORSYTH
DAWSON
LUMPKIN
HALL
HABERSHAM

TENNESSEE

HAMILTON
POLK
MONROE
BRADLEY
MCMINN
LOUDON
KNOX

ATTACHMENT 2 - Custom reports

Detailed Customer Bill By Customer (including wheelchair use):

Customer's First & Last Name, Date of travel, No-Show (Y/N), PCA (Y/N), # of Extra Stops, # of Extra Riders, Origin Address, Destination Address, # of Units Billed, Total # Passengers Carried, Total Miles Billed for Trip, Total Trip Cost

Detailed Customer Bill by funding source:

Customer's SS# (if required by funding source), Customer's First & Last Name, Total Scheduled trips for date range, Total # of no shows for date range, Total PCA, Total Extra Stops, Total Extra Riders, Total Units Billed, Total Customer Trips (Units billed+PCA+Extra Rider), Total Miles Billed, Total Bill Cost

Vehicle Utilization:

Travel Date, Route #, Vehicle #, Driver Name, Pull out odometer, 1st pick up time, 1st pick up odometer, Begin break time, End break time, End Break Odometer, Last Drop off time, Last Drop off odometer, Pull In Time, Pull in odometer, Total Passengers

Operating Statistics:

Number of drivers in defined age category, Number of Mobility impaired passenger trips, Number of passenger trips by Defined Human Service Agency and Fixed/Deviated-Fixed Route

Scheduled Efficiency versus Validated Efficiency:

Determines if schedule is more efficient at time of scheduling or during actual route

Veterans Grant Report :

Data to be determined

2 other to be named reports available upon Go-Live

These may vary by agency and will be included in final contract negotiations

ATTACHMENT 3 – SCHEDULING / BILLING SOFTWARE USER INFORMATION

MACON – 5 USERS – THERE CAN BE UP TO 4 USERS IN THE SYSTEM AT ONE TIME

SWAIN – 3 USERS – UP TO 2 USERS AT ONE TIME

CHEROKEE – 5 USERS – UP TO 3 USERS AT ONE TIME

CLAY – 4 USERS – UP TO 2 USERS AT ONE TIME