



IREDELL COUNTY

Finance Department

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Addendum No. 2

Issued 03/18/2021

#21-620-RFP- 01

**Automated Demand Response and Paratransit / Fixed Route
Scheduling and Routing Software System.**

The following alters the terms and conditions of the Request for Proposal for this project or answers vendor questions submitted prior to the deadline. Failure to consider all information contained within this addendum does not relieve a vendor from any responsibility of observing and complying with the altered conditions. This Addendum consists of two pages plus Vendors' Question Attachment.

Change to General Submission Requirements: It has been determined that a two-step RFP process will provide an advantage during submission evaluations. Please note the following change to submission requirements as noted in the RFP, Pg. 6-Section 2, Submittal Requirements; Item 11-Section E, Cost Proposal, and all other sections discussing the Cost Proposal. **CHANGE TO:**

SECTION 2. SUBMITTAL REQUIREMENTS

All submitted proposals must adhere to the following guidelines:

*Submittals must include **two (2) individually sealed envelopes/packages:***

1. ****In the first sealed envelope/package, INCLUDE, with each section clearly labeled, one (1) signed, original printed copy with all attachments (No Cost Proposal) AND one (1) copy of the signed, original printed copy with all attachments (No Cost Proposal) in digital format on USB, DVD/CD, etc. (Email is NOT acceptable and will be rejected).***

***Section A:** Letter of Transmittal signed by the person(s) with the authority to bind your firm and answer questions or provide clarification concerning submitted proposals.*

***Section B:** Accurately complete the ICATS Automated Demand Response/
Paratransit/Fixed-route Scheduling and Routing Software Response Form.*

***Section C:** Firm Profile, Experiences, and Project Team*

***Section D:** Statement of Work / Implementation Plan*

*(**Note Section Skip**)*

***Section F:** Software Warranty*

***Section G:** References*

***Section H:** Descriptions and Cost Information for GIS Conversion Tool and Integration with Other Technologies. Where applicable, price and describe the GIS conversion tool, Mobile Data Computer/Tablet integration, Interactive Voice Response*

integration, Web Interface, and/or other proposed integrations for add-in technologies.

*Section I: Required Submissions from Appendix 1 (Attachments A, B or C *not both*, D, and E). Required Submissions from Appendices 2 and 3.*

Attachment: Copy of vendor's proposed standard contract.

*****In the second sealed envelope, place:***

Section E: Cost Proposal(s) (Must be signed by an authorized person)

****The Cost Proposal and other cost information must not be included in any other area of the submission****

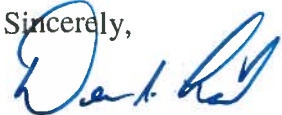
2. Be printed on 8 1/2" by 11" paper. (It is preferred proposals not be glue-bound. Loose-leaf binders, presentation folders, stapled in the upper left hand corner, etc., are acceptable)
3. Completely and accurately address the criteria found in this RFP
4. Send to the appropriate address on Page 1, in separate outer package clearly marked "**21-620-RFP-01 Automated Demand Response and Paratransit / Fixed Route Scheduling and Routing Software System.**"
5. Must be received by Purchasing & Contracts Manager prior to 3:00 pm, March 30, 2021.

If you have questions regarding this submission change requirement ***only***, please email them to dlail@co.iredell.nc.us and they will be answered as soon as possible. Any/all other questions from this date will remain unanswered.

Attached and following is the Vendors' Questions and Answers sheet. Please read carefully and consider all information when preparing your proposal.

We greatly appreciate your interest in working with Iredell County's Area Transit System.

Sincerely,



Dean A. Lail, CLGPO
Iredell County
Purchasing & Contracts Manager
dlail@co.iredell.nc.us

ATTACHMENT - IREDELL COUNTY RFP 21-620-RFP-01

Automated Demand Response and Paratransit / Fixed Route Scheduling and Routing Software System

VENDOR-SUBMITTED QUESTIONS

1. Due to COVID-19 restrictions and that we have moved to a work-from-home environment, is it permissible to submit a response to this RFP via email or a dropbox link? *There is no dropbox available. Submissions must be delivered sealed and per the requirements noted in the RFP document and this Addendum 2. Email will not be accepted or considered.*
2. Can a USB containing additional materials and videos be included with our proposal to understand our software better? *The submission requirements specify you must include one signed hard copy of the submission and a copy of the signed submission on a USB drive or CD/DVD in the sealed submission. You may include additional materials but they must be clearly labeled and separate from the sealed submission.*
3. Can we please receive a word version of the *ICATS Automated Demand Response/Paratransit/Fixed-Route Scheduling and Routing Software Response form*, so it is easier to fill out? If not, is it ok to put this on our letterhead as part of our response? *Letterhead is fine.*
4. Does the price proposal need to be in a separate sealed envelope from the technical proposal? ****Yes, the price proposal must be in a separate, sealed envelope and clearly marked Price Proposal. (Please note this is a deviation requirement from the original delivery instructions, See Addendum 2.**
5. Can Proposers include a copy of the specific vendor pricing sheet as an explanation along with the required pricing form? *Yes. All cost proposal related information must be included in Envelope 2, COST PROPOSAL, See Addendum 2.*
6. Is there a DBE goal for the project? If so, what %? *We do not have a specified DBE/HUB requirement for procurement of goods. However, we highly encourage the use of DBE/MBE/WBE entities at all times possible.*
7. Is this bid intended to enhance or replace an existing software solution? If it is either enhancement or replacement, which software solution does ICATS currently use? *We are open to replacing our current software depending on alternatives.*
8. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could? *Functionality and customer support.*

9. Do multiple busses run the same route during a given day? *Not currently.*
10. Do you use fare boxes? *Yes.*
11. Do you count passengers? How? *Yes, manually.*
12. What is the budget for this project? *Budget will depend on final selection.*
13. What are the funding deadlines/timelines for this project? *Go live in May or June 2021.*
14. Does ICATS have a preferred cellular network? If so, please provide contact information for our account manager. *Our tablets and two-way Motorola units use Verizon. Contact information will be provided to the selected vendor.*
15. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual? *No consultant.*
16. Does ICATS plan to always leave the Mobile Data Terminals (MDTs) within the vehicles or bring them inside when they are not in use? *Yes.*
17. Do the current vehicles have any existing MDT's in them? *All have MDT units onboard.*
18. How many depots do you operate? *One.*
19. Do you have any subcontractors? a. If there are subcontractors, will those subcontractors need go-live support onsite? *No subs.*
20. Do you use a taxi provider(s) for peak and overflow operations? If yes, are Android tablets or smartphones used by the taxi provider? Are the tablets or smartphones locked down or open to an API interface? *No taxis.*
21. Are any private contractors/subcontractors used to provide trips for ICATS? If yes, how are these contractors paid, by the trip or by the hour? *No contractors or subs.*
22. Is it permissible to have a site visit before submitting the response to the RFP to learn more about your system? *Unfortunately, No. Time constraints do not allow for site visits prior to the submission deadline. The County does reserve the right to meet with and interview one or more candidates during the evaluation process and will allow those candidates an opportunity for a site visit prior to a final recommendation being made.*
23. Would ICATS consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products for purchase as a replacement to older IVR technology? *We will consider options.*

24. What are ICATS' expectations related to data conversion? Does the vendor need to come onsite to pull data from the legacy solution in place, or can it be done remotely? ***Most likely remotely.***
25. Are there any interfaces required to external sources such as Medicare? If so, what other external sources? ***External brokers going live July 1, 2021 in North Carolina.***
26. Are there any special reporting requirements other than the ones requested? ***Not at this time.***
27. Please provide a monthly reporting summary for ICATS. ***Please refer to our NTD reports.***
28. What is the potential timeframe for this project to be implemented? ***Go live in May or June of 2021.***
29. When would ICATS want/expect to "Go Live" with software system implementation? ***Go live in May or June of 2021.***
30. Will ICATS be purchasing the vehicle mounts and tablets and providing in-vehicle installation, or would ICATS like those included in the bid? ***ICATS will purchase needed equipment.***
31. What is the total number of Drivers? ***40.***
32. How many dispatchers does ICATS have? ***Two.***
33. How many reservation agents does ICATS have? ***One.***
34. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does ICATS have? ***One.***
35. Does a Union represent the Drivers and Dispatchers? If so, which Union? ***North Carolina is a right-to-work state and we are a government department, there is no union.***
36. Does ICATS have any Commuter Routes? ***Yes.***
37. Does the service area encompass more than one county? If so, which counties? ***Iredell, Mecklenburg, Rowan.***
38. What is the maximum number of paratransit vehicles at peak service on any given day? ***25***

39. Please indicate if there are any holidays for no service or reduced service. *Several holidays have no service, several have dialysis service only.*
40. What are your hours of service? *0400-2100.*
41. Does ICATS provide group trips? If yes, what percentage of trips are group trips? *Approximately 15 percent.*
42. On what days of the week are trips provided? *Monday – Friday, some weekend holidays.*
43. What are your current Rides per Hour (RPH)? *Varies.*
44. What is the average trip length? *Varies*
45. What is the number of will calls weekly? *Approximately 350.*
46. What is the weekly average number of declined trips? *We rarely decline trips.*
47. What is ICATS' average number of one-way trips weekly? *Pre-COVID we ran approximately 600 per day.*
48. Does ICATS provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? *15 percent.*
49. Do you operate fixed routes? a. If so, how many per weekday? Weekend? *Four weekday fixed routes. No weekend fixed routes.*
50. Do you operate deviated fixed routes? If so, how many per weekday? Weekend? *Three fixed routes are classified as deviated.*
51. What is the current size of your client population? *As of 2019, Iredell County population was estimated at 182,000.* What is the growth rate? *Population grows approximately 2 percent annually.*
52. On average, how many taxi trips are used per day? *ICATS does not use taxis.*
53. On average, how many calls will your call center handle? *Approximately 2000 daily.*
54. What is the peak number of calls handled per hour? *Peak hours are 1000 – 1400. Call numbers vary.*

55. Can the Lead Procuring Agency please share its total and annual budget for this procurement? ***Budget will be determined by selected proposal.***

56. How do the Lead Procuring Agency's passengers currently make reservations for demand response and paratransit trips? ***Via telephone and fax.***

57. Is the Lead Procuring Agency interested in responses that propose fully on-demand service? Under such a model, customers would request rides in real-time using a mobile application or a web-based interface accessible on a desktop or laptop. Such a model would additionally support phone booking for customers without smartphones and pre-scheduled and recurring reservations. ***ICATS will consider different proposals.***

58. We read the RFP to understand that the Lead Procuring Agency is interested in proposals for "Automated Demand Response/Paratransit/Fixed Route Scheduling and Routing Software" (pg.2). Can the Lead Procuring Agency confirm that this procurement includes software for fixed route services, in addition to demand response and paratransit scheduling and routing software? ***This is correct.***

59. If so, can the Lead Procuring Agency please provide additional information regarding the technical requirements of the fixed route software mentioned? ***Our system operates several modes, our operating software must accommodate all modes we operate.***

60. On pg. 5, the RFP states: "North Carolina transit systems expect to procure software that will allow for integration with other technologies, including Mobile Data Computers or Tablets, Interactive Voice Response systems, and other add-on technologies." Can the Lead Procuring Agency please share which other add-on technologies might be of interest to them (if known at this time)? ***We currently have MDTs in use and are considering other enhancements.***

61. Can the Lead Procuring Agency please share pain points (if any) with the current automated demand response and paratransit scheduling and routing software? ***Functionality and customer service.***

62. Are there any particular areas in which the Lead Procuring Agency would like to improve upon compared to their current automated demand response and paratransit scheduling and routing software? ***Better functionality and customer service.***

63. Can the Lead Procuring Agency please confirm that verified e-signatures will be acceptable for this submission? ***Electronic submissions are not acceptable. Submission must be made according to the instructions contained in Addendum 2 and the RFP. Non-conforming submissions will be rejected.***

64. Considering business closures and shipping delays caused by the COVID-19 pandemic, will the Lead Procuring Agency accept proposal submissions via email? ***Email submissions are not acceptable. Submission must be made according to the instructions contained in Addendum 2 and the RFP. Non-conforming submissions will be rejected.***

65. In order to compile a thorough and thoughtful response to the RFP and incorporate answers to proposer's questions from the Lead Procuring Agency, we respectfully request a two-week extension of the proposal deadline to April 13th, 2021. ***Time constraints do not allow the submission deadline to be changed. All proposals are due on the original due date of March 30, 2021.***

66. What are your maximum number of trips booked for any given day for the lead agency?
Approximately 600 pre-covid.

67. For back office scheduling purposes, is triangulation sufficient or is street routing required?
Street routing will be required.

68. Please elaborate on the expectation from the vendor with regards to "Instead of providing prices for importing data, it is expected that extra time be added to the standard implementation to allow for data creation between trainings." ***If necessary, vendor will import data.***

And...

"Vendor will either manually enter data to ensure accuracy of geocoding and to remove old/unnecessary information or import data then manually check for accuracy." ***Data can be manually or electronically imported.***

69. Would ICATS consider an extension to provide sufficient time to incorporate the answers to our questions into our proposal? ***Due to time constraints, the submission deadline remains March 31, 2021.***

70. On Page 8, under the reports section of the Technical Specifications, NCTRAX is mentioned. Can you elaborate on what kind of imports and exports are required for this integration? ***All passenger pick up and drop information, including passenger addresses, status, and billing method.***

71. Portions of this RFP reference Fixed Route, please specify the requirements for the fixed route services to be quoted. ***Standard data required in dispatching and tracking fixed-route services.***

72. Does your system information matrix include both demand and fixed route attributes? ***Yes.*** Could you describe the breakdown for each service? ***We operate four fixed routes, most other operations are paratransit/demand response.***

73. For the data imports to be evaluated appropriately, how much data do you anticipate importing and who will own the task of verifying source of truth for data? ***Data importation will involve all files and need to allow proper functionality of the software.***

74. Could you provide a word version of the RFP? ***No. You may convert as necessary but any unauthorized changes to the content of the RFP will result in rejection.***

75. Would you consider a solution with more than 1 vendor? ***No.***

76. Section 3 Regional/multi agency installations “Each Agency... limited access to the data of the other transit systems.” Please provide examples of data that agencies would need to share or not share. *Passenger, service, billing data are among data required.*

77. Regarding billing requirements that vary by agency, there are multiple agencies that have different billing requirements. Are there standards that apply across all agencies? Please provide examples of exceptions. *Due to the advent of brokerage services starting statewide in North Carolina July 1, 2021, the needs may change.*

78. Are there any requirements for the collection of fares from individuals being transported cash or otherwise? *Fares are prepay, pass, or cash.*

79. Regarding scheduling trips for your riders: Outside of a web-based method, what other options do you offer today for your riders? *Telephone and fax.*

80. Regarding GIS data. Please provide examples of the data elements that you require. Are there restrictions on visibility to specific GIS data types by agency? *All standard elements as needed. No restrictions known at this time.*

81. Regarding Section 6, System Information: Are these averages across all agencies listed in Appendix 5? *The statistics reflect ICATS (Lead Procuring Agency) service only.*

82. What specific agencies will be participating in the RFP once the award is determined? What additional agencies are likely to participate thereafter? *This is unknown at this time.*

83. Will ICATS accept one single proposal to represent a response for both award types? Or does ICATS desire to have two separate individual proposals for each award type? *One proposal will suffice.*

84. Will ICATS be able to provide the GTFS feed or will ICATS require the selected vendor to create the GTFS feed on behalf of ICATS? *The vendor may provide the feed.*

85. Will ICATS please confirm/address the following numbers?

- a. Confirm the total number of monthly trips for Paratransit. *Pre-covid approximately 600 per day.*
- b. Confirm the total number of vehicles in fleet. *29 revenue vehicles.*
- c. Address the total number of vehicles used daily for Paratransit. *25 vehicles.*
- d. Address the total number of vehicles used daily for Fixed Route. *Four.*
- e. Confirm the total number of office staff that will need access to the software. *Approximately nine.*
- f. Address the total number of fixed routes. *Four.*

86. Will ICATS provide an editable “Iredell County (ICATS) Automated Demand Response and Paratransit Scheduling and Routing Software RFP Response Form”? Or may vendors submit the

required information in a different format as long as the information is complete and replicated?
Vendors may provide their own form that is complete and replicated.

87. Will ICATS provide the awarded vendor with the necessary GIS Files to accomplish Section 6, Item D? Such files would include Esri Shapefiles, GeoJSON, KML, etc. ***ICATS will make available all needed files.***

88. Does ICATS have a desired Cost Proposal Form for each vendor to use? ***No. However, Cost Proposal must be easy to read, understand and evaluate.***

****END TO QUESTIONS/ANSWERS ATTACHMENT****