TULARE COUNTY REGIONAL TRANSIT AGENCY
CONTRACT ADDENDUM

PROJECT TITLE: Microtransit, Paratransit, and Non-Emergency Medical Transport Software

RFP NO: 2023-01

ADDENDUM NO: 1

ISSUED: 8/20/2023

The Tulare County Regional Transit Agency is issuing this Addendum to respond to questions raised by parties interested in the Request for Proposals named above (the "RFP").

This Addendum constitutes an integral part of the RFP and shall be read in conjunction with the RFP. Where inconsistent with the original RFP, or any pervious Addendum to the RFP, this Addendum shall govern. Unless specifically changed herein, all other requirements and provisions of the RFP remain unchanged and can only be modified in writing by the Tulare County Regional Transit Agency. It is the responsibility of all Proposers to conform to this Addendum.

1.   Response to Questions Received

Q&A Worksheet is attached to this addendum.

END OF ADDENDUM No. 1

/s/   Albert Barragan
        Interim Executive Director

TCRTA RFP 2023-01 Microtransit, Paratransit & NEMT Software

QUESTIONS	ANSWERS
1. Can you provide a comprehensive list of the existing software platforms utilized for your Microtransit, Paratransit, and NEMT services?	Trapeze, Uber, Tripshot
2. Can you provide details about which services are currently managed by third-party operators, and could you identify these operators?	Transdev and Sierra Management
3. Could you offer more insights into the projected timeline for the various phases of software implementation? Are there specific milestones or deadlines associated with each phase? TCRTA is looking for proposals regarding the timeline and phased approach	TCRTA is looking for proposals regarding the timeline and phased approach
4. In relation to Agency Reporting for Microtransit, particularly the Reporting on Driver metrics such as drive-time, idle-time, meal breaks and number of passenger/no-shows, how do you currently define idle time?	Idle time is the time waiting for a reservation.
5. In the section outlining minimum requirements for Paratransit software, there's a specification that the software should be capable of creating partner agencies as needed. Could you please elaborate on the concept of "creating partner agencies" for better understanding?	Creating partner agencies pertains to the ability to add entities that would be able to provide reservations and or trips.
6. Could TCRTA please detail the existing fare payment system, and does it require integration?	Attached
7. What is the total vehicle count for the anticipated project?	50 vehicles over the life of the project
8. Can TCRTA please clarify what they would like to see in the Work Plan compared to the Transition and Start-Up Plan sections? The Work Plan should include the Overall Project description and Time Frame. The Transition and StartUp plan should contain details tasks, dates and personnel assigned to the task	The Work Plan should include a high level description of the phases of the project. The Transition and START Up plan should contain details, task, personnel assignments
9. In the NEMT section in the Scope of Work (starting on page 13 in the RFP), the following 4 subsections are not included:"Software & Backend System"	
In these subsections not apply to the NEMT software? If they were inadvertently left out of the RFP and they do apply, what are they?	The provision detailed in the earlier sections apply
10. Can TCRTA describe in greater detail the deploying concierge portal for healthcare organizations that was mentioned in the RFP?	TCRTA is looking to provide an resource where reservations can be made by authorized healthcare agencies
11. The included Price Bid Form is for "Microtransit Software". Is there a separate Bid Price Form for the NEMT software? The price bid form should include all software needed to provide these services.	**The provisions detailed in the earlier sections apply.**
12. Would you consider eliminating the requirement to submit a hard copy of proposal responses?	YES
13. With respect to the NEMT software, what are the potential destination facilities within the system? Can you provide a list of the facilities with their addresses?	The program is still under development so no listing is available.
14. Is there a healthcare system that the NEMT solution is intended to service?	The program is still under development so no listing is available.
15. Are there any areas of the county that you do NOT service for NEMT transports?	The program is still under development so no listing is available.
16. How many round trip NEMT transports do you do annually?	The program is still under development so no trips are being provided
17. On page 13 of the RFP: Please provide requirement details on the requirement 'Native mobile app for iPhone/Android'. Specifically, who will be using this app, what features is this app expected to have, and how will it benefit the user?	The intent of the app is to enhance passenger service quality by providing reservation and scheduling information.
18. Regarding the NEMT software - are we expected to provide tablets, or only software that can be installed on existing tablets? If we are expected to provide tablets, how many are needed?	The tablets will already be in place at the point of the NEMT service implementation

QUESTIONS	ANSWERS
19. On page 13 of the RFP: Regarding the requirement 'Ability to automatically export NTD data to Financial software', please provide details on the financial software being used.	This has yet to be determined.
20. On page 16 of the RFP, under section '2. Form of Proposals', it states that "Proposals shall be submitted only on the Bid Form, provided herein. Proposals submitted on any other form will be considered nonresponsive andWILL BE REJECTED." Can you please confirm that this is in reference to the Price Bid Form? If there is a different Bid Form that other sections of RFP responses need to be included on, can you please provide this Bid Form?	Confirming that this in reference to the Price Bid Form
21.Regarding the Optional Features (beginning on page 68 of the RFP), we noticed that there is a not a section for the NEMT software. We wanted to clarify that this is correct?	Yes
22. Do we need to have specified forms notarized or can we use a certified e-signature?	Certified Signature are acceptable
23. Could you talk a little more about the requirements for the healthcare organization's concierge portal? What access/ability would you like/need them to have within that portal? This will be defined collectively with the software provider.	This will be defined collectively with the software provider.
24.Can TCRTA clarify what service types will be launched in Phases 1-3 of its launch plan described on page 1? Will On-Demand, Dial-a-Ride, and NEMT services be launched simultaneously in these zones prior to the launching of NEMT services in Phases 4-5?	Microtransit will be implemented first and the other phases will then be phased after assessment.
25. Is TCRTA open to a hybrid model and other innovative transportation approaches?	TCRTA is open for innovative approaches
26. Please elaborate on your expectations for a phased implementation. Is the expectation to implement all of the phased services within a 10 week timeline (by November 28) or only the microtransit component? The 10 week timeframe is only for the first phase of the microtransit	The 10 week timeline is for the first phase of the microtransit. Each phase will be assessed before the next phase is implemented.
27.Could TCRTA provide more information around the existing CID number and how you envision using the app for customers to create accounts? This will help us elaborate on our response.	We are unable to provide additional information in this regard and are open to a new approach.
28. We respectfully request that TCRTA allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar).	We will allow proposals to be submitted digitally to Albert Barragan at ABarragan@gotcrta.org
29.Does TCRTA have a desired timeline for the launch of Phases 2-5? When does TCRTA desire to have the whole demand-response system live?	TCRTA is interested in launching all phases as soon as possible
30.TCRTA requires that the platform support multiple languages for riders. Can TCRTA provide a list of what languages it would like to have supported?	Spanish
32. Can TCRTA share the anticipated number of vehicles it will use in this service? Would it be possible to get a breakdown of how many vehicles will be used per service type and in each phase?	TCRTA anticipates 50 vehicles operating on this project
33.Can TCRTA provide further explanation regarding this requirement: "create partner agencies if and when the need arises" ?	The ability to add operating and scheduling resources through other partnerships
34. We understand that TCRTA will require in-vehicle tablets. Can TCRTA confirm that it also needs data plans for all tablets in the active fleet?	Yes
35. Is there a page limit for the proposals?	No
36.Will TCRTA allow bidders to provide supplementary pricing materials in addition to completing and signing TCRTA's Price Proposal form?	Yes
37.Can TCRTA please provide the budget for this project, for the first year and subsequent years?	Not available at this time
38.How many vehicles are needed for this project?	50 vehicles are projected
39. Could TCRTA please provide a map of the service area?	Pleaser refer to TCRTA website
40. Could TCRTA provide data on estimated ridership?	Not available at this time
41. What operational software is currently being used?	Trapeze and Tripshot
42. Could TCRTA please confirm if there is currently integration of the transit mode (fixed route) or its current on-demand microtransit service ("transPORT") or integration with any other transit agency?	There is currently no integration between services

QUESTIONS	ANSWERS
43. Does TCRTA need a single app enabling the comingling of services or different apps for different services including Fixed Route, Paratransit, Microtransit and NEMT?	A single app is desired
44. Given the proximity of the response submission deadline, could TCRTA provide an extension of the submission deadline to allow the offerors to provide more responsive and informed proposals?	The TCRTA cannot provide an extension on the submission deadline.

2023
TCRTA FARES & PASSES
TCRTA Tarifas y Pases

Local Fixed and Circulator Routes (per passenger / Por pasajero)

Fare Categories Categoría de tarifa	Base Fares Tarifas base	Day Pass Pase de un día	7-Day Pass Pase de 7 días	31-Day Pass Pase de 31 días
General	$1.50	$3.00	$10.00	$55.00
Senior / Disabled / Medicare Card Holder *Mayor / Discapacidad / Titular de la tarjeta de Medicare*	$.75	$1.50	$5.00	$35.00
Military / Veteran *Militar / Veterano*	$.75	$1.50	$5.00	$35.00
Youth **age 12 and younger** *Jóvenes de 12 años o menos*	FREE	FREE	FREE	FREE

Commuter Routes (per passenger / Por pasajero)

Fare Categories Categoría de tarifa	Base Fares Tarifas base	Day Pass Pase de un día	7-Day Pass Pase de 7 días	31-Day Pass Pase de 31 días
General	$2.00	$6.00	$16.00	$55.00
Senior / Disabled / Medicare Card Holder *Mayor / Discapacidad / Titular de la tarjeta de Medicare*	$1.00	$3.00	$8.00	$35.00
Military / Veteran *Militar / Veterano*	$1.00	$3.00	$8.00	$35.00
Youth **age 12 and younger** *Jóvenes de 12 años o menos*	FREE	FREE	FREE	FREE

ADA Paratransit (per passenger / Por pasajero)

Fare Categories Categoría de tarifa	Base Fares Tarifas base
Senior / Disabled / Medicare Card Holder *Mayor / Discapacidad / Titular de la tarjeta de Medicare*	$3.00
Personal Care Attendant *Asistente de cuidado personal*	FREE

On-Demand (per passenger / Por pasajero)

Fare Categories Categoría de tarifa	Base Fares Tarifas base
General	$5.00

TCRTA
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