



CITY OF CONROE, TEXAS

REQUEST FOR PROPOSALS FOR
RESERVATION, SCHEDULING AND DISPATCH SOFTWARE

Solicitation No. 0518-2023	Addendum No. 2	Date of Addendum: May 8, 2023
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RESPONSES TO QUESTIONS SUBMITTED THROUGH VENDOR REGISTRY

1. Please provide your maximum number of booked trips per day (not including on-demand, which we define as trips booked by the **general public** through the on-demand app)
We complete on average 35 trips daily on ADA Paratransit. We book on average 43 trips daily.
2. Please provide your maximum number of on-demand trips per week (trips booked by the **general public** through the on-demand app)
We currently do not have an On-Demand Service or App and do not have a set limit as of today. We are procuring this software for the eventuality in which we start that model of service. However, our Fixed Bus Route currently averages 825 trips per week.
3. Please provide the number of demand response/paratransit/on-demand vehicles that you'd like to track in the system?
Our current active fleet that would need to be tracked is 10 Cutaway 21 Passenger Buses & 4 ADA Paratransit Ford T-350 Vans. This active fleet list will increase exponentially in the coming years with smaller units more capable for the Micro-Transit Service Model.
4. Please provide the total weekly vehicle service hours for the fixed route vehicles to be managed in the system.
On Average, our fixed route generates 245 Vehicle Hours weekly, 12.25 hrs for each vehicle daily
5. Please provide the number of fixed route vehicles?
We have 10 active cutaway buses that are used for Fixed Route. The maximum vehicles in Fixed Route service is 4 during operational hours.
6. We would like to formally request an extension on this RFP since vendors usually receive responses to their questions within 3-5 business, and the package will need to be shipped well before the submission date, leaving only 2-3 business days to modify proposals.
Due to the schedule of the City and necessity to award a contract quickly, the deadline cannot be extended.
7. Would the City of Conroe consider a digital submission in the interest of environmental sustainability?
Yes, the City will accept digital submission through the Vendor Portal.
8. Provide onsite training for users, managers, operators, and administrative and technical support staff as required. Develop a training plan and schedule and provide any special tools, equipment, training aids, and any other materials. Provide additional training to the original trainees for each

deployment stage at no additional cost if major modifications are made to the system after the initial training due to system upgrades or changes made under warranty: Is it required that training needs to occur onsite? [Training may be done online. Onsite training is considered optional.](#)

9. If possible, transfer the data from the current Complementary ADA Paratransit riders from the current software, Reveal: What specific data fields need to be transferred from Reveal? [Approved ADA Rider Information including Name, Date of Birth, Address, Ambulatory Status, Eligibility Status, Expiration Date, Emergency Contact information, Mobility Aids, and any additional Rider Notes.](#)
10. Driver-Facing Application (Web-Based Portal). The Driver-Facing Application should interface with all web browsers and have the following functionalities for the driver to access: Is a Driver App that is available free to download in iOS and Android sufficient? [This is sufficient.](#)
11. City-branded consumer facing smartphone application: Does the city want a stand-alone Conroe branded app? Or is a multi-tenant app with in-app branding sufficient? [Optional for the stand-alone branded app. A multi-tenant app is sufficient.](#)
12. Ability to approve or deny ride requests that require approval based on predetermined parameters such as, but not limited to, group size, location, number of rider no-shows: Can the City of Conroe expand on this requirement? In a system that auto-assigns rider bookings to a driver manifest immediately upon booking (3.3.1.19) there will not be an approval process for individual trip requests. [The system should not be able to auto-assign a trip designated with certain parameters such as group size. If vehicles can only allow for up to 6 individuals and a 20-person trip is booked, then the system would either need to automatically deny this trip or not allow the booking. Same with service location, if the individual tries to book a trip outside the service area the system should either automatically deny the rider or provide a request to dispatch in order to deny the request. Our ability to approve or deny ride requests based on the parameters can be an automatic approval or denial from the system itself or a manual process through a dispatcher, either is sufficient.](#)
13. Ability to configure fixed route system's schedule with micro-transit trip booking, if a fixed route bus stop is a chosen destination: Can the City of Conroe expand on this requirement? What is the desired outcome? [Our desired outcome is the ability for a rider to use the trip booking application to plan their trip through multiple Conroe Connection services efficiently. A micro-transit \(or on-demand\) rider that would like to use the service to get to our fixed bus routes should be able to time when they need to be at said bus stop for the fixed route buses to run.](#)
14. Ability to adjust boarding time parameters based on but not limited to mobility aid devices, rider type, number of riders, etc: Can City of Conroe list their mobility aid devices and rider types and how each impacts the boarding time?

[Rider Types: Approved ADA Rider, Conventional Fixed Route Rider](#)

[Mobility Aids: Wheelchair, Scooter, Walker, Crutches, Cane - 5 Minute buffer on pick-up and drop-off, Service Animal, PCA – No additional boarding/de-boarding time](#)

15. Generate configurable promotional codes: Can City of Conroe provide examples of promotional codes? Is this in reference to paratransit, on demand, fixed route or all three? [An example of a promotional code would be a coupon. A promotional code would be a set of numbers and letters](#)

or a barcode designated to a promotional event that could be entered or scanned by the rider to acquire possible discounts or free rides. An example would be after a rider has taken a survey they could receive a limit of one free ride through a promotional code generated once the survey was complete that they could then submit on their rider-facing application.

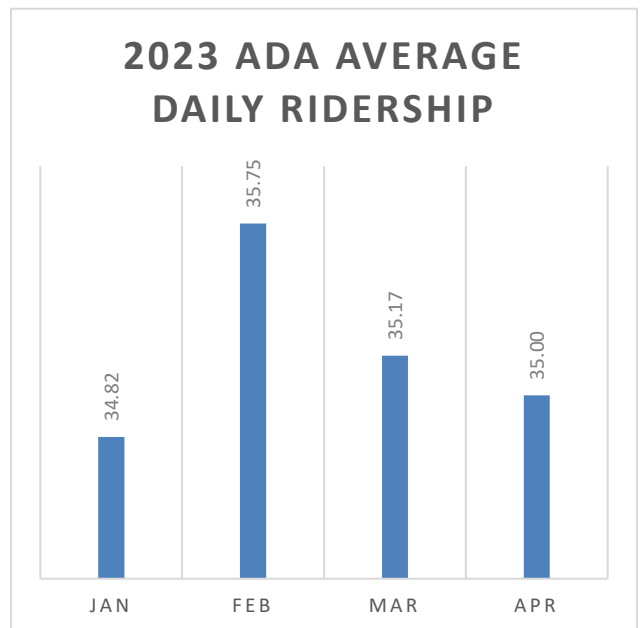
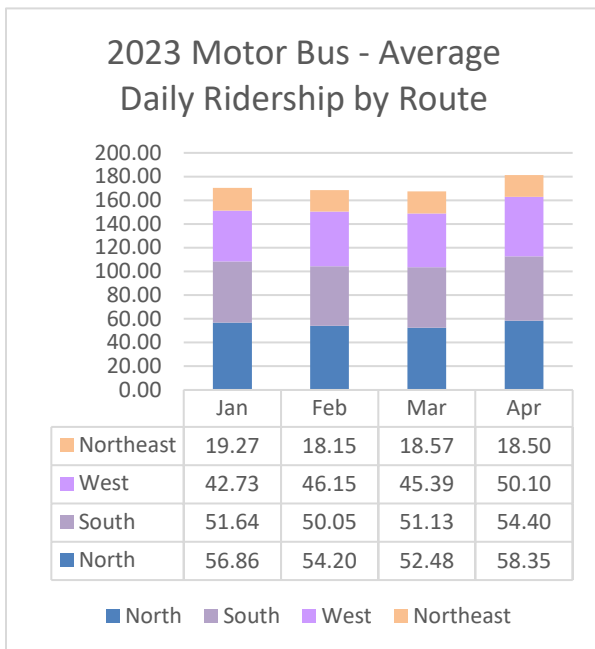
16. View recent ride history (by type): Can City of Conroe define what is meant "by type" here? "By type" means by service type – fixed-route, ADA paratransit, or on-demand service.
17. Dashboard for analysis of service operations and vehicles available: Can the City of Conroe expand on this requirement? What specifically about service operations is desired within dashboards? This dashboard would include the service Itinerary with completed, in-progress, and booked trips showing in real-time with configurable settings to view the vehicle manifests, drivers, and their break periods as well as pop-up alerts and or dispatcher notifications on operational issues occurring.
18. Make phone calls to a rider via anonymized phone number(s): Does this need to happen through the CAD/AVL system? No, it is an optional requirement and can be made either through the set pick up time or through CAD/AVL, depending on how the software works.
19. Ability to waive rider fare: Would issuing a fare refund accomplish this? – Yes
20. Configurable the City/Conroe Connection settings: Can City of Conroe expand on what this means? This requirement is the City's ability to determine service items and updates including fares, service area, parameters on boarding times, vehicle types and capabilities etc. Full flexibility and control to shift the software according to our operational parameters and changes.
21. Ability to configure levels of service for designated rider types: Can City of Conroe expand on and give examples of the different levels of service and rider types? Is this in reference to fixed route, paratransit or on demand?
 1. Levels of Service is referencing ADA & Micro-transit services. The level of service is determined by the needs of the rider. Reasonable modification requests such as "Door-to-Door", "Curb-to-Curb" and "Hand-to-Hand" could all be levels of service we designate to riders based on eligible parameters we set.
 2. Rider Types would most likely have one of these levels of service designated to them unless a different level of service is required for independent and safe travel for the individual.
 3. Fixed Route would possibly have rider types based on fares but not different levels in service.
22. Ability to track fares and by which user authorized: Can City of Conroe provide a list of their fares for paratransit, fixed route and on demand services?
 - Fixed Route: Full-Fare Cash \$1.00, Full-Fare Tickets, Half-Fare Cash \$.50, Half-Fare Tickets, Bus Pass, Free Rider
 - ADA Paratransit: Full-Fare Cash \$2.00, Full-Fare Ticket
 - On-Demand Service in planning: There will be a base fare for trips traveling within 3 miles of origin, Trips traveling additional miles will have increased fare.

23. Ability to track fares and by which user authorized: What is meant by "which user authorized" in terms of the fare? [We would like to be able to view details within our total fares into which user/rider paid fares and in what amount.](#)
24. Proposals due May 18, 2023: Can we have an extension on the proposal deadline? [Due to the schedule of the City and necessity to award a contract quickly, the deadline cannot be extended.](#)
25. Can the City please allow the use of verified e-signatures for this submission? [Yes.](#)
26. We respectfully request that the City allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar). Allowing for digital proposal submissions is transit-industry best practice that reduces the environmental impacts of procurements while also enabling the most cost-effective and responsive proposals from bidders. [Yes, the City will accept digital submission through the Vendor Portal.](#)
27. Regarding the following RFP requirement — “The City seeks to work with a firm to create a customized software that can implement the City’s transit services.” — can the City confirm that it is interested in commercial off-the-shelf software solutions to power its transit services?

[The City wants software that meets the needs outlined in the RFP. How that software is powered can be presented in each individual proposal.](#)

28. Can the City provide average monthly ridership per route and for the paratransit service?

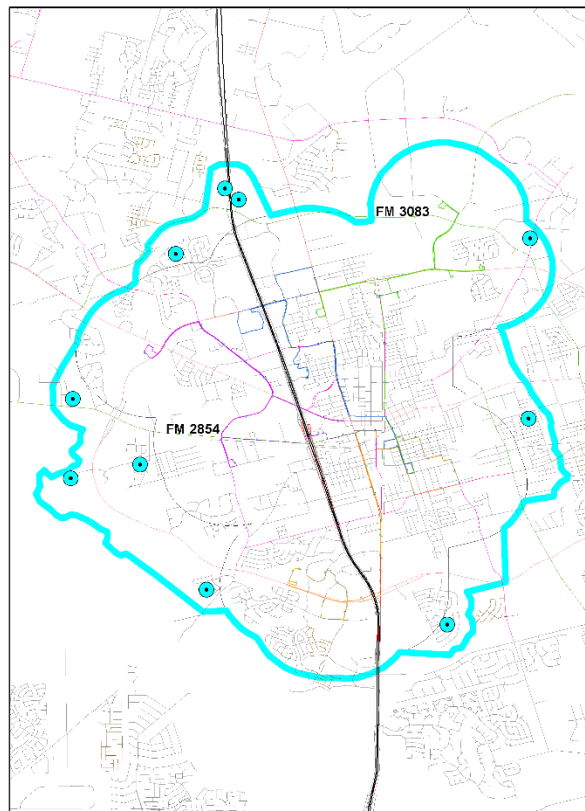
[See tables below.](#)



29. The City has indicated a desire to migrate data from the current Reveal system to the new technology platform, can the City provide the number of accounts to be migrated? [This number is able to fluctuate on weekly basis, but currently, we have 188 Approved active ADA Riders.](#)

30. The RFP helps us understand the City's vision for paratransit and the potential microtransit service. In addition to rider-facing functionality like trip-planning, could the City expand on its fixed-route specific technology specifications? What are the City's priorities for the fixed-route software from a back office perspective? [Fixed Route Specifications include ability to view the Fixed Routes on in-app navigation map, bus stop locations, real-time bus locations, and route schedules. Additional features are welcome.](#)

31. Could the City provide information about the potential microtransit service (e.g., service zone map, tentative implementation date, etc.)? [Service Area, Yes – Implementation date: No](#)



PROPOSED MICRO-TRANSIT SERVICE AREA

32. Can the City share any pain points with their current paratransit reservation and scheduling software? [Complex UI, Static Reports, Inaccurate data, Inability to customize operational parameters.](#)

33. How many days should the bid be valid for? [As stated in the RFP, all proposals submitted shall be valid for a period of ninety \(90\) days from the proposal deadline.](#)

34. Do you have interview dates for short listed vendors? [Due to the schedule to award the contract, the timeline does not support interviews.](#)

35. Does the price proposal need to be in a separate document from the technical proposal? Also, may we submit our own price sheet as a supplement to the price sheet in the proposal? **Yes, the price proposal should be a separate document from the technical proposal. You can submit your own price sheet; the City asks that you provide annual totals though on the price sheet provided in the RFP.**
36. What are some of the biggest concerns seen with the current solution that you would change immediately if you could? **Accurate Data, customizable reports, and friendlier user interface.**
37. What is the budget for this project? **The City's objective is to get the best software to meet their needs listed in the RFP. Budget has not been set.**
38. What is the funding source for this project? **Federal (FTA) funding and local funding.**
39. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent? **The base contract is for one (1) year with four one (1) year extensions. There is not a time limit for the money to be spent.**
40. Do the agencies provide any other types of service that may be used by the awarded solution? **Fixed Routes, ADA Paratransit, On-demand Transit (in the planning stages).**
41. Do the agencies have an Interactive Voice Response (IVR) system currently? If so, who is the current IVR system with? What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish? Is it an onsite server or hosted solution? **We do not have this currently on any vehicle.**
42. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?
There is only an administrative consultant involved with the City and is not involved in the selection of software. The Goodman Corporation, Kara McManus
43. How many in-office users will you have? **3 Administration, 3 Dispatchers, 13 Drivers**
44. Do you want the chosen vendor to do all the driver training or are we training the trainers? If training the trainers, how many of those are there? **Either is sufficient, we would have 4-5 trainers that would need training by the vendor if we took the latter option.**
45. What is the total number of Drivers to be trained? How many of these are volunteers?
Potentially 2-3 dispatchers and 10-11 drivers. No volunteers.
46. How many depots do you have if more than 1? **We have one vehicle lot with additional vehicles being stored at our City of Conroe fleet facility.**

47. How many subcontractors do you work with? Will those subcontractors need go-live support on site? [There will be no operations subcontractors.](#)
48. Are any private contractors/subcontractors used to provide trips? If yes, how are these contractors paid, by the trip or by the hour? [No.](#)
49. Will (agency) allow proposers to provide a demo of the software before awarding the contract? [Due to the schedule to award the contract, the timeline does not support the time for demonstration.](#)
50. What are expectations related to data conversion from the current system? [Just client information transfer.](#)
51. Are there any interfaces required to external sources such as Medicare? If so, what other external source [No.](#)
52. How many dispatchers do you have? [Proposed 2-3 dispatchers](#)
53. How many reservation agents do you have? [Dispatchers would also be considered reservationists.](#)
54. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have? [Our dispatchers would also be considered reservationists, this includes the proposed 2-3 positions. We would also have a hybrid position of drivers cross training our different service types. \(ADA, Fixed, Micro-Transit\)](#)
55. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union? [No.](#)
56. What counties / service area do you encompass? [We reside in Montgomery County and our service area would reside within the City limits of Conroe.](#)
57. How many group trips does your agency currently provide per week? What percentage of all trips are group trips? [Our current software does not allow us to pull this data type; however, there are a minimal amount of group trips taken.](#)
58. What is the maximum number of paratransit vehicles and fixed route or other vehicles at peak service on any given day?
- [Fixed Route: 4 Maximum vehicles in service](#)
 - [ADA Paratransit 2 Maximum vehicles in service](#)

59. How many of your vehicles are used for fixed route? Deviated Fixed Route? Demand Response? ADA? NEMT?

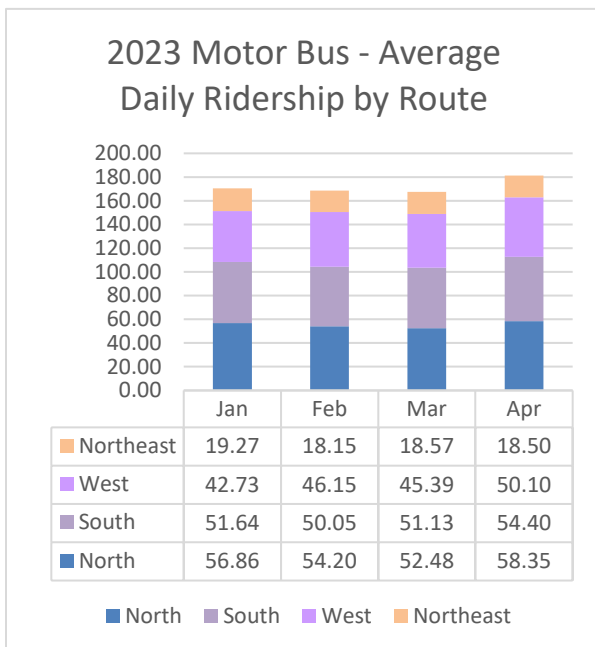
- 10 Cutaway Arboc 21 passenger buses designated for Fixed Route (no deviated routes).
- 4 Ford Transit T-350 Vans designated for ADA Paratransit.
- Additional vehicles are being procured while we plan our micro-transit solution.

60. What are the current Rides per Hour (RPH)?

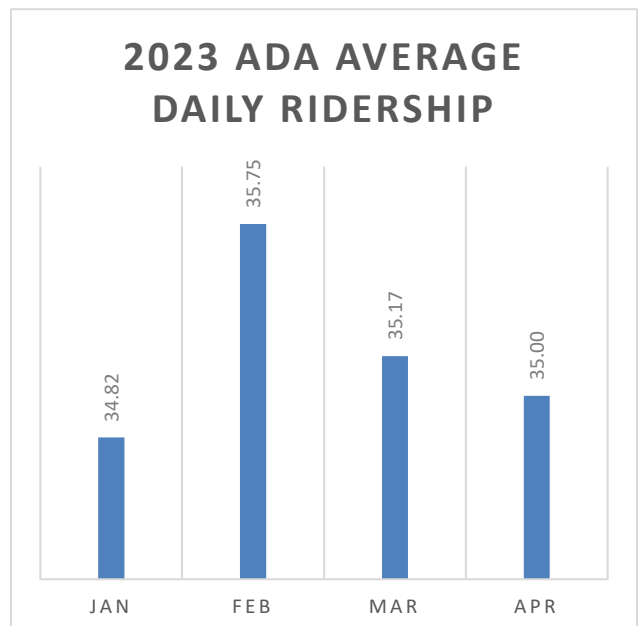
April 2023 Average Ridership by Route	North	South	West	Northeast	Hourly Total	
7:00 AM	4.95	2.55	1.6	1.3	10.4	
8:00 AM	2.55	2.95	2.3	2.3	10.1	
9:00 AM	3.9	3.75	4.15	2.25	14.05	
10:00 AM	6.65	5.65	4.85	2.3	19.45	
11:00 AM	5.9	5.75	5.2	1.9	18.75	
12:00 PM	6.35	5.05	5.6	2.15	19.15	
1:00 PM	5.3	8.15	5.6	1.35	20.4	
2:00 PM	7.2	4.5	5.9	1.2	18.8	
3:00 PM	5.05	5.7	7.75	0.9	19.4	
4:00 PM	4.6	3.8	2.85	1.35	12.6	
5:00 PM	2.85	2.9	2.1	0.75	8.6	
6:00 PM	3.05	3.65	2.2	0.75	9.65	
Total Route Average:	58.35	54.4	50.1	18.5	181.35	Daily Total

61. What is your average number of trips per day?

See tables below.

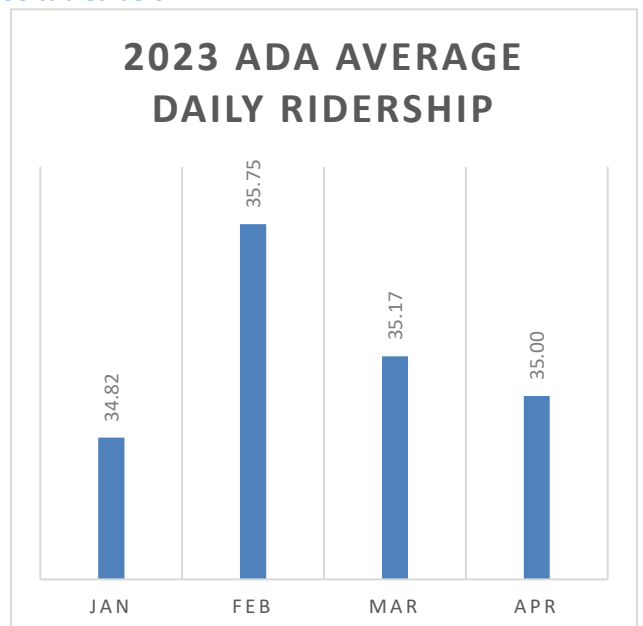
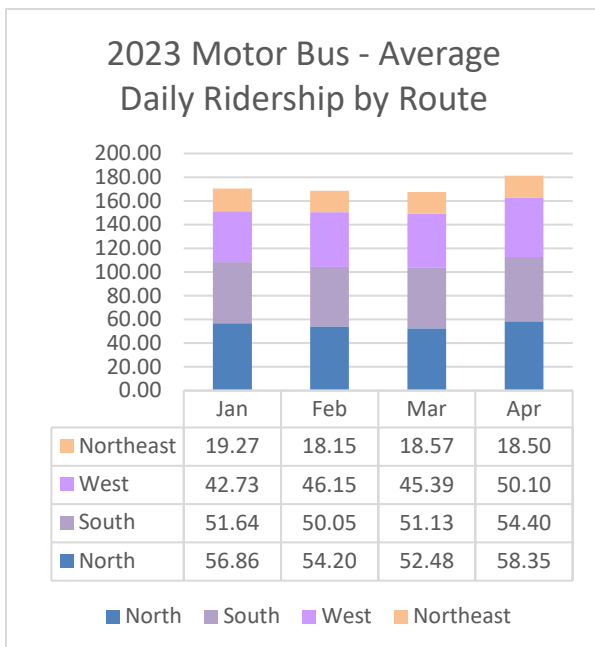


62.



63. What is the weekly average number of declined trips? [Our ADA Program does not decline trips](#)
64. What is the average number of one-way trips provided? [35 Daily](#)
65. Do the agencies provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? [Subscription trips are provided for medical trip types. We currently do not have a percentage identified.](#)
66. What is the current size of your client population? [188 Active ADA clients and 180 average riders daily on Fixed Route.](#)
67. What is the peak number of calls handled per hour? [Our peak averages between 10-15 calls per hour.](#)
68. Driver tablets and mounts are requested as part of the bid. Will your agency install them? [Yes.](#)
69. What are the minimum insurance requirements? [Insurance requirements are listed in Exhibit A of the RFP.](#)
70. Is the ability for the driver to call a rider a mandatory requirement or can driver request dispatch call the rider? [Driver can request dispatch call the rider.](#)
71. What is meant by: Ability for driver to enable/disable vehicle to accept rider requests?
[This means the ability for the driver to designate his vehicle as active or inactive to pick-up passengers for the system's manifest. This could be for breaks or vehicle swap outs or end of shift.](#)
72. Due to our team's current workload and our commitment to delivering a comprehensive and value-driven response, could The City please consider a 3-4 week extension? [Due to the schedule of the City and necessity to award a contract quickly, the deadline cannot be extended.](#)
73. What is the number of vehicles to be used for each of the following services: fixed route, paratransit, and microtransit? [Our current active fleet that would need to be tracked is 10 Cutaway 21 Passenger Buses & 4 ADA Paratransit Ford T-350 Vans. This active fleet list will increase exponentially in the coming years with smaller units more capable for the Micro-Transit Service Model, but no current vehicles dedicated to the service.](#)
74. What is the existing ridership for fixed routes and ADA complimentary paratransit?

[See tables below.](#)



75. Does the City want to procure a mobile device tablet in this RFP?
If a mobile device tablet is necessary to successfully utilize the software, please include in your proposal.
76. What fixed-route software does the City currently use? We don't have fixed route software.
77. Will there be a citywide microtransit service or will it be zone-based? Zone-based within the City Limits.
78. Will the City provide a GTFS file that needs to be imported in the Administrator Dashboard? Yes.
79. Can the City clarify all the functionalities needed for the fixed-route system in addition to configuring the fixed-route scheduling system? Fixed Route Specifications include ability to view the Fixed Routes on in-app navigation map, bus stop locations, real-time bus locations, and route schedules. Additional features are welcome and can be submitted in the proposal.
80. Can the City clarify what languages are required for the Rider App? Bilingual capability is preferred in English and Spanish.
81. Please clarify if the City want drivers to use a browser-based system or a mobile application in the Play Store? Either is sufficient for driver use.
82. Does the City want to integrate the IVR system with the existing Mitel telephone system? If this gives us the required outcome, then yes; if our required outcome can utilize the system and another is required, then please outline that in your proposal.
83. What is the expected Go Live date? The City would like to go live as quickly as possible due to the transition of services. Estimated in August 2023.
84. Is there a page limit for vendor proposal responses? No.
85. Will the City accept electronic signatures on the forms and cover letter? Yes
Given the proximity of the response submission deadline, could City provide an extension of the submission deadline to allow the offerors to provide more responsive and informed proposals? Due to the schedule of the City and necessity to award a contract quickly, the deadline cannot be extended.

Approved by Kristina Colville
Kristina Colville, RFP Coordinator

By the signature affixed below, Addendum No. 2 is hereby incorporated into and made a part of the above referenced solicitation.

ACKNOWLEDGED

Authorized Signature

Printed Name

Respondent/Contractor

Date

SUBMIT THE ORIGINAL, SIGNED COPIES AND COPIES OF THIS ADDENDUM WITH THE LETTER OF TRANSMITTAL AND ACKNOWLEDGEMENT OF ADDENDA IN EACH COPY OF YOUR PROPOSAL. FAILURE TO DO SO MAY DISQUALIFY YOUR PROPOSAL FROM CONSIDERATION FOR AWARD.