RFP- NEORide02
Response to Vendor Questions on 3/9/22

1. We respectfully request a one-month extension of the proposal deadline to May 13, 2022. Given the highly complex nature of this RFP, this will allow all bidders time to evaluate NEORide's responses issued on March 23rd so as to scope responsive technical solutions, as well as potential partnerships with other mobility technology providers.

   [NEORide Response] NEORide is extending the due date by 2 weeks. Proposals are now due on Friday-April 29, 2022, by 11:59 PM EST.

2. Can NEORide please confirm in writing the message delivered during the prebid conference that it welcomes proposals that provide alternative approaches/integrations/functions/etc to address the broader goals of the RFP?

   [NEORide Response] NEORide confirms that proposers can provide an alternate approach in the technical proposal. For all alternate approaches, as instructed in the Attachment P-Compliance matrix, relevant alternate requirements text must be provided after marking "CM" next to the original requirement to indicate the deviation from original requirements.

3. Section 3-6 of the main RFP document states that ""Proposers are strongly advised to not take any exceptions... Proposers are cautioned that exceptions to the terms, conditions, and attachments may result in a rejection of the proposal", however Section 5 of Attachment O states that the Contractor and NEORide will negotiate SLA terms. Can NEORide confirm that Contractors will have the opportunity to discuss and negotiate contract terms, including the ability to provide exceptions, during the period between Notice of Award and Contract Execution? Given the high complexity of this RFP we recommend that NEORide allow for proposers to include exceptions submitted in good faith, as this can streamline contracting discussions following Notice of Award.

   [NEORide Response] Yes, NEORide will be open to discussing the contract terms and conditions. Vendors are encouraged to clearly list any exceptions in their response.

4. As the implementation timeline provided in Attachment O is tentative, are NEORide and participating agencies open to alternative timeline suggestions in proposals? These could include different service-by-service launches as well as phased launches of shared mobility platform functionality. Do each of the participating agencies know the zones/areas in which

they wish to deploy the various services/use cases? If so, could NEORide provide maps of these service areas?

[NEORide Response] Yes, alternative timelines can be suggested along with details on proposed modifications.

Zone boundaries and service characteristics are not determined yet and will be finalized by agencies during the design review process for initial deployments in coordination with the selected vendor.

5. Section 2.1.3.3 states that "BCRTA intends to utilize the Mobility Platform to also manage its complementary ADA paratransit service. AAATA, SARTA, WRTA, and SORTA require the Mobility Platform to interface with existing platform to accomplish ADA Paratransit and Specialized DRT Service needs."
    a. Can NEORide confirm that BCRTA is intending to replace Ecolane as its dedicated ADA paratransit software?

    [NEORide Response] Yes, BCRTA is interested in using a single platform for all its needs as those relate to delivering non-fixed route/schedule services, including complementary ADA paratransit service.

    b. Given that the latter 4 agencies are not planning to use this system to deliver their ADA paratransit services, can NEORide explain the rationale for asking that the Platform interface with their existing services (Trapeze)? Can NEORide confirm that it is open to proposals with alternative approaches to integrating with Trapeze, given the RFP's stated openness to modifications?

    [NEORide Response] AAATA, SARTA, WRTA and SORTA have indicated that they will not be ready to move away in the near future from existing platforms for delivering ADA paratransit service or specialized DRT due to the anticipated efforts (e.g., service configuration, compliance needs, billing rules and others) involved in replacing those systems. Therefore, an interface with the legacy application is being requested since NEORide agencies want to unify the experience for drivers, riders and customer service staff across all non-fixed-route/fixed-schedule trips. Key objectives for this interface are:

    - Participating agency's customers/riders can plan, book, pay and stay informed for all non-fixed route/schedule services using a single application.
    - Participating agency's drivers can manage electronic manifests/trips informed for all non-fixed route/schedule services using a single application.

- EZConnect staff can book and respond to customer requests related to all non-fixed route/schedule services using a single application for all participating agencies.

Vendors are allowed to propose their alternate approaches for meeting the above objectives as long as the replacement of existing software at these agencies is not needed.

6. We would like to better understand the current operation of the EZConnect Mobility Center. Is the intent of EZConnect to perform all customer service functions for all member agencies participating in this RFP?

[NEORide Response] EZConnect design is still under development. However, for the purpose of this RFP, yes, it is anticipated that the vendor will be able to provide a consolidated view of all participating agencies for the purposes of establishing a centralized customer service center operation. Functions to be used by EZConnect staff are listed in Section 3.4.3 of Appendix O.

a. Will any individual agency staff perform any of these functions (e.g., booking rides over the phone, answering "Where's My Ride?" calls, etc.) or will all of these functions be delivered by the EZConnect center?

[NEORide Response] Yes, agency staff will have access to relevant operational information for their services as the dispatching will be done by agency operations staff.

b. Can NEORide confirm that individual Participating Agency staff will conduct all individual service/use case scheduling and dispatch functions, and the Mobility Center will not? It will be helpful to have a very clearly-defined breakdown of what individual agency duties/use of the platform will be, vs. the duties/platform use of Mobility Center staff.

[NEORide Response] EZConnect center is currently not operational. The EZConnect center functions will be limited to trip discovery/planning, booking and customer information. Dispatching will be done by individual agencies.

However, for nearby agencies that intend to pool their resources (e.g., SARTA, WRTA, CARTS in Northeast Ohio), service coordination functions will be needed for the purpose of booking cross-agency trips by pooling driver and vehicle resources.

Vendors are allowed to suggest their approach in the best way to provide that functionality.

c. **How will EZConnect staff determine the appropriate participating agency for any individual trip/rider (3.4.3.1)? Is the goal that they would utilize the software being procured in this RFP? If so, can NEORide share an example of how they envision this being performed?**

[NEORide Response] Yes, the Integrated Mobility Platform being procured as part of this RFP will be the core software that will be used by the EZConnect staff.

*Example*: A rider who lives in Canton may have a medical appointment in Cleveland. A SARTA vehicle may be taken by the rider for the inbound trip to Cleveland but a WRTA vehicle (which may have been used for a one-way trip by a WRTA customer) may be used for the return ride. If that customer needs help from EZConnect staff, they should be able to assist them in this scenario.

d. **What current/planned technology systems does/will the Mobility Center use? How should this platform integrate/interact with those systems?**

[NEORide Response] EZConnect is currently not operational. EZConnect deployment will include the following components which the Integrated Mobility Platform will eventually integrate with:

- Cloud-based omni-channel contact center technology (e.g., Amazon Connect or Twilio Flex) for bi-directional communication with customers using voice, text messages and email. [see Attachment O- Section 3.2.2.3 for integration needs].
- Multimodal trip planning available through EZfare trip planning apps. [see Attachment O- Section 3.4.2 for integration needs].
- Availability of Open Trip Planner-based tools for customer service agents and Travelers alike to provide multimodal trip discovery and assist with information and referral. Integration needs are currently not determined but it is anticipated that an API similar to as required in Section 3.4.2 will be needed for completing the booking once the trip discovery platform identifies a potential alternative.

Also, the Mobility Platform vendor will integrate with EZ fare-powered wallet (current vendor; Masabi) to enable integrated payment across all modes involved. [see Section 3.4.1 for integration needs]

Additionally, the Integrated Mobility Platform vendor will provide the functionalities for EZConnect as described in Section 3.4.3 of the RFP. A key requirement is to develop and maintain a combined customer profile and eligibility database for all EZConnect participating member agencies (all except GCRTA and AAATA).

7. Are NeoRide and AAATA/CARTS/TCT open to alternatives to Fixed Route/Alternative/Flex-Route Service, such as using Zone point-to-point service for these services? Zone point-to-point (i.e. microtransit) to perform better than deviated/flex service in low-demand scenarios like in this RFP?

[NEORide Response] Participating agencies, specifically CARTS, have identified needs and specific use cases for deviated fixed service. However, Vendors are allowed to propose an alternative along with a reasonable justification.

8. We would like to request more detail on the Eligibility Application Automation (3.3.2).
   a. Is the goal for the system being procured to manage the entire application process through the questionnaire? In other words, will all eligibility be determined within the Mobility Platform, or does it need to integrate/interact with other external third party systems? If yes, what systems and for what specific functionality?

   [NEORide Response] The platform will only be used to intake required information from customers and manage the workflow for getting the eligibility approved and keeping customers informed. No integration for the Mobility Platform with third party systems (e.g., funding sources) is desired or needed.

   b. Will individual participating agency staff review and approve eligibility applications, or will this be completed by EZConnect Mobility Center staff?

   [NEORide Response] NEORide's goal is to eventually centralize all customer interaction at the EZConnect center, including eligibility application management. However, a hybrid approach may be used during the transition period while EZConnect is not fully operational.

   Agencies will continue to use their existing standard procedures for determining and verifying eligibility so agency staff will review and approve eligibility applications. While individual agencies may perform the actual eligibility determination using their standard processes, a consolidated and centralized customer database with eligibility is planned for EZConnect center to assist the staff with mobility management needs.

9. Are NEORide and participating agencies open to alternative integration methods with the EZfare payment system for trip payment (3.4.1), provided the alternative method fully supports the ability for riders to pay for trips using EZfare?

> [NEORide Response] EZfare is the payment system used by all NEORide member agencies and is intended to be the payment system for the Integrated Mobility Platform.

10. Can NEORide provide a detailed breakdown of each type of funding source that participates in each service/use case (3.3.5.1)?
    a. The system architecture diagram shows a link between the Eligibility Management Module and "Funding Entities"? How does NEORide envision this link? Does this mean that there should be some type of technical integration, the incorporation of Funding Entities' rules for making an eligibility determination through non-technical means, or something else?

    > [NEORide Response] The revised diagram clarifies (see revised Attachment O) that no integration with any third-party funding source is needed. Therefore, there is no need to list any specific funding source in the RFP.

    b. Can NEORide provide more detail around billing rules, such as including a few examples of how they work for various Funding Entities? How do NEORide and Funding Entities intend to use these billing rules in day-to-day service management?

    > [NEORide Response] Billing rules will be used to invoice funding agencies for all eligible trips per industry standard process. This will vary by service type and funding source. Details will be provided during the design phase by each agency.

11. For Trip Brokerage functionalities (3.2.4.7), can NEORide confirm it is open to proposals that are able to work with one or several, but not all, of the listed NDSPs?

    [NEORide response] Yes, however, please provide details.

    a. Given the requirement to integrate with them, does NEORide expect to compel Uber & Lyft's participation in brokered trip service?

    > [NEORide Response] TNCs are only listed as one of the potential categories within the NDSP pool. NEORide currently does not have any arrangements in place with any TNC service for trip brokerage. Participating agencies will make their

arrangements, as and when necessary, in the future and will require them to work with Mobility Platform for brokerage.

Vendors must include any restrictions or caveats in their proposal as it relates to trip brokerage to any of the NDSPs, including TNCs.

12. What are the NEORide-approved trip planning applications (3.4.2)?

[NEORide response] Transit App, Moovit and Uber.

a. Given the RFP's requirement that the platform itself provide trip planning and booking functionality (3.2.2.5 and 3.2.2.6), can NEORide explain why it is looking for integration with other trip planning applications?

[NEORide response] NEORide and participating agencies intend to create an open ecosystem so customers are not forced to use a single application for planning and booking. Note that, for this RFP, the vendor is required only to provide APIs for third-party integrations required in the RFP. It will be the responsibility of the EZfare trip planning application providers to implement the interfaces.

b. Can NEORide confirm it is open to alternatives/modifications to this integration?

[NEORide response] Please see response to 12.a above.

13. Can NEORide provide more detail on the IVR requirements (3.2.2.3):

[NEORide response] Given the need for further clarity on IVR platform to be used to meet the requirements in Section 3.2.2.3, this section has been marked as [Future Integration] in Addendum 1 (see revised Attachment O and Attachment P). While vendors are required to provide their technical approach for integration (APIs and/or data formats), price and implementation approach are not needed.

a. Do NEORide and Participating Agencies intend to use IVR for all the services/use cases within scope for this RFP, and not only paratransit-alternative service?

[NEORide response] Yes, IVR will be needed to serve all customers that are not able to access web or mobile applications.

b. Who provides the current IVR system for AAATA and GCRTA, and what are the ways it is currently used by riders?

[NEORide response] Both AAATA and GCRTA use the legacy IVR system integrated with their current ADA paratransit/DRT platforms. As explained earlier, no integration with this legacy platform is needed. An IVR platform provider will be determined by NEORide later.

c. Are NEORide & Participating agencies open to IVR/communications capabilities that could obviate the need for a future IVR/CCaaS system, thus saving significant time, cost and complexity in implementing both the platform and rider communications infrastructure?

[NEORide response] Future CCaaS system will be deployed for EZConnect call center staff needs. NEORide intends to use the same platform for meeting IVR needs. As explained earlier, no cost or implementation approach are required per Addendum 1. IVR approach will be finalized once the EZConnect CCaaS provider is determined.

14. Are individual participating agencies open to discussing and adjusting the KPI standards on a service-by-service basis? The ability to hit the included KPI standards is highly variable across service type/use case/geography/fleet supply/operator/other factors, and so it is unlikely a "one size fits all" approach to defining demand response service standards will result in success overall.

[NEORide response] Yes, vendors are allowed to propose modifications since the RFP requirements are included as baseline guidance. It is expected that KPIs will be finalized by design when service characteristics are determined. However, also note that some of the agencies are small operations so will have low trip volumes. So, measurement at overall system level may be necessary to ensure the statistical significance of the results instead of looking at metrics by service type.

15. Are NEORide and participating agencies open to alternative Configuration & Testing timeline suggestions provided the proposed timeline/implementation plans meet agreed-to levels of capability/functionality/reliability?

[NEORide response] Yes, however, vendors must clearly define in the proposal how the requirements will be met for design, configuration, enhancement (if needed), and testing.

16. Req 3.2.1.2   Would NEORide accept a single-app solution instead of providing separate apps for each agency, assuming each agency has control over their own branding and which riders have access to their services within the single app?

**[NEORide response]** NEORide cannot confirm or deny vendors' targeted technical approach. As explained earlier, alternatives/deviations are allowed but vendors must provide a reasonable justification for their proposed approach in their technical response, particularly describing why the proposed alternative is better than what is required in the RFP.

17. **Can the agency provide more details on the kind of integrations they are looking forward with Masabi and other software? We also request integration manuals from these agencies to come up with our integration approach.**

    **[NEORide response]** Please see Section 3.4 for integration requirements. No integration manuals are available. Please contact the vendors directly for discussing interface needs.

    Masabi contact for EZfare integration is provided below:

    Lee Biernbaum
    Senior Project Manager, Masabi
    lee.biernbaum@masabi.com

18. **Looking at the custom requirements of each agency, a customized solution would be a better fit for the purpose of the RFP as compared to SaaS. Would the agency be open to customized solutions?**

    **[NEORide response]** NEORide cannot confirm or deny vendors' targeted technical approach. As explained earlier, alternatives are allowed but vendors must provide a reasonable justification for their proposed approach in their technical response.

19. **NEORide canceled an RFP in Sept 2021 with similar objectives. Can the agency share the reason for it and key modifications made in this RFP?**

    **[NEORide response]** Since the time the previous RFP was released, NEORide has worked with member agencies to better define their mobility management, customer service and service delivery needs in the context of the planned regional mobility center initiative (EZConnect) for both Northeast and Southern Ohio agencies. Those needs have formed the basis for requirements included in this RFP. Further, this RFP also includes several other agencies that did not participate in the previous RFP.

20. **Is the agency also looking for demand assessment consultations for the program within the scope of work of the RFP? If there are similar studies already done, can the agency share them?**

[NEORide response] SORTA is currently working on a mobility on demand study which is targeted to be completed in Fall 2022. No other demand assessment consultations relevant to this RFP have been done by any other participating agency, however, the vendor is not required to provide demand assessment consultation as part of this RFP.

21. What is the anticipated procurement budget for each participating agency?

    [NEORide response] Budget information is currently not available.

22. Is a combined platform required that covers all the participating agencies or a separate software solution is required for each of them?

    [NEORide response] As currently planned, each agency will have their individual installations so they can separately manage their services. However, EZConnect staff (and other users as authorized by NEORide) will need access to consolidated views from all participating agencies as required in the RFP so they are able to address customer requests for all agencies from a centralized location.

23. Can NEORide share the details of on-board hardware cellular devices installed on the vehicles?

    [NEORide response] Currently, there is a mix of hardware installed on agency vehicles. For this RFP, agencies are planning to use either Android or iOS devices to run vehicle applications which will be provided by agencies.

24. Planning / scheduling & Trip brokerage platform - Is it already developed for each agency or do we need to develop them.

    [NEORide response] It is being procured as part of this RFP per requirements defined in the RFP.

25. Is the new payment solution to be developed or will you be using the EZfare solution for this integrated platform in this project.

    [NEORide response] EZfare will be used as the payment platform.

26. Migration of existing data : Will there be existing data on User accounts, booking etc. to be migrated from participating agencies. If so, what will be the volume and type of data to be migrated, broken down by agency.

    [NEORide response] Customer database will be migrated but trip history will not be migrated.

27. Please clarify your reference to a SaaS model solution. Is the payment to the vendor in this solicitation to be based on a fee per transaction of payments collected through the platform.

[NEORide response] With SaaS, NEORide is referring to a cloud-hosted solution. Vendors are allowed to propose their pricing models in the format specified in Appendix Q along with a description in the proposal.

28. If EZfare is being used as the payment processing platform, does the SaaS model billing still apply for the selected vendor to be paid a transactional fee, under this solicitation.

[NEORide response] See response to Q 27.

29. What is NEORides' relationship with Optibus in relation to this RFP?

[NEORide response] Optibus is not involved in any capacity in this RFP.

30. What IVR systems are already in place?

[NEORide response] Please see response to Q13.

31. What is the total number of vehicles for each agency and how many for each agency will be included in the pilot?

[NEORide response] Please see Table 1 in Attachment O for vehicle needs for current services. Demand assessment has not been conducted for flexible/one-demand services for most agencies so vehicle needs are not available.

32. Is there an automated eligibility solution already in place and what is it?

[NEORide response] No. Please see response to Q8.

33. If the agency ramp up is over a 12-month period how is this categorized as a 12-month pilot?

[NEORide Response] 12-month pilot starts from the date of final acceptance.

34. What is the non-dedicated service pool? What types of vehicles are included in this? Will these non-dedicated vehicles require MDT's for the drivers?

[NEORide response] Please see Section 3.2.4.7 of Attachment O for the desired service pool. While NEORide agencies would like to know the status of trips (as required in the

Section 3.2.4.7 of Attachment O), it is understood that NDSP operators may have their own applications for managing their drivers and an integration will be needed with their systems. If and when NDSP providers are selected by agencies, those vendors will be required to work with the Mobility Platform for trip brokerage function.

35. Can we supply our company price sheet for clarification?

   [NEORide response] Please use Appendix Q format. Clarification notes may be provided in a separate file along with Attachment Q.

36. Will you accept an email submission instead of a printed submission?

   [NEORide response] This RFP is email submission primarily (paper option is allowed but electronic is encouraged). Please see the instructions in the RFP for providing electronic submission.

37. How many days should the bid be valid for?

   [NEORide response] The bid must be valid for 120 days.

38. Does the price proposal need to be in a separate sealed envelope from the technical proposal?

   [NEORide response] No. However, please submit the Attachment Q spreadsheet separately along with any clarification notes in a separate PDF file.

39. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?

   [NEORide response] Please see responses to Q35 and Q38.

40. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?

   [NEORide response] As stated in the RFP, the key goals of the project are as follows:

   ● Improved customer mobility experience.
   ● Improved management and monitoring of services.
   ● Regional service interoperability

41. What are the goals of (agency) surrounding this software upgrade?

[NEORide response] Please see the response to Q40.

42. What is the budget for this project?

[NEORide response] Please see the response to Q21.

43. What is the funding source for this project?

[NEORide response] A combination of federal, state and local funds will be used.

44. What are the funding deadlines/timelines for this project, i.e., when does the money need to be spent?

[NEORide response] There are no deadlines currently, but suggested implementation timeline is provided in the RFP.

45. Does (Agency) have a preferred cellular network? If so, please provide contact information for our account manager?

[NEORide response] It varies by agency. However, note that vehicle hardware (tablets) and cellular communication will be facilitated by NEORide and participating agencies (i.e., not in the scope of this RFP).

46. Does (Agency) provide any other types of service that may be used by the awarded solution?

[NEORide response] All intended services are described in the RFP

47. Does (Agency) have an IVR system currently?
    a. If so, who is the current IVR system with?
    b. What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish?
    c. Is it an onsite server or hosted solution?

[NEORide response] Please see response to Q13.

48. Does (Agency) have any Commuter Routes that would be considered part of this project? If so, how many?

[NEORide response] Fixed route services are not part of this RFP.

49. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

   **[NEORide response]** Yes, a consultant is involved but all communication should be directed to the contact person listed in the RFP.

50. How many in office users will you have?

   **[NEORide response]** It is assumed that this question refers to administrative users. This detail varies by agency. Agencies that have provided information, include:

   - WRTA: 4 users
   - SARTA: 20 users
   - BCRTA: less than 5 users.

   For other agencies, please use the following for proposal needs. Also, please provide details on your tiered pricing by user, if applicable, in a separate clarification sheet.

   - AAATA: up to 20 users.
   - SORTA and GCRTA: up to 30 users
   - TCT: less than 5 users
   - CARTS: less than 5 users

51. Do you want the chosen vendor to do all the driver training or are we training the trainers?
   a. If training the trainers, how many of those are there?

   **[NEORide response]** Yes, "train the trainer" approach will be used. Please assume at least 1 training session for the list of users listed in Section 4.5, requirement 5 in Attachment O.

52. How many depots do you operate if more than 1?

   **[NEORide response]** BCRTA operates out of 3 locations. For other agencies, please assume a single location for the RFP.

53. Do you have any subcontractors?
   a. If there are subcontractors, will those subcontractors need go-live support on site?

   **[NEORide response]** TCT uses 4 subcontractors. AAATA also uses subcontractors for GoldRide/FlexRide service.

   Level of support needed will vary by proposed solution. Vendors shall assess the support needed and include that in the proposal.

54. Are any private contractors/subcontractors used to provide trips for (agency)? If yes, how are these contractors paid, by the trip or by the hour?

[NEORide response] TCT pays subcontractor by mile.

55. Will (agency) allow proposers to provide a demo of the software before awarding the contract?

[NEORide response] Yes, a demo will be part of the oral interviews.

56. What is your agency expectations related to data conversion from the Route Match system?

[NEORide response] Routematch is not used by any agency. Data conversion needs are described in the RFP.

57. Are there any interfaces required to external sources such as Medicare? If so, what other external source

[NEORide response] It may be needed in the future so capability is desired. However, pricing and implementation approach is not requested as part of this RFP.

58. Please provide 3 years of monthly reporting summaries for your demand response system.

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

59. What is the total number of Drivers to be trained?

[NEORide response] Please see response to Q51.

60. How many dispatchers does your agency have?

[NEORide response] Please assume a range of 5-10 dispatchers. Also, please provide details on your tiered pricing by user, if applicable, in a separate clarification sheet.

61. How many reservation agents does your agency have?

[NEORide response] Please assume a range of 5-10 reservation agents. Also, please provide details on your tiered pricing by user, if applicable, in a separate clarification sheet.

62. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?

[NEORide response] Not applicable for most agencies.

63. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?

[NEORide response] Yes, drivers for most agencies are unionized. Other details will be shared with the selected vendor.

64. Does the service area encompass more than one county? If so, which counties (other states as well)?

[NEORide response] Yes, cross-jurisdictional trips may be booked and managed by an agency, particularly for service coordination by nearby agencies.

65. Does your agency provide group trips? If yes, what percentage of trips are group trips?

[NEORide response] Yes, group trips (shared ride) are provided. NEORide does not see other details relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

66. What is the maximum number of paratransit vehicles at peak service on any given day?

[NEORide response] Please see Table 1 in Attachment O for vehicle needs for current services.

67. Please indicate if there are any holidays for no service or reduced service.

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

68. On what days of the week are trips provided? What are your hours of service? Trip and Call Volumes

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

69. What are your current Rides per Hour (RPH)?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

70. What is your average trips per day?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

71. What is the average trip length?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

72. What is the number of will calls weekly?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

73. What is the weekly average number of declined trips?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

74. What is average number of one-way trips provided weekly?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

75. Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

76. What is the number of Flex Routes (Deviated Fixed Route) per day and per week?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

77. What is the current size of your client population?
    a. What is the growth rate?

[NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

78. On average, how many taxi trips are used per day?

    [NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

79. On average, how many calls will your call center handle?
    a. What is the peak number of calls handled per hour?

    [NEORide response] NEORide does not see this request relevant to a response for this RFP. It may be made available during operational assessment and design to the selected vendor.

80. Is it mandatory to be able to turn driver messaging capabilities on or off?

    [NEORide response] Yes, for safety reasons.

81. Please clarify the term of the pilot. Section 6 of Attachment O states: "The system shall be operated for 12 months from the date of Final System Acceptance for a pilot period of 12 months" and section 2-4 describes states "... after the Year 1 Pilot of 12 months is successfully ..." Referencing Figure 1 Tentative Deployment Plan for Each Agency will the pilot period begin at the conclusion of SORTA's ADA para/interface launch (the last agency) or will the pilot period begin at the conclusion of the Sept.

    [NEORide response] Considering the complexity and anticipated coordination associated with interfacing with a legacy system (for AAATA, WRTA, SARTA and SORTA), NEORide is limiting the scope of pilot evaluation to microtransit/DRT requirements in the Section 3.2 and EZfare integration as described in Section 3.4.1 of the Attachment O. Please see the modified language in Section 6. For each agency, their pilot will begin at the final acceptance of these requirements.

    Revised language in Section 2.1.4 also clarifies that NEORide is considering the deployment to be completed in 3 phases given the complexity of scope. Efforts related to remaining items of deployments (Phases 2 and 3) will continue in parallel to Phase 1 pilot.

82. Can NEORide please confirm that the attachments start with O and not A. Also that there are only 3 attachments O, P and Q?

    [NEORide response] Other attachments (A-N) are included in the RFP document (starting page 55).

83. What is the budget for the pilot term? What is the subsequent operating budget for the Software as a Service licensing (including maintenance, hosting, disaster recovery, etc.)?

[NEORide response] Please see response to Q21.

84. Will a SIP (Session Initiation Protocol) technology/environment be used to support VoIP requirements? If so, which agency will own and manage the SIP environment?

[NEORide response] It is expected that a cloud-based SIP service will be used. However, NEORide will like to finalize these details as part of CCaaS design for EZConnect. Therefore, the requirement has been made optional in Addendum 1. (see "optional voice (VoIP) call functionality" in Section 3.2.3.4)

85. Can NeoRide provide an extension to the question period?

[NEORide response] NEORide has already included another round of Q&A in the RFP. Vendors can submit any additional questions by Mar 16, 2022- 2pm EST which will be responded to by Mar 23, 2022.

86. Can you define what is included in the pilot term?

[NEORide response] Terms of the pilot are defined in Section 6 of Attachment A.

87. We know that each of the agencies have a different eligibility process. Will there need to be separate eligibility components or will the agencies unite on a single eligibility process?

[NEORide response] Please see clarification in response to Q 8.

88. Will the agencies retaining their existing scheduling and dispatching vendor also be retaining that vendor's eligibility functionality?

[NEORide response] No

89. What is the proposed implementation month for GCRTA's Eligibility?

[NEORide response] Eligibility function is applicable to only those agencies that will participate in EZConnect deployment or are looking for an interface with the existing ADA para/DRT system. GCRTA is looking for microtransit/DRT capabilities only.

90. Will NEORide consider alternative timelines and deployment strategies from vendors based on their experience?

[NEORide response] Yes.

91. With respect to the requirement for trips across multiple agencies, can NEORide please provide clarification as to which agencies will participate in cross-jurisdiction service? Cleveland and Cincinnati are approximately 250 miles apart and AAATA is in a different state. Which operational dependencies governing trips crossing multiple agencies (i.e. service levels, hours of operation, cost sharing, scheduling constraints, differences in fares, reporting, etc.) exist?

[NEORide response] This requirement is applicable to only nearby agencies that intend to coordinate their service pools (e.g., SARTA and WRTA in Northeast Ohio). Also, please see responses to other similar questions that explain the reasoning behind this requirement.

Policies and procedures, and governance to deliver such functionality are currently in development as part of EZConnect concept of operations (ConOps). It is anticipated that these will be developed by the time system design commences with the selected vendor.

92. Section 2.1.3.3 states: "AAATA, SARTA, WRTA, and SORTA require the Mobility Platform to interface with existing platforms to accomplish ADA Paratransit and Specialized DRT Service needs". Please clarify which services/programs fall under "Specialized DRT Service". Will the four agencies retaining their current scheduling and dispatching vendor only require MicroTransit needs?

[NEORide response] Please see response to Q5.

93. Which programs (Microtransit, Fixed Route Alternative, ADA, etc) will qualify for cross-jurisdiction service?

[NEORide response] Requirements listed under Section 3.2 of the Attachment O.

94. Fixed route alternative/flex-route operations, defined as "route or point deviated flexible services that are designed to operate where regular fixed-route services are not sustainable to operate due to low demand" is NEORide open to replacing deviated fixed route operations with Microtransit services?

    [NEORide response] Please see response to Q7.

95. Which agencies will use Trip Brokerage (3.2.4.7)?

    [NEORide response] It may be utilized by all agencies.

96. For each agency utilizing trip brokerage please list the NDSP and their respective software solution (if any).

    [NEORide response] Currently, anticipated NDSP pool is limited, and software varies by provider. To enable the trip brokerage functionality as described in the RFP, NEORide will work with NDSP providers for the provision of exchanging data as required in Section 3.2.4.7 in a standardized format. Vendors must describe their experience and their technical approach in working with NDSPs for delivering the required functionality.

97. Will each agency own/manage their respective relationships with TNCs?

    [NEORide response] Yes

98. Which agencies will utilize volunteer drivers and what are the operational rules governing volunteer drivers?

    [NEORide response] It is an anticipated future need. However, volunteer drivers will be required to use electronic data exchange either using an application available through their network/association or through the selected vendor's driver application.

99. Which of the required characteristics of 3.2.4.7, item 2 are required for volunteer drivers?

    [NEORide response] All.

100. In section 3.3.5, subpart #4: please clarify this requirement "The system shall automate violation notices issuance upon the day of violation."

[NEORide response] Agencies will use this feature to send notices to customers for any violations per defined policies for no shows and cancellations.

101. In section 3.3.5.1, subpart #1: Please provide the sharing logic to support this requirement "The system shall support scenarios when trips funded by multiple funding sources may be on the same vehicle and determine allocation of cost to appropriate funding sources." Please include logic for no-shows as the first trip, last trip and any trip in-between.

[NEORide response] Question is unclear. The requirement referenced in this question is referring to the ability in the program to perform cost allocations so appropriate funding sources can be billed for trips delivered by the same vehicle.

102. In section 3.3.5.1, subpart #2, please provide the billing rules for each program for each participating NEORide agency.

[NEORide response] Billing rules will be provided at the design review to the selected vendor.

103. For section 3.3.5.1 are the cost allocation and billing requirements applicable to agencies who will be retaining their current scheduling and dispatching solution?

[NEORide response] AAATA, SORTA, SARTA and WRTA, who have indicated the need to continue with their existing platform for ADA paratransit and specialized DRT needs will continue to use billing and cost allocation as set up in the legacy program.

104. With respect to the rider-facing application requirements of section 3.2.2, if an agency is retaining their existing scheduling and dispatching software vendor, will the provisions of 3.2.2 only apply to Microtransit trips?

[NEORide response] Please see response to Q5 that addresses this question as well. Riders should be able to manage all types of trips using the same rider app.

105. With respect to the integration requirements of section 3.2.3, if an agency is retaining their existing scheduling and dispatching software vendor, will the Proposer be responsible to interface the Proposer's in-vehicle technology with the agency's legacy software solution?

[NEORide response] Please see response to Q5 that addresses this question as well. Drivers should be able to manage all types of trips using the same driver app.

106. With requirement 3.2.3.1 subpart 2, it is understood that participating agencies will be responsible for arranging vehicle hardware. Will each agency be procuring new hardware or will the Proposer be responsible to interface with each agency's existing in-vehicle hardware?

[NEORide response] Agency may use different hardware and cellular carriers. Hardware will, however, run Android or iOS operating systems. Proposers can list their preference for preferred/certified hardware.

107. With respect to the central application requirements of section 3.2.4, if an agency is retaining their existing scheduling and dispatching software vendor, will the provisions of this section only apply to Microtransit trips?

[NEORide response] Yes, this is applicable to only microtransit/DRT as described in Section 3.2 of Attachment O.

108. Please clarify the requirement of 3.2.4.4 subpart D that participating agencies have and will maintain current lists of available drivers from their respective NDSP.

[NEORide response] Yes, the assumption is correct.

109. With respect to the trip brokerage requirements of section 3.2.4.7, if an agency is retaining their existing scheduling and dispatching software vendor, will the provisions of this section only apply to Microtransit trips?

[NEORide response] Yes, the assumption is correct.

110. Please confirm whether the requirements of Section 3.3 are applicable to those agencies retaining their current scheduling and dispatching software vendor.

[NEORide response] Section 3.3 applies to also those agencies that intend to use the proposed vendor platform for ADA paratransit. As discussed in Section 2.1.3.3:

- BCRTA intends to utilize the Mobility Platform to also manage its complementary ADA paratransit service.
- AAATA, SARTA, WRTA, and SORTA require the Mobility Platform to interface with existing platform to accomplish ADA Paratransit and Specialized DRT Service needs.

111. With respect to the integration requirements of section 3.4.1, if an agency is retaining their existing scheduling and dispatching software vendor, will the provisions of this section only apply to Microtransit trips?

[NEORide response] Yes, the assumption is correct for this RFP. However, it may change in the future as NEORide would eventually like the customers to use the same app for plan, book and pay for all non fixed-route/ fixed-schedule trips.

112. As referenced in section 3.4.2 please list the acceptable NEORide-approved trip planning applications.

[NEORide response] Please see the website for approved applications: https://www.ezfare.us/. It currently includes Transit. Moovit and Uber.

113. With respect to the integration requirements of section 3.4.3, if an agency is retaining their existing scheduling and dispatching software vendor, will the provisions of this section only apply to Microtransit trips?

[NEORide response] It applies to all trips.

114. With respect to requirement 3.4.3 subpart 4, subsection C, Is the Proposer expected to have and manage the capacity for NDSPs or will that be the responsibility of each agency?

[NEORide response] It will be the responsibility of each agency. Please see responses to similar questions in this document.

115. Section 5.1.2 details SLA requirements, will proposer be held responsible, either directly or indirectly, for the performance of legacy scheduling and dispatching software retained by some of the participating agencies?

[NEORide response] Selected vendors will be responsible for issues limited to their system only. Proposers shall describe any anticipated scenarios of concern in their technical response.

116. How will NEORide consider legacy software failures when applying service levels and, potentially, service level credits (5.1.3)?

[NEORide response] Please see response to Q115.

117. Will legacy software vendors be held responsible for incident reporting as described in section 5.1.4 when their solution directly or indirectly contributed to a reportable incident?

[NEORide response] Please see response to Q115.

118. Will the respective IT Departments from participating agencies be held responsible for incident reporting as described in section 5.1.4 when their solution directly or indirectly contributed to a reportable incident?

[NEORide response] Please see response to Q115

119. With respect to the metrics in table 5, many of the KPIs are not within the direct control of the software vendor and are more directly related to the operation/management of the service, allocated resources, geographical area, infrastructure and demand density. Cross-jurisdiction trips, while beneficial to passengers, are highly unproductive. Will NEORide be willing to negotiate KPIs?

[NEORide response] Please see response to Q14.

120. Table 5, requirement 9 indicates that the system must be available 99.9% of the time and in other places 99.99% is referenced. Please clarify.
[NEORide response] Requirement is for 99.99% availability.