



**CITY OF BILLINGS
AVIATION AND TRANSIT DEPARTMENT**

MET TRANSIT
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**MET Transit Paratransit Demand Response Scheduling and
Dispatching Software System
Request for Proposals
Addendum #1
February 17, 2020**

This addendum must be acknowledged below and included with your proposal documents which are due no later than 5:00 pm on February 21, 2020.

Below are the City's responses to questions and inquiries we have received regarding the MET Transit Paratransit Demand Response Dispatching Software System RFP.

Company Name

Date

Contact Name (please print)

Title

Signature of Contact Position

1. When & how will the proposer receive the responses to these questions? (i.e., direct email, website post, etc.) [Via direct email and addendum to the original published RFP.](#)
2. How many originals of the proposal should be submitted? [See RFP](#)
3. Based on the 20-page limit for the proposal submittal, we would assume that MET Transit's required forms/attachments do not count toward the 20-page limitation. If not, would MET Transit consider increasing the page limit to offset the number of forms/attachments that are required by MET Transit? [The 20 page limit does not include MET's required attachments.](#)
4. Is it acceptable to submit an electronic copy of the proposal, in addition to the paper copies? [Yes](#)
 - a. If so, is a USB (flash drive) an acceptable form of Electronic Copy? [Yes](#)
5. Can a USB containing additional materials and videos be included with our proposal for a better understanding of our software? [Demos will be allowed at MET's discretion if needed after reviewing all proposals.](#)
6. Does the price proposal need to be in a separate sealed envelope from the technical proposal? [No](#)
7. Can Proposers include a copy of the specific vendor pricing sheet as an explanation along with the required pricing form? [Demos will be allowed at MET's discretion if needed after reviewing all proposals.](#)
8. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could? [The ability to utilize automatic scheduling.](#)
9. What are the goals of MET Transit surrounding this software upgrade? [MET would like to increase efficiency.](#)
10. Does MET Transit provide any other types of service? [MET provides both fixed route and complimentary paratransit service.](#)
11. What is the budget for this project? [N/A](#)
12. What is the funding source for this project? [N/A](#)
13. What are the funding deadlines/timelines for this project? [N/A](#)
14. Does MET Transit have a preferred cellular network? [If so, please provide contact information for our account manager. MET is currently utilizing AT&T. The City of Billings IT Department handles all cellular provider relations for MET.](#)
15. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual? [No](#)
16. Does MET Transit plan to leave the Mobile Data Terminals (MDTs) within the vehicles at all times, or bring them inside when they are not in use? [All MDTs stay in the designated van. Please note that all vehicles are housed in a heated bays.](#)
17. How many in-office users will you have? [10 users.](#)

18. Do you want the chosen vendor to do all the driver training, or are we training the trainers?

Training the trainers.

a. If training the trainers, how many of those are there? Three trainers.

19. How many depots do you operate? MET has two transfer centers and a third facility that houses all vehicles and administrative personnel.

20. Do you have any subcontractors? No

a. If there are subcontractors, will those subcontractors need go-live support on-site?

21. Do you use a taxi provider(s) for peak and/or overflow operations? If yes, are Android tablets or smart phones used by the taxi provider? Are the tablets or smart phones locked down or open to an API interface? No

22. Are any private contractors/subcontractors used to provide trips for the MET Transit? If yes, how are these contractors paid by the trip or by the hour? No

23. Will MET Transit allow proposers to provide a demo of the software before awarding the contract? No

24. Would MET Transit consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products for purchase as a replacement to older IVR technology? Yes

25. What is MET Transit expectations related to data conversion? All client profiles, addresses, and historical data must be transferred.

26. Are there any interfaces required for external sources such as Medicare? If so, what other external sources? No

27. Are there any special reporting requirements other than the ones requested? Not at this time; however, the ability to create custom reports is desired.

28. Please provide a monthly reporting summary for MET Transit. NTD report, vehicle verification reports, client attendance reports, and detailed invoices for Medicaid clients.

29. What is the potential time frame for this project to be implemented? MET would prefer the new software to be implemented by July, 1 2020.

30. Can you clarify if a DBE goal has been set for the project? If yes, is it a requirement to have a DBE to respond to the RFP? What if the vendor does not have a task in the project where a DBE can be utilized? No

31. When would MET Transit want/expect to "Go Live" with software system implementation? By July 1, 2020

32. Will the City of Billings - MET Transit be purchasing the vehicle mounts and tablets and providing in-vehicle installation or would City of Billings MET Transit like those included in the bid? City of Billings – MET Transit will be providing all hardware and installation services for the tablets.

33. What is the total number of Drivers? MET currently has ten para transit vans in operation daily (this number could fluctuate over the coming year).
34. How many dispatchers does MET Transit have? MET has three dispatchers that handle all duties including taking reservations, scheduling, and active dispatching.
35. How many reservation agents does MET Transit have? Refer to question 34.
36. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does MET Transit have? N/A
37. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union? Yes, Teamsters Local 190
38. Does MET Transit have any Commuter Routes? MET Transit fixed route has peaks service.
39. Does the service area encompass more than one county? If so, which counties? No
40. Does MET Transit provide group trips? If yes, what percentage of trips are group trips? Please define "group service". MET provides shared paratransit service.
41. What is the maximum number of paratransit vehicles at peak service on any given day? 10
42. Please indicate if there are any holidays for no service or reduced service. MET does not operate on the following holidays: Thanksgiving, Christmas, New Years Day, Labor day, Memorial Day, and 4th of July. Saturday service is limited.
43. On what days of the week are trips provided? MET operates Monday through Saturday
44. What are your hours of service? M-F 5:50AM-7PM Saturday 7:45AM-6:30PM

Trip and Call Volumes

45. What are your current Rides per Hour (RPH)? 1.97 RPH
46. What are your average trips per day? 168/day
47. What is the average trip length? 5.9 miles
48. What is the number of will calls weekly? 33 is the average number of daily will calls.
49. What is the weekly average number of declined trips? MET does not have any
50. What is MET Transit's average number of one-way trips weekly?
51. Does MET Transit provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? Yes, 60%
52. What is the number of Flex Routes (Deviated Fixed Route) per day and per week? N/A
53. What is the current size of your client population? MET has 6,386 active riders.
 - a. What is the growth rate? 12% /year
54. On average, how many taxi trips are used per day? N/A

55. On average, how many calls will your call center handle? 7/hour
- a. What is the peak number of calls handled per hour? 10/hour

- I. Is all described functionality currently performed by Routematch? If so, what have been the primary shortcomings from Routematch in your workflow as you attempt to serve your customers in an efficient, cost-effective, and reliable manner? If not, what other services do you currently use to achieve the complete workflow described? No, MET does not currently have automatic scheduling.
- II. How many Service Zones do you serve? How many dedicated drivers does each contain? MET does not have service zones. MET has 10 paratransit operators to serve the City of Billings daily.
- III. Is communication between Customer and Dispatcher limited to phone calls and forms available on your website? Yes
- IV. Is there any direct communication between Customer and Driver? If so, how is it currently supported (phone etc)? No
- V. Will it be sufficient for reports to be generated from the Dispatcher user interface or is a separate Admin account type and user experience required for reports and other oversight tasks? Dispatcher interface will be sufficient.
- VI. What is the priority order of critical factors for the system to optimize when automatically creating schedules for drivers? MET does not currently have automatic scheduling, but on time performance is a priority.

1. Does the 20 page limit include appendices? **20 page limit does not include appendices.**
2. Does the 20 page limit include the Bidder's responses to Attachments A through E included in the Proposal? **20 page limit does not include appendices.**
3. What is the anticipated "go live" date (e.g., July 1, 2020)? **MET would like the new software up and running by July 1, 2020.**
4. Can you disclose the target budget for this project in year 1? **No**
5. 2.2.1.A - is there a preferred format for the data template? **Preferred data format would be CSV or other Excel compatible export.**
6. 2.2.1.B - do you have an estimate of how many customer records need to be migrated? **Approximately 6,500.**
7. 2.2.2.B - do you also want customers to be able to self-register through the rider app? Or should new clients only be created through the dashboard? **New clients only created through dashboard.**
8. 2.2.4.E - is there a limit to the number of instances a time negotiation will go back and forth between system and client? **Not at this time.**