

Questions for RFP 22-04

1. Would it be possible to have an extension to the submission deadline?

Due to multiple requests, Via will extend the deadline to October 21 at 5pm Mountain time.

1. Does Via require a portal to send trips to 3rd party providers (not volunteers) where they can accept or reject the trips?

If your software has this capability, please include

* 1. If so, what’s the maximum number to brokered trips per day?

Unknown at this time

1. Is Via interested in a microtransit app for the general public where they are able to book trips?

Yes

1. Can you please elaborate on what is meant by Subcontractor/Provider Algorithm?

Want to have the capability to work with other providers, regardless of software type

* 1. Are there 3rd party providers that have vehicles dedicated to Via and you expect the system to schedule their trips as well?

Yes

1. When you say, “Track grocery deliveries,” are you looking to schedule these in the system?

Yes

* 1. If so, what’s the maximum number of deliveries you would do on any given day?  
     Over 300 per day

1. Maximum booked trips per day not including the microtransit trips?  
   Currently 400-600
2. Maximum booked trips per day including the microtansit trips?  
   Currently 500-700
3. How many microtransit trips per week?  
   Approximately 350/week
4. Do you need Spanish as a second language for the public facing technology?  
   Yes
5. GTFS (static and real time) is associated with fixed route services. GTFS-Flex is a proposed extension to GTFS that is intended to support trip planning for non-fixed route services including demand response but is not intended to provide real time information. GTFS-Flex is not supported by either Google or Transit. Would it be acceptable to provide a GTFS-Flex file for when these rider facing tools are able to consume the information?  
   Reference to fixed route is beyond the scope of this proposal and was included inadvertently. Please ignore.
6. Who are the invoices going to be sent to for billing?  
   Invoices sent to Via should be sent to [ap@viacolorado.org](mailto:ap@viacolorado.org). For a billing function for Via clients, multiple clients would be utilized.
7. In regards to the requirement for test/server training for new user training, would Via accept having test environments spun up for any new projects or training, or would they like a permanent ongoing test environment? We include this at no additional charge.  
   Permanent, ongoing
8. Would Via accept a solution that was installed on-premises if that solution was web-based and could be accessed from anywhere?  
   Via prefers a cloud-based system
9. Is the GTFS real time feed intended for a multi-modal rider experience? If not, can you explain the purpose of GTFS-RT?  
   Reference to fixed route is beyond the scope of this proposal and was included inadvertently. Please ignore.
10. Capability of uploading up to 4 years of trip history from RouteMatch - Would Via Mobility allow if we provided a data backup for this information? Loading trip history from one software to another is prone to errors and we recommend keeping a data backup of trip history in a separate database.  
    Noted. Please include your idea in the proposal.
11. How many vehicles are currently being used by Via and does Via anticipate an increase in the fleet size in the near future?  
    Current vehicles operated in maximum service is 60. Expansion likely over time.
12. Who is the incumbent provider?  
    RouteMatch
13. Kindly share the budget for this project?  
    Information not available at this time
14. Please confirm if the contract period is for three years?   
    Minimum three years but you may propose longer separately
15. The RFP mentions ‘Integration with Legacy System.’
    1. Can Via please clarify what are the integration requirements and do they include data migration?  
       Field to field data mapping will need to be developed. Intention would be to migrate RouteMatch data to your solution.
16. Given that ‘Functionality and Specific Requirements of the Fixed Route Scheduling Software’ is mentioned in Appendix A, does Via also require software for fixed route services?  
    Reference to fixed route is beyond the scope of this proposal and was included inadvertently. Please ignore.
17. Is there any DBE requirement for this project?  
    Via is always looking for DBE participation opportunities.
18. Will Via accept electronic signatures on the forms and cover letter?  
    Yes
19. Can Via kindly extend the submission deadline by a few days to allow vendors to provide more responsive and informative proposals?  
    Due to multiple requests, Via will extend the deadline to October 21 at 5pm Mountain time.
20. How many days should the bid be valid for?   
    At least until the required implementation date of April 1, 2023
21. Does the price proposal need to be in a separate document from the technical proposal?    
    That would be appreciated but not required
22. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?    
    Manual processes removed, better efficiency
23. What are the goals of (agency) surrounding this software upgrade?    
    Better efficiency internally, better trip productivity for lower cost/trip, outfacing customer app & portal, ease of booking, trip brokering with other vendors.
24. What is the budget for this project?   
    Information not available at this time
25. What is the funding source for this project?   
    Federal and state grants and Via match
26. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent?   
    6/30/23
27. Does VIA have a preferred cellular network? If so, please provide contact information for our account manager.   
    Verizon
28. Does VIA provide any other types of service that may be used by the awarded solution?    
    Yes, pending paratransit and micro transit contracts
29. You mentioned floodgate messaging. Does VIA 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?    
    Yes, currently using hosted Twilio solution. Yes, those options are available
30. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?   
    No
31. How many in office users will you have?   
    Approximately 50-60
32. 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?    
    Train the trainers. Up to 10
33. How many depots do you operate if more than 1?   
    Two
34. How many subcontractors do you work with?  Will those subcontractors need go-live support on site?   
    Currently one, more to come. Yes, support needed.
35. 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? Will (agency) allow proposers to provide a demo of the software before awarding the contract?   
    Yes. Currently by the trip but may be hourly as well. No demo.
36. What is your agency expectations related to data conversion from the Route Match system, aside from the 4 years of trips you have required?   
    That is our expectation
37. Are there any interfaces required to external sources such as Medicare? If so, what other external source   
    Not at this time.
38. Please provide 3 years of monthly reporting summaries for your demand response system.   
    This data will be provided to the winning proposal. Reporting Via utilizes currently include trips by community, funding source, trip purpose, mobility, age, ethnicity, disability, income, number in household, and others.
39. What is the total number of Drivers to be trained? How many of these are volunteers?  
    Ultimately over 100. Volunteers are 20% of this
40. How many dispatchers does your agency have?   
    4
41. How many reservation agents does your agency have?   
    7
42. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?    
    6
43. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?   
    No
44. Does the service area encompass more than one county? If so, which counties (other states as well)?    
    Eight Counties: Adams, Arapahoe, Boulder, Broomfield, Denver, Jefferson, Larimer, Weld
45. How many group trips do you currently provide per week? What percentage of all trips are group trips?    
    Less than 5%
46. What is the maximum number of paratransit vehicles at peak service on any given day?   
    60
47. Please indicate if there are any holidays for no service or reduced service.    
    Yes, seven
48. On what days of the week are trips provided?    
    Largely M-F, with some group trips and micro transit on the weekends
49. What are your hours of service?   
    Regularly 8-4:30 on paratransit and 7a-7p on micro transit
50. What are your current Rides per Hour (RPH)?   
    Approximately 1 to 1.5, depending upon service area
51. What is your average number of trips per day?    
    All services 500-700
52. What is the average trip length?   
    8-10
53. What is the number of will-calls weekly?    
    We do not utilize will-calls
54. What is the weekly average number of declined trips?   
    Approximately 300
55. What is average number of one-way trips provided weekly?   
    Approximately 3000
56. Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?   
    Yes. Average 35%
57. What is the current size of your client population?   
    Approximately 4000+
58. What is the peak number of calls handled per hour?   
    Currently 55. This does not include dropped calls.
59. Is it mandatory to be able to turn driver messaging capabilities on or off?  
    Yes
60. Will you accept alternatives to push-to-talk messaging through the driver tablet?  
    Yes
61. What specific information do you require to track grocery deliveries? How many grocery delivery trips do you provide compared to demand response and microtransit trips?  
    Need to be able to track by funding source (Delivery), trip purpose and customer. Grocery trips are between 10-15%/week
62. Are driver tablets and mounts required to be included and if so, would it be for 60 vehicles?  
    Via would be interested in utilizing current Android tablets and mounts if possible. If different equipment is needed, include in your proposal.
63. Page 18 of the RFP has a price proposal form but Appendix A on page 19 States Requirements for Fixed Route and Appendix A is a price sheet. Please clarify if this is solely for paratransit and micro transit and confirm that is for 60 vehicles? And any other clarification you can provide around the pricing.   
    Reference to fixed route is beyond the scope of this proposal and was included inadvertently. Please ignore.
64. Requirement: Open API for trip coordination with external providers being able to exchange

standardized passenger/trip information for overflow trips with hosted trip exchange

a. What percentage of daily rides are brokered out to third party providers?  
2-3%

b. How many different providers does Via Mobility anticipate to integrate with?  
10-15?

c. What technology is used by third party providers, and is this uniform across the

different providers?   
There is currently no technology. Trips are sent by email.

d. Would Via Mobility be open to requiring external providers to use an extension of the

vendor’s software tools e.g. Driver app?   
No

1. Requirement: Demand Response Software should be able to notify reservationist if rider

suspension thresholds have been hit and suspend rider automatically.  
Yes, notify but do not suspend automatically

a. What is the expected behavior of the notification? Will the agent be prevented from

booking a ride in this scenario?  
Notify appropriate supervisor, yes prevent agent.

b. Can Via Mobility provide details about their suspension policy?

More than 5 same-day cancels and/or 2 no-shows in a 30-day period

1. Requirement: Demand Response Software - Subcontractor/Provider Reporting Portal and

Algorithm.

a. Would Via Mobility be open to allowing 3rd party providers secure, limited, and

permission-based access to the software for managing routes, trips and reporting trip

information?  
Yes, to schedule/change trips

b. Can Via Mobility further describe the expected functionality of the algorithm as it

relates to Subcontractor/Provider Reporting Portal?  
Want to have the capability to work with other providers, regardless of software type

1. Requirement: Driver app with payment capabilities.

a. What payment methods will Via Mobility require vendors to support for this project?  
Credit/debit card, cash

1. Requirement: Track grocery deliveries.

a. Can Via Mobility describe how this process functions today i.e., how often grocery

deliveries take place, are deliveries handled by a dedicated fleet, where does the

loading take place, how many stops does a given vehicle typically make, are the

stops consistent or do they change by the day?  
Take place daily, not a dedicated fleet, loading at multiple locations, stops up to 35/day/vehicle, somewhat consistent stops but change periodically.

1. Requirement: Billing agent with the ability to generate invoices.

a. What percentage of total trips does Via Mobility bill retroactively for?  
Approximately 20%

b. Is there a standard invoice for all funding sources or do funding sources require

unique, customized invoices?  
Yes and yes

1. Requirement: Able to assign multiple funding sources to billing rules.

a. How many different funding sources does Via Mobility invoice and on what recurring

basis (i.e. monthly, annually)?  
Most billing is monthly, dozens of funding sources

b. Can Via Mobility provide information on the billing structure (how the cost for the trip

is derived) for the various funding sources?  
Several structures. Some hourly, some by the trip, some by trip with mileage.

1. Requirement: NTD Reporting Module Customizable.

a. We understand the NTD reporting to be standard. Can Via Mobility clarify what is

meant or expected by customizable?  
Food deliveries have to be removed, group trips must be removed, other idiosyncrasies.

1. Requirement: Able to use existing Samsung Galaxy tablets using driver app to display trip

information and also have the ability to process rider trip payments.

a. Can Via Mobility provide the model version and the operating system version for the

existing tablets?  
Samsung Galaxy Tab A running Android 12

1. Requirement: Capability of uploading up to 4 years of trip history from RouteMatch

a. We recognize the importance of historical data. Can Via Mobility clarify specifically

what historical information is desired to be uploaded? If the intent is to upload 4

years of completed trip history data, would Via Mobility be open to storing and

accessing the historical data through other means such as a cloud based database

backup and query? Ingesting and mapping historical information especially from an

older technology system is very difficult, expensive, delays the deployment, and in

many cases does not yield the desired intended results. In many cases we are

leveraging newer database technology that will benefit the agency, but make it

difficult to ingest data from older data sources. The field names, character lengths,

type of field, etc. can also be different.  
Field to field data mapping will need to be developed. Intention would be to migrate RouteMatch data to your solution. Please include your idea in the proposal.

1. General: On average, how many vehicle hours does Via Mobility run on a monthly basis?  
   More than 8000
2. General: Would other pricing models be considered e.g. monthly vehicle hour basis?  
   Via is interested in creative solutions
3. 13. Clarification: Appendix A in the RFP is titled “Functionality and Specific Requirements of the

Fixed Route Scheduling Software,” can Via Mobility clarify whether this procurement is

seeking a fixed-route solution and if so what specific features are being requested?  
Reference to fixed route is beyond the scope of this proposal and was included inadvertently. Please ignore.

We respectfully request an extension of the submission deadline to October 28, 2022  
Due to multiple requests, Via will extend the deadline to October 21 at 5pm Mountain time.

PREVIOUSLY ANSWERED VOLUNTEER QUESTIONS: Please confirm answers are still applicable.

**Volunteer Specific Questions**

1.      Do Volunteers have regular schedules? YES

2.      Do Volunteers driver their own vehicles? SOME - But small amount

3.      Do Volunteers drive company vehicles? If so, do they drive the same ones every day? Yes. and NO

4.      Do Volunteers adhere to same policies as other drivers on staff? YES

5.      Do Volunteers have their own set of rules? If so, please explain the differences from paid operators. - NOT REALLY

6.      Do Volunteers pick up the same clients every time they are on duty? NO

7.      Do Volunteers have breaks? Are they consistent? NO and NO

8.      Do Volunteers have their own unique set of riders? Meaning do paid operators ever pick up the same clients as the Volunteers? YES

9.      Are any of the Volunteers seasonal? SOME

10.   Do Volunteers provide any other job functions in your organization? If so, please list. NOT AT THIS TIME

11.   Will Volunteers use tablets? YES

12.   Are Volunteers able to carry more than one passenger at a time? YES

13.   Who oversees the Volunteers? Michael Woodard

14.   Do Volunteers cover for each other if there is a call off? MAYBE

15.   Are Volunteers trips scheduled first and paid operators after? Or Are paid Operators given trips first? NO FIRST COME FIRST SERVE

16.   Do Volunteers communicate directly with clients? Or do all client requests and communication go through dispatch? NO and YES

17.   How far in advance are Volunteers scheduled out? WEEK BY WEEK - IN CASE OF CHANGES

18.   How many Volunteers do you have? 13 BUT WANT MORE

19.   What % of your trips do the Volunteers handle? LAST YEAR THEY DID 7,851 TRIPS

Via says: These answers 1-19 are confirmed