



**RFP #21-01 Paratransit Software
Addendum #1
07/07/2021**

This addendum provides answers to clarifications, questions, and requests for approved equals that were submitted by July 7, 2021.

A recording of the pre-bid meeting that was held on July 1, 2021 can be viewed at:

https://us02web.zoom.us/rec/share/kx1tBEV7qirG2yt5I9m7Eaq5sZwFm8uVJLC1uK3cmNd3DIuRy4Su87Sv9Nv3lLc.13nXOsbyXbll_J1E?startTime=1625169387000

Number	Source	Question	Answer
1	Pre-bid meeting	What are Mountain Line's goals for the project?	We want a system that is modern, intuitive, and easy to use. A SaaS system is preferred and features such as automatic trip optimization, automatic trip notifications, real-time passenger information, and a client self-service portal are important to us.
2	Pre-bid meeting	Does Mountain Line have a budget for this project?	We have not set a budget for this project. The cost of the project is an important consideration for us, but our primary focus is to obtain a system that meets all our needs.
3	Pre-bid meeting	How does Mountain Line envision the eligibility system working? Would Mountain Line manage eligibility on their own?	Yes, we would manage eligibility on our own. We will use the system track eligibility status and to notify MUTD staff and clients when a client's eligibility is about to expire.
4	Pre-bid meeting	Can Mountain Line elaborate on their vision for microtransit or other future on-demand services?	While we would prefer a system that could be expandable to future on-demand services, it is not a requirement of this solicitation. We do not have immediate plans to implement other on-demand services, but it is something we may consider in the future.
5	Pre-bid meeting	How is Mountain Line evaluating pricing? Are we using a formula?	We are not using a formula to evaluate pricing. Price is an important consideration for us, but we have organized our evaluation criteria to allow us the flexibility to choose an offer based on the best value of the product.
6	Pre-bid meeting	How much does Mountain Line currently spend per year on paratransit software?	We don't have an annual figure available. We have many open contracts with our current software and would need to have accounting look into this.

7	Pre-bid meeting	How does Mountain Line envision trip optimization working?	We need the ability to automatically notify clients of trip changes so that we can have the flexibility to rearrange trips. We expect the software to automatically rearrange trips as needed to ensure we are operating as efficiently as possible.
8	Pre-bid meeting	For trip optimization, does Mountain Line envision that operators will only receive a subset of trips, or do we anticipate that they will receive a manifest for the entire day?	Drivers will receive a full manifest, but we need the software to be flexible for us to manage unexpected changes to the schedule due to breakdowns, emergencies, trip cancellations, etc.
9	Pre-bid meeting	Does Mountain Line expect vendors to provide MDTs and other hardware?	Yes. We expect vendors to provide MDTs and other associated hardware. We would prefer ruggedized MDTs to consumer-grade devices.
10	Pre-bid meeting	Does Mountain Line have any tablets/MDTs currently installed in buses? Is Mountain Line interested in integrating with those devices?	We are currently using Galaxy Tab 2s on our paratransit vehicles, but they are reaching their end of life. We would prefer a bid that includes full hardware replacement.
11	Round 1 Clarifications / Questions	Is Mountain Line interested in an electronic fare collection system?	No. Mountain line provides fare-free paratransit and demand response services, so we do not require a fare collection system.