

Worcester Regional Transit Authority



Request for Proposals (RFP) #2025-03 Computer-Aided Dispatch and Automatic Vehicle Location System

RFP Issue Date: December 19, 2024

Addendum #2

Addendum 2 Issue Date: January 17, 2025

The Worcester Regional Transit Authority (WRTA) is issuing this addendum to the above-mentioned Request for Proposals (RFP) for the purpose of clarifying and answering questions submitted on or before the RFP Questions, Comments, and Requests for Clarification Deadline of January 15, 2025.

Questions & Clarifications

Question 1: Will WRTA consider eliminating the Bid Bond requirement?

Answer 1: No.

Question 2: Can WRTA please clarify the in-scope vehicles? Most of the RFP is written for Fixed Route technology, with supervisor vehicle tracking. However, there are multiple references to the Demand Response fleet, and the total vehicles in scope in Exhibit L is 116. It is atypical for AVAS and APC systems to be deployed in non-Fixed Route revenue vehicles, and for hardware for Demand Response vehicles to be provided and maintained by a different entity than is providing software.

Answer 2: As described on pages 4 and 5 of the Functional Specifications, all revenue vehicles (both fixed-route and paratransit vehicles) and five (5) supervisory/support vehicles are to be equipped as a result of this procurement. Since paratransit vehicles can be used in fixed-route service, paratransit vehicles are to be equipped with the following hardware: MDT/tablet, automatic passenger counters (APCs) and automated vehicle announcement (AVA) system. Please note that the Cost Proposal Form has been revised to indicate the number of units of each type of on-board hardware to be provided and installed by the successful contractor.

Question 3: Can WRTA eliminate the requirement for Source Code transfer or Escrow? This is impractical for web-based, multi-tenant software architecture.

Answer 3: As described on page 13 of the Functional Specifications, "The Contractor shall either (1) provide the WRTA (the licensee) with source code for the software, (2) place the source code in a third-party escrow arrangement with a designated escrow agent, which shall be identified to the WRTA, and which shall be directed to release the deposited source

code in accordance with a standard escrow agreement acceptable to the WRTA, or (3) certify to the WRTA that the software manufacturer/developer has named the WRTA (the licensee), as the named beneficiary of an established escrow arrangement with its designated escrow agent, which shall be identified to the WRTA (the licensee), and which shall be directed to release the deposited source code in accordance with the terms of escrow.” This requirement will not be eliminated.

Question 4: Can WRTA eliminate the requirement for parallel data centers?

Answer 4: No.

Question 5: Can WRTA accept a non-redundant server configuration?

Answer 5: No.

Question 6: Will WRTA eliminate the requirement for HIPAA compliance in this and all other sections of the RFP? This is not typically relevant for a Fixed Route technology procurement, as no PHI is generated or stored.

Answer 6: While at the present time, paratransit scheduling and dispatching software is not included in this procurement, in the future, hardware that will be provided in paratransit vehicles will be used in the future to interface with paratransit scheduling and dispatching software, necessitating HIPAA compliance.

Question 7: Will WRTA eliminate the requirement to provide documentation supporting compliance with NIST Special Publication 800-47 Revision 1? This is uncommon in industry RFP’s.

Answer 7: No.

Question 8: If WRTA will not eliminate the NIST compliance requirement, will you extend the deadline by 1 month to allow proposers time to prepare compliance documentation?

Answer 8: No.

Question 9: Will WRTA eliminate the requirement for annual Pen Tests?

Answer 9: No.

Question 10: Will WRTA eliminate the requirement for user-accessible databases? This requirement describes functionality that is not common for modern, multi-tenant web-based software.

Answer 10: No.

Question 11: The opening paragraph cites a one hour timeframe for questions being “addressed”, in direct conflict with the response time table on page 15. Please clarify desired response times for questions.

- Answer 11:** Please indicate the page numbers of the “opening paragraph” and response time table, which is not on page 15.
- Question 12:** Please clarify the type of “new software releases” that require 1 month advanced notification prior to release. Many modern software companies release much more frequently than seems to be assumed in this requirement (every 2-4 weeks), making this onerous for both parties.
- Answer 12:** If the successful proposer cannot provide a one (1) month advanced notification, it must notify the WRTA and describe the impact to the on-going operation of the CAD/AVL system due to a new software release.
- Question 13:** Will WRTA eliminate the requirement for programmable buttons (tactile or touch screen), and audible feedback?
- Answer 13:** The WRTA will determine the fitness of the proposer’s proposed mobile data terminal/tablet in terms of functionality. Please note that this is a Request for Proposal (RFP), not an Invitation for Bid. If the proposer cannot meet the requirements stated in this RFP, the proposer must indicate this using Exhibit K – Non-Compliance Form.
- Question 14:** Will WRTA eliminate the requirement for odometer integration? If not, can you please share any specific areas of concern in your service area where GPS+Dead Reckoning would not be sufficient? i.e. long series of tunnels, extended covered roadway, etc....
- Answer 14:** No. If the proposer cannot meet this requirement, please indicate that using Exhibit K – Non-Compliance Form.
- Question 15:** Will WRTA eliminate the requirement for text message disabling during an alarm, and the requirement for a covert microphone in an alarm state?
- Answer 15:** No. If the proposer cannot meet this requirement, please indicate that using Exhibit K – Non-Compliance Form.
- Question 16:** Will WRTA eliminate the clock sync with a WRTA server requirement, given that it may be the case that no WRTA server will be deployed on the WRTA network?
- Answer 16:** No. The clock sync with WRTA system time is required. WRTA system time shall be determined based on the CAD/AVL server, even though it will not be located at the WRTA.
- Question 17:** Will WRTA clarify the requirement for supervisor vehicle laptops? This section states that WRTA will procure separately, but there is a line for supervisor vehicle hardware in the pricing document, and reference in previous section (5.2.3) to a requirement for proposers to provide laptops with docking stations.

Answer 17: The WRTA shall procure ruggedized laptops for the supervisory/support vehicles from a source other than the successful proposer. The Cost Proposal Form has been revised to reflect this. Further, the language in Section 5.2.3 in the Functional Specifications has been modified as follows to reflect this:

“The Contractor shall equip supervisor vehicles with ruggedized laptops and docking stations to provide remote dispatching capabilities. Supervisor vehicles shall be equipped with built-in GPS receivers just to enable vehicle location tracking.” **has been modified to the following:** “The Contractor shall equip supervisor and support vehicles with ruggedized laptops and docking stations to provide remote dispatching capabilities. The WRTA shall procure the laptops (with built-in modems and GPS receivers) and docking stations from a source other than the Contractor. The Contractor shall provide the specifications for these laptops.”

This sentence has been deleted from Section 5.2.3: “The Contractor shall equip support vehicles with data modems having built-in GPS receivers just to enable vehicle location tracking.”

Question 18: Will WRTA consider eliminating the requirement for an integrated IVR system entirely? This is not commonly deployed as part of Fixed Route CAD/AVL projects, outside of a system for text message subscription by riders and automated requests for arrivals information over IVR/SMS at each stop.

If proposers are expected to replace WRTA’s entire IVR system, with integration into CAD/AVL data, will WRTA extend the due date of the RFP by one month to allow vendors to engage specialist 3rd parties to develop a custom solution?

Answer 18: No, the WRTA will not eliminate this requirement.

Question 19: Will WRTA eliminate the requirement for a Datamart or provide optionality for an API to extract bulk data that is self-service by WRTA?

Answer 19: No, the WRTA will not eliminate this requirement.

Question 20: Will WRTA please clarify the integration requirements in detail for “future paratransit scheduling and dispatching software”, On-board video surveillance system, and Masabi mobile fare payment system?

Will WRTA further describe the integration with FLEETWATCH and/or Ron Turley & associates? Is the expectation that proposers push data over a specific protocol (preferably API), or pull data in to report alongside other operational data in proposers’ system?

Answer 20: Proposers should have experience integrating their CAD/AVL product with the systems listed in Section 6 of the Functional Specifications. If the proposer cannot integrate their CAD/AVL system with these systems, please indicate this on Exhibit K – Non-Compliance Form.

Question 21: Exhibit K – WRTA includes hundreds of technical requirements, each specifying exactly how specifications should be accomplished by proposers. Will you consider eliminating this form, and making it incumbent upon proposers to specify how they are accomplishing the specifications functionally, even if it may be a different approach than specified in the text of the RFP? To capture all minor differences in approach, may be prohibitively onerous for proposers and difficult to parse through for WRTA.

Answer 21: No, the WRTA will not eliminate this form. As stated earlier, this procurement is through an RFP – it is not an Invitation for Bid. The nature of an RFP allows the proposer to describe their proposed solution that may or may not exactly match each and every requirement. The WRTA needs to know which requirements the proposer can meet; which requirements can't be met and which requirements can be met using a different approach.

Question 22: Exhibit L – Please clarify the scope and number of revenue vehicles that each category pertains to. It appears that fixed route and paratransit vehicles have been conflated here and throughout the RFP.

Answer 22: Please refer to the revised Cost Proposal Form. All fixed-route and paratransit vehicles shall be equipped. The number of vehicles have NOT been conflated.

Question 23: A few diagrams and references in the RFP mention Voice Radio and in diagrams, show this as connected to the MDT. Will WRTA please confirm that Voice Radio integration is not a requirement of this RFP or preference for WRTA?

Answer 23: Please note that the diagrams show where current technology exists. The WRTA confirms that voice radio integration is not a requirement.

Question 24: For section 5.3.5.4.2 Real-time Information Alerts for Fixed-route, what is the average monthly SMS volume for the current SMS system?

Answer 24: The average monthly message volume is 30,000.

Question 25: For section 5.3.5.5 Interactive Voice Response (IVR), what is the average monthly call volume for the current IVR system?

Answer 25: The average monthly call volume is 6,900.

Question 26: Does WRTA fixed route vehicles have a Modem/Router existing in the buses that can be reused ?

If yes, does this router have GPS capabilities, or shall vendors provide a GPS antenna ?

Answer 26: The WRTA will provide modems/routers with GPS capabilities.

Question 27: Does every fixed route vehicle need a new covert alarm switch, or does some vehicles have an existing covert alarm that can be integrated with ?

Answer 27: Current vehicles have an existing covert alarm that are integrated with destination signs through Luminator/Twin Vision and with current CAD/AVL vendor.

Question 28: Interface with Interior DMS: what is the brand and model of the interior DMS?

Question from a different proposer Please confirm the make and model of the DMS devices?

Answer 28: The interior DMS is to be replaced as part of the AVA requirements.

Question 29: Headsign Integration: What are the brand and model of the headsigns?

Answer 29: Luminator/Twin Vision.

Question 30: Can you confirm if vendors shall provide an integration to WRTA's existing radio, or provide an option for a Voice over IP (VOIP) system?

Answer 30: This procurement does NOT require integration with the existing voice radio system. Further, it does NOT require an option for a VoIP system.

Question 31: How many bus in the box unit shall be provided by vendors?

Answer 31: As stated in Section 3.1, "All software upgrades or changes required by the Contractor must be made in a WRTA test environment and certified prior to moving into a production environment. Any on-board firmware changes must be tested first in a "bus-in-box" type test bench before installing them on vehicles." This bus-in-box test bench does NOT have to be located at the WRTA, but if it is, only one (1) is required.

Question 32: Section "5.2.3 Supervisor/Support Vehicles Equipment" mention that the contractor shall provide ruggedized laptop for supervisor vehicles, while section "5.3.2.3" mention that WRTA will procure the laptop. Can you please clarify if vendors are to include ruggedized laptop in the price proposal, and if yes, how many?

Answer 32: Please see the answer to Question 17.

Question 33: Can you confirm if vendors shall provide a modem for supervisor's vehicles, and if so, how many?

Answer 33: No, WRTA will provide a modem for supervisor vehicles.

Question 34: Is WRTA interested in an option for onboard Infotainment?

Answer 34: Yes, the WRTA is interested in proposals that contain the option for onboard infotainment systems. If proposed, the system must be able to provide the following functionality:

- Display real time passenger updates
- Display real time agency alerts
- Display agency notices and information
- Display onboard security cameras feeds
- Provide digital adverting with the ability to be geofenced by geographic area, as well as the ability to display advertising by time of day or day of week.
- Content must be managed from cloud based system or centralized location

Question 35: Is WRTA interested in pre / post trip inspection features on the MDT?

Answer 35: If this feature can be offered, please include it in the proposal as an optional item.

Question 36: Can you please clarify if a paratransit/ Demand response software and hardware is expected as part of this proposal? While the specifications do not mention any paratransit or demand response requirements, and only mentions integration with the “future” paratransit software, the quantity in the pricing proposal form are 116, which is the number of fixed route vehicles and demand response vehicles.

Answer 36: As stated earlier, all paratransit/demand-response and fixed-route vehicles are to be equipped. Paratransit/demand-response vehicles shall be equipped with MDTs/tablets, APCs and AVA.

Question 37: If a Demand Response solution is to be included as part of the proposal, is WRTA open to a tablet based solution for these vehicles, or does it need to be the same VLU and MDT on the demand response vehicles?

Answer 37: The WRTA would prefer to have only one type of MDT/tablet for both fixed-route and paratransit/demand-response vehicles. However, if the proposer proposes two different types of MDTs/tablets, please indicate that and describe both types of MDTs/tablets.

Question 38: Should escrow be included in cost proposals?

Answer 38: No, escrow is an expense to be borne by the successful proposer, not the WRTA.

Question 39: Regarding Figure 3: On-board System Overview for Fixed Route Vehicles, can WRTA update this diagram to reflect

- the equipment to be supplied by vendors
- which equipment will remain on buses and would require integration with CAD/AVL

Answer 39: For fixed-route vehicles, the equipment that is to be replaced is described in the Functional Specifications in Section 5.2. Please review this section in its entirety. The following equipment shall be replaced on fixed-route vehicles:

- APCs
- MDTs
- AVA, including interior DMS and controller
- Routers (shall be procured by the WRTA from a source other than the successful proposer)
- GPS Receiver/Antenna (if separate from MDT)
- Odometer and door sensors
- Covert alarm switch
- Integration with headsights

Question 40: How many workstation / dispatch licenses are required for the control center?

Answer 40: At least 10 licenses.

Question 41: Are the bike racks equipped with bike rack counters? Is this something WRTA is interested in ?

Answer 41: The current bicycle racks are not equipped with counters. If this feature can be offered, please include it in the proposal as an optional item.

Question 42: Is there a limit to how many vehicles can be made available outside of revenue service hours?

Answer 42: At this time, the WRTA cannot directly answer. The number of vehicles made available outside of revenue service hours is dependent on day type (Weekday, Saturday, Sunday), vehicles in Maintenance, etc.

Question 43: In the interest of time, and for logistical/planning purposes - Is there an option for virtual attendance, e.g. a ZOOM or TEAMS meeting for the "Pre-Proposal Meeting, which you are holding on January 13th at 2 PM at your WRTA Admin office?

Answer 43: The date of the Pre-Proposal Meeting has passed.

Question 44: For logistical purposes - is it possible for the WRTA evaluation group to receive the RFP response by electronic format alone - e.g. by submitting electronically, printed documents could be managed by your group as you wish, and the submission time can be optimized since postal and delivery time would be eliminated?

Answer 44: Please follow the directions in Section 2.4 of the RFP for submitting the proposal.

Question 45: Would WRTA kindly consider granting an extension of two weeks to the RFP submission deadline?

Will WRTA consider an extension for this RFP? (from another proposer)

Answer 45: No.

Question 46: Should the quantity for *On-Board Systems* in the Cost Proposal Form be adjusted to reflect only 56 fixed route vehicles, given that paratransit functionality is listed as a future capability in the RFP?

Answer 46: No. All fixed-route and paratransit/demand-response vehicles shall be equipped.

Question 47: Please provide a vehicle list for all vehicle types with the make and model of all onboard hardware.

Answer 47: Appendix A of the Functional Specifications provides a list of all vehicles. There is no need for make and model information of all onboard hardware since most of the hardware shall be replaced as a result of this procurement.

Question 48: The RFP states that Phase 1 – Core Systems requires wayside dynamic message signs at the Hub and other existing locations. Is the intention to replace the existing Clever Devices wayside signs but keep the On-Board Internal Visual System by Clever Devices?
a. If so, would WRTA be interested in an option to replace the on-board signage as well?

Answer 48: The specifications require that existing Clever wayside signs and on-board signage (as part of the AVA system) be replaced.

Question 49: The Figure 3 diagram shows an existing voice radio system. Can you please provide the exact make/model of these radio systems? a. Is WRTA seeking for proposers to integrate with these radios or leave them open mic?

Answer 49: This procurement does NOT require integration with the existing voice radio system.

Question 50: Would WRTA be interested in VoIP as an option?

Answer 50: No.

Question 51: What is the budget for this initiative?

Answer 51: The budget has not been established in advance of receipt of proposals.

Question 52: Please confirm both the make and model of the current head signs in use?

Answer 52: Luminator/Twin Vision Smart Series (Elyse & Mia)

Question 53: Is WRTA open to replacing all or some current APC devices?

Answer 53: All APC devices must be replaced.

Question 54: If not, please provide a list of makes and models for all existing APC devices?

Answer 54: Not applicable, please see Answer #53.

Question 55: Please confirm if WRTA wants the vendor to procure the ruggedized laptops for supervisors? Or simply provide the requirements.

Answer 55: Please see the answer to Question 17.

Question 56: Does WRTA currently own wayside signs at transit hubs that they wish to display RTIS information on? If so please specify make and model numbers.

- If WRTA does not have wayside signs, should vendor quote signs and please provide requirements (e.g. Size, display type, indoor/outdoor etc..) and total number of units.

Answer 56: Section 5.4 of the Functional Specifications describe the requirements for wayside DMS. The following sentence in Section 5.4.1 has been corrected to reflect the types of DMS to be provided by the successful proposer. "The WRTA is planning to have ten (10) **LED** DMS located at the Hub and three (3) LCD DMS located inside the Hub building that houses the Customer Service window. However, the WRTA reserves the right to change the number of DMS being requested from the successful proposer or a third-party provider."

Question 57: What hardware additional to the MDT does WRTA require to be priced out for the Demand Response, Dual-Purpose Vehicles?

Answer 57: Please see answer to Question 2.

Question 58: How many vehicles will be used for dual purpose? (both Demand/Fixed)

Answer 58: At this time, the WRTA cannot provide a direct response.

Question 59: Does WRTA require a mobile app for rider facing technology or will a URL based website suffice?

Answer 59: The WRTA currently uses the Bus Tracker found here for the rider facing technology (<https://therta.com/routes-schedules/bus-tracker/>). The intention of this project is to provide a GTFS Realtime feed that would be published on something such as an Amazon Web Services (AWS) to be consumed by third-party apps such as Transit App, Moovit, Google, etc. The GTFS Realtime feed would not be posted on the WRTA website as that may cause too much traffic. The provided GTFS Realtime feed should have a ping rate of less than 30 seconds.

Question 60: What is the desired contract for this project in years?

Answer 60: The base contract is for a five-year period with three one-year additional option years.

Question 61: For each of Fixed Route and Demand Response service please provide:

- Vehicles operating in maximum service (VOMS)
- Vehicle available for maximum service (VAMS)

Answer 61: The information that you request is publicly-available via the National Transit Database.

Question 62: Do your agency's fixed routes operate on a set schedule, headways, deviated pickups, or a combination thereof?

Answer 62: All fixed-route service operates on a set schedule with published headways. Route schedules are available on the WRTA website: <https://therta.com/routes-schedules/>, or through agency GTFS.

Question 63: Do your agency's fixed routes operate blocks/interlines?

Answer 63: Yes, all fixed-routes operate on blocks and select routes are interlined.

Question 64: It is our understanding that when the RFP indicates that the system MUST perform a function, the vendor assumes that this is required functionality. When the RFP indicates that the system SHOULD perform a function, the vendor assumes that this functionality is not required but is desired. Does this align with your agency's intent with regard to your RFP?

Answer 64: No, the use of the words must and should have the same meaning in the specifications – the function is required. As stated earlier, this procurement is being conducted using an RFP, not an IFB. An RFP allows proposers to propose their best solution to meet the requirements. If specific requirements cannot be met, proposers should indicate that on Exhibit K – Non-Compliance Form.

Question 65: How do you currently track ridership?

Answer 65: Fixed-route ridership is tracked through existing onboard APC equipment. Demand response ridership is tracked through existing paratransit software.

Question 66: Please provide additional details about WRTA's goals and expectations for the selected vendor to integrate with existing Masabi mobile fare payment system.

Answer 66: The primary purpose of this integration is to tag each fare transaction with a location. The proposer shall describe in their proposal their experience integrating with fare payment systems. If the proposer has experience integrating their CAD/AVL system with the Masabi mobile fare payment system, please describe that experience.

Question 67: Will WRTA require any fare category modules for onboard passenger data collection?

Answer 67: No, this would be handled through the Masabi mobile fare payment system.

Question 68: Will you consider electronic submission of the proposal? If so, which email address should we submit our response?

Answer 68: Please follow the directions in Section 2.4 of the RFP for submitting the proposal.

Question 69: Have you established a preliminary budget or budget range for this project?

Answer 69: Please see Answer 51.

Question 70: In addition to using the supplied pricing sheet, may vendors also submit pricing in their own format (to mitigate confusion)?

Answer 70: Proposers must use Exhibit L – Cost Proposal Form to submit their cost proposals. If additional information is needed to interpret the information contained in Exhibit L, please provide that information on additional pages attached to Exhibit L.

Question 71: Within section 4.2.2 Wireless Communication Gateway Software, does WRTA require the vendor to quote and provide a passenger Wi-Fi solution or does WRTA only require the vendor to transmit our data through our cellular datanetwork?

Answer 71: Please note that this procurement is being conducted through an RFP which provides flexibility in meeting the system requirements. Please state in your proposal how you plan to meet the requirement stated in Section 4.2.2.

Question 72: If the vendor's vehicle logic unit (VLU) has its own data collection, is a gateway router still required? If so, for redundancy, should it be active/active or active/passive? Is WRTA requiring two separate wireless connections in one device and is the expectation that the vendor should quote for two SIM cards and associated recurring charges?

Answer 72: The WRTA will supply the routers and the VLUs must communicate with the routers.

Question 73: Please clarify the intent of section 4.2.2.2. Data Message Processing. Are these requirements related to communication between dispatch and vehicle operators?

Answer 73: The requirements in Section 4.2.2.2 are clearly stated.

Question 74: In regard to the requirement in section 5.2.2.9.2 Route Adherence, "The MDTs on fixed-route vehicles shall send a message to the central software when a vehicle is determined to have gone off-route or have come back on-route." Does WRTA require an alert or does the vehicle icon on the map suffice?

Answer 74: As stated in this section, the MDTs on fixed-route vehicles shall send a message to the central software when a vehicle is determined to have gone off-route or have come

back on-route. The proposer shall describe the message that will be sent to the central software.

Question 75: Please confirm the following:

- Confirm the type, number, and model of destination signs requiring integration per vehicle? **Front, Right Side, Rear (Luminator/Twin Vision (Elyse & Mia))**
- Confirm the PA amplifier model aboard each bus? **Information not available.**
- Confirm the specific integration required on this bid with the camera system? **No integration is required with on-board Seon cameras in Phase 1. Please see Section 6 of the Functional Specifications**
- Assuming an integration is required can you detail the OVR equipment and connections? **No integration is required with the DVR equipment (Seon TH8) in Phase 1. Please see Section 6 of the Functional Specifications.**

Answer 75: Please see responses above in **bold**.

Question 76: How many staff members require software training for:

- Dispatch?
- Reporting?
- Operations?
- Administration?
- Maintenance?

Answer 76: Software training would be required for approximately the following number of staff members; Dispatch: 15, Reporting: 15, Operations: 16, Administration: 8, Maintenance: 8.

Question 77: How many drivers require training?

Answer 77: Approximately 150-175 operators.

Question 78: Where will training take place?

Answer 78: The majority of operators will require training at the WRTA Maintenance and Operations Facility in Worcester, MA. There are contractors at other locations within southern Worcester County that may require on-site training at their respective facility.

Question 79: How many vehicles are available for installation at any given time?

- During normal business hours
- Outside of normal business hours

Answer 79: Please see Answer 42.

Question 80: Where will vehicle installation occur (outside parking lot, covered lot, garage, etc.)?

Answer 80: The majority of vehicle installations will be completed at an inside garage (WRTA Maintenance and Operations facility). Some vehicle installations may occur in an outside parking lot.

Question 81: What is the anticipated contract award date for this project?

Answer 81: It is stated in Section 2.1 of the RFP.

Question 82: How many vehicles have just 1 passenger doorway/entryway?

Answer 82: All demand response vehicles have one passenger doorway/entryway only (58 vehicles).

Question 83: How many vehicles have 2 passenger doorways/entryways?

Answer 83: All fixed-route buses have two passenger doorways/entryways (58 vehicles).

Question 84: While we understand WRTA's request for bid security, we have found that these requirements are typically intended for construction projects, not technology implementations. Securing a bid bond for such a large amount is prohibitive for mid-sized firms such as ours. Furthermore, determining the exact 5% after the Q&A period and addenda will make the turnaround time even more difficult to meet. Would WRTA consider removing this requirement or setting the bid security at a fixed rate such as \$10,000?

Answer 84: No.

Question 85: May we provide our own quote document in addition to the Cost Proposal Form?

Answer 85: Proposers must use Exhibit L – Cost Proposal Form to submit their cost proposals. If additional information is needed to interpret the information contained in Exhibit L, please provide that information on additional pages that should be attached to Exhibit L.

Question 86: Can the Cost Proposal be part of the full Technical Proposal document, or is this intended to be a wholly separate document?

Answer 86: The Cost Proposal form should be part of the full Technical Proposal document.

Question 87: May we provide our own APC's, or is integration with the existing RideCheck+ and Infodev APC's mandatory?

Answer 87: Vendors are to provide their own APC equipment. There is no requirement to integrate with the existing Ridecheck+ and Infodev APC equipment.

Question 88: What wheelchair lift sensors are currently installed?

Answer 88: Ricon wheelchair ramps on buses, deployed and stowed.

Question 89: Does the 'datamart' have to be separate from the existing cloud database?

Answer 89: As long as the datamart is readily accessible, it does not have to be separate from the cloud database.

Question 90: What is current phone system to integrate via IVR?

Answer 90: The current phone system is Mitel.

Question 91: Can WRTA kindly provide more detailed requirements for both the onboard system and fixed-end to support the Fixed Route and Flex route/demand response as discussed at the Pre-Proposal meeting? Please clarify if this functionality/equipment is required only for on-demand/paratransit vehicles?

Answer 91: Detailed requirements are described in the Functional Specifications. All vehicles, fixed-route and paratransit/demand-response, shall be equipped.

Question 92: Does WRTA have any additional hardware requirements for on-demand vehicles (such as destination signs, APC sensors, etc.) to enable their use as flex route vehicles?

Answer 92: Please see Answer 2 for a list of the requirements for paratransit/demand-response vehicles.

Question 93: Can you please confirm that radio integration with installed onboard equipment is not a requirement for this project?

Answer 93: Please see Answer 23.

Question 94: Will WRTA kindly consider extending the question deadline to allow proposers additional time to formulate questions? Additionally, will the agency please also extend the proposal submission deadline to preserve a minimum of three weeks between answers to questions and proposal submissions?

Answer 94: No, the question deadline has passed. No, the WRTA will NOT extend the proposal submission deadline.

Question 95: Would WRTA allow for the submission of electronic proposals?

Answer 95: Please see Answer 68.

Question 96: How many trips does The RTA provide annually (or monthly) for both and each of its

- Paratransit Service and
- Fixed Route Service?

Answer 96: In SFY 2024, the WRTA provided 4.5 million fixed-route passenger trips, and over 210,000 paratransit passenger trips.