**Request for Proposal**

**CADS (COMPUTER AIDED DISPATCHING AND SCHEDULING)**

**SOFTWARE SOLUTION**

**Ionia Dial-A-Ride**

****

**DIAL-A-RIDE**

Request for Proposal (RFP)

Direct Questions To: Heidi Wenzel, Director of Transportation, at hwenzel@ci.ionia.mi.us by December 10, 2024. Questions and answers will be posted at <https://www.cityofionia.org>

Date Issued: November 15, 2024

Date Due: December 17, 2024 by 2:00pm

Proposer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Amount of Proposal: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Amount of monthly or

 yearly sub./fees: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Submit To: Ionia Dial-A-Ride

 251 E Adams Street

 Ionia, MI 48846

**PROPOSER READ AND COMPLETE**

The undersigned certified that he/she offers to furnish materials and services in strict accordance with the requirements of this proposal including any specifications, Proposal Forms, and Terms and conditions that may be attached; that prices quoted are correct.

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 Signature Date

Federal ID#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Precede with “S” if Social Security #)

**SECTION ONE**

**BACKGROUND INFORMATION**

Ionia Dial-A-Ride (IDART) is a rural transit agency that provides curb-to-curb demand response public transportation services in the City of Ionia, Easton Township, and portions of Ionia, Berlin, and Orange Townships. There is also a Job Access connection to the Village of Muir twice per day. IDART provides over 50,000 rides annually to adults, senior citizens, students, and individuals living with a disability. Trip purposes most frequently include job access, Non-Emergency Medical Transportation (NEMT), grocery shopping, school, recreation, daily living, etc. IDART currently has nine (9) lift equipped buses and one (1) lift equipped Electric Transit van. Of the rides provided, approximately (50%) are pre-scheduled and/or reoccurring trips, and the other 50% are riders that call in same day to book their trip.

**SCOPE OF WORK**

**Project Objectives**

IDART is looking for a scheduling/dispatch solution that will decrease call volumes, provide an alternate method for riders to schedule their own trips, provide an electronic payment option, aide dispatchers in efficiently routing & scheduling calls, simplify the process for drivers to on-board riders, improve efficiency in the current routes we have, provide riders with vehicle location information & ride updates, and provide an electronic payment option to riders. IDART has one (1) dispatch operator on staff at a time. We are looking for new technology to work in conjunction with the skills & knowledge of our current dispatchers to improve the efficiency of our scheduling & operations, reduce human error, and provide better customer service to our riders by giving them current ride information without the need to consistently call in.

**Technical Requirements**

The criteria outlined in the evaluation section will be utilized to evaluate all proposals. IDART reserves the right to award to the responsive, responsible vendor whose proposal represents the Best Value to IDART and most completely meets the requirements. The contract will be a firm, fixed-price contract.

Your proposal should include the network requirements needed for the proposed dispatch program to run efficiently and effectively. You should note the complete server, workstation, network, and ISP requirements in your response.

 Additional Communications Equipment Requirements

* The vendor must notify the agency if additional equipment is required to operate any part of the dispatch system and this must be included in the itemized cost submitted in this RFP; Including equipment such as tablets/mobile data terminals (MDT) and vehicle mounting equipment.

**SPECIFICATIONS**

The selected dispatch system must be capable of the following requirements:

1. The application must be able to receive and/or record the following customer data:
	1. Full name, address, phone number, township, city, emergency contact
	2. Passenger type (youth, student, adult, senior, disabled, senior disabled)
	3. Reduced fare qualification
	4. Passenger mobility needs (uses the lift, walker, scooter, or other mobility devices)
	5. Riding with a companion
	6. Additional information to better communicate and/or serve rider
2. Application must have an easy-to-navigate portal/interface allowing dispatchers to monitor vehicles in real time, availability of GPS coordinates, manage customer accounts, view scheduled trip status, and view overall system health such as on time performance (OTP)
3. Application must be hosted, browser-based and accessible from browsers found on common, publicly available desktops, tablets, and/or other mobile devices
4. Application must be able to accommodate multiple service types such as demand-response service, paratransit, Microtransit, Non-Emergency Medical (NEMT), and volunteer driver transportation service; all within the same application instance
5. Ability for the system to share vehicles with multiple service types if programmed to do so
6. The ability for multiple dispatch/scheduling/operating staff to access and work in the application simultaneously
7. Application is able to send all ridership information (customer name, pickup address, dropoff address, time, mobility needs, companion, trip notes, fare information) to driver application available to drivers in the vehicle on one easily accessible screen
8. Data must be transmitted to and from the vehicle and the channels must be adequate to allow the transmission of data in real-time. Any equipment needed to facilitate this communication MUST be included in the proposal with set cost
9. Application has client and service eligibility management features
10. Offers automated, real-time (same day), and day before continuous scheduling optimization
11. Ability to manually schedule trips to vehicles, runs, or ride plans, if necessary, in part or the entire shift duration (i.e. contract service)
12. Allows easy modification and/or changes to items such as vehicle, run, customer trip schedules (including re-assignment), and driver schedules and availability
13. AVL must be fully integrated with the dispatch system and must provide real-time information for all assets using graphical mapping of vehicles, routes, stop addresses, et., along with showing relative health in terms of OTP
14. Vendor is responsible for supplying up to date maps at least once yearly, or other reasonable interval of time, through the mapping provider
15. On-demand, pre-scheduled, or subscription trips can be scheduled through the call center (dispatch), mobile app, or web portal and scheduling availability and requirements can be configured per-service.
16. Rides scheduled for a NEMT or other limited eligibility service allows for dispatch to approve the trip eligibility before the trip is scheduled
17. Trips can be scheduled to certain vehicles/runs for contract service based on a scheduled, re-occurring trip and/or specific customer basis
18. Application allows for passenger suspensions due to excessive no-shows or other reasons deemed appropriate by the agency, and allows for call center (dispatch) staff to easily see customer suspension status
19. Ability to review geo-location information to pinpoint exact pickup or dropoff locations for drivers
20. Ability to modify or augment map data to include the ability to block the use of streets, or provide other changes that would help to direct drivers and provide more accurate schedules
21. Application must include a driver app that includes the following minimum requirements:
	1. Must be able to be installed on the latest stable, publicly available version of Android and/or iOS devices
	2. Receives real-time communication and updates (including trip changes and updates) from dispatch and any customer interactions with the application
	3. Must be designed in a way to provide minimal distractions to the driver while the driver is operating the vehicle
	4. Allows for two-way communication between the operator and dispatch
	5. Provides communication to the passenger to know the location of the vehicle, and/or provides customers with notifications when the vehicle is approaching a pickup (ie one stop away or five minutes away) and when the vehicle arrives
	6. Has integrated mapping and turn by turn navigation that is easy for the operator to access
	7. Vendor is responsible for supplying up to date maps at least once yearly, or other reasonable interval of time, through the mapping provider
	8. Must be able to record the pick-up, boarding, and departure of passengers, flag a no-show, input fare data, record drop off time and pick up time, record odometer readings at each stop with minimal input from operator
	9. Shows the operator the customer fare due, and will notify the driver if the fare has already been paid
	10. Shows the operator in advance what mobility needs the rider has
	11. Shows the operator if the rider is traveling with a companion
22. Application must include a white-labeled customer app that includes the following minimum requirements:
	1. Must be able to be installed on the latest stable, publicly available version of Android and/or iOS devices
	2. Provides day-of, real-time trip monitoring to the customer regardless if the trip was scheduled through the app, a web portal, or a dispatching module/interface
	3. The ability for the agency to post travel notices or announcements on the app for customers to see (i.e., service changes or delays, etc)
	4. Customers can schedule on-demand, pre-scheduled, or subscription trips through the app, and allows for the trip to be paid through the app, or when they board the agency vehicle
	5. Must include a ticketing and payment system to encourage customers to pay through the app
	6. Provide customers with trip information and notifications such as vehicle location, ETA and/or notifications on arrival
23. Application must include a web portal to increase access for customers who do not have access to mobile apps. The web portal shall have the following minimum requirements:
	1. Allows customers to create and manage customer accounts, including fare payments
	2. Allows customer to make payments and/or purchase passes and/or load a mobility wallet
	3. Allows customers to schedule initial and return trips
	4. Accepts passenger information and needs such as using a wheelchair or walker, carrying portable oxygen, is visually impaired, or needs a personal care attendant
	5. Allows customers to confirm trip details before submission
	6. Allows customers to be notified of approvals, denials, or modifications
	7. Organizations such as hospitals, AFC homes, schools, hotels, parents, and other businesses should be able to use the web portal scheduling to schedule rides for their customers or guests
24. 24/7/365 technical support with an initial response time of no more than one (1) hour
25. Dispatchers can see and report on fares collected and method of payments
26. Ability to easily run reports
27. Report data should be able to be exported into a format compatible with Microsoft Excel
28. Provide standard report data such as trips performed, OTP, miles, etc.
29. Any reports that need to be created in order to comply with reporting requirements from the State of Michigan, FTA, or local governing board or municipality, shall be created for the agency at no extra charge
30. Provides funding/billing management allowing the agency to bill per person, per trip, per mile, per hour, etc.
31. Any reports that need to be created to be used for the specific purpose of billing customers shall be created for the agency at no extra charge
32. Ability to run ad-hoc reports

**OFFER PREPARATION AND SUBMITTAL**

Questions on the RFP must be submitted to Heidi Wenzel at hwenzel@ci.ionia.mi.us and will be answered in writing. Questions, answers, and any addendums to the RFP will be posted on IDART’s website at www.cityofionia.org and distributed to every firm that was sent an RFP and to every firm that has submitted a proposal or question. Verbal comments are not part of this solicitation.

**Proposal Content**

The following needs to be included with your proposal:

**Statement of Proposal**

Provide a narrative statement of your proposal indicating, through the use of drawings, diagrams or other material the way in which you propose to satisfy the requirements outlined in the background statements.

**Organization Structure**

Indicate through the use of organization diagrams and/or narrative statements, the proposed staffing, functioning, and interrelationships with IDART during the production of the design package.

**Prior Experience**

Include descriptions of prior or present projects which would tend to substantiate your qualifications to perform this project. Include name, address, and telephone number of the responsible person of former client’s organization who may be contacted.

**Staff Description**

Identify principal staff personnel by name and qualification as well as any key staff personnel from work that is to be performed by subcontract.

**Authorized Negotiators**

Provide the names, telephone numbers, and email address of personnel of your organization authorized to negotiate with IDART.

**Detailed List of Itemized Costs**

A complete list of itemized costs related to the project/solution is required. Itemized costs should include the sum of the first three years of fees, separated out by initial cost and then each additional year’s ongoing costs. Information requested in this section is required in order to evaluate the reasonableness and quality of the proposal and will be used for evaluation purposes within the transit agency only.

**Marketing Materials – optional**

Additional information, such as marketing materials, may be included in an appendix if desired, but should not be considered a replacement for answering any of the questions asked in this proposal.

**Business Organization**

State the full name and address of your organization and, if applicable, the parent or subsidiary entity that will perform or assist in performance of the work contained in your proposal or will provide any assistance. Indicate whether you operate as an individual, partnership or corporation; if as a corporation, include the state in which you are incorporated. All respondents must indicate their organization’s federal identification number.

Minority owned and female owned firms are encouraged to respond to the solicitation for proposals.

**Training**

Minimum included training should be one (1) day of on-site or virtual live training and two additional days of virtual live support as needed once the platform is live.

**Warranty**

A one-year warranty on any parts and labor must be provided.

**Proposal Submittal**All organizations submitting proposals must **e-mail one (1) copy** of your proposal to hwenzel@ci.ionia.mi.us or **mail five (5) copies** to Ionia Dial-A-Ride, ATTN: Heidi Wenzel, 251 E Adams Street, Ionia, MI 48846. THE RFP COVER PAGE SENT WITH THIS RFP MUST BE SIGNED IN INK BY AN OFFICAL OF THE SUBMITTING ORGANIZATION authorized to bind the proposer to the provision of the RFP and the quotation. THE COMPLETED RFP COVER PAGE MUST BE RETURNED WITH THE PROPOSAL.

Emailed and mailed **proposals must be received by 2:00pm on December 17th** at Ionia Dial-A-Ride located at 251 E Adams Street, Ionia, MI 48846.

Proposal and all costs associated with proposal must be good for **60 days** after due date.

This project is funded by the Federal Transit Administration (FTA) and the Michigan Department of Transportation (MDOT) grants. It is subject to federal and state guidelines. The federal requirements for this project are Materials And Supplies Less Than $250,000 and are attached. The clauses must be signed and included with your submission.

The selected firm MAY have to have an MDOT-approved third party contract.

**LATE SUBMISSIONS**

Offerors are responsible for submitting offers so as to reach IDART by the deadline indicated in this solicitation. The entire proposal must be received, no merely a portion of it. Moreover, absolutely no factors will be taken into consideration as an excuse for lateness.

**MODIFICATIONS AND WITHDRAWS OF OFFERS**

Proposals may be withdrawn in writing at any time prior to the due date and time. A proposal may also be withdrawn in person by a proposing firm, provided the withdrawal is made prior to the due date and time. The proposing firm must sign a receipt of withdrawal. No proposal may be withdrawn after the due date unless there is a material error in the proposal. Withdrawn proposals may be resubmitted, with or without modifications, up to the due date and time. IDART shall require proof of agency authority from the person withdrawing proposal.

**PROPOSAL EVALUATION FOR AWARD**

It is the intent of IDART to award one vendor through this RFP.

The proposals will be evaluated using the selection criteria below. All proposals shall be subject to an evaluation by the Selection Committee, assisted by other technical personnel as deemed appropriate for the purpose of selecting the proposer with whom a contract will be executed. The Selection Committee will consist of the IDART Agency Director, IDART Full Time Dispatcher and one (1) full time driver. Representatives from the firm(s) in a competitive range ***may*** be invited to meet in person or by video conference with the Selection Committee before the final selections are made. Original scoring of the non-price criteria may be adjusted based on the results of the presentations. IDART reserves the right to reject any and all proposals in whole or part for sound, documentable, business reasons. IDART also reserves the right to award to other than the lowest price proposal. The selection criteria are listed in order of importance, although the second and third are equally weighted as are the last three. Price is less important than the other evaluation criteria as a whole. The criteria are as follows:

**Ease of Use**

The proposed software will be evaluated based on the ease of use for dispatchers, drivers, administrative staff (setup and reporting purposes), as well as rider interface. Consideration will be given to all aspects of the software in regards to the technical requirements and specifications.

**Method of Approach**

This refers to the technical soundness of the proposer’s stated approach to the project, the comprehensiveness of the proposed approach, and the techniques to be used. The proposal should describe how the software is capable of meeting each item in the scope of work and technical requirements listed throughout the RFP.

**Understanding the Context and Purpose**

A determination will be made of the consultant’s understanding of the project purpose, the regional context, and aspirations for IDART. Evaluation will be based on the response provided in the proposal.

**Prior Experience and Qualifications**

Evaluation will be based on references, samples of work, and explanations of similar services offered to clients that yielded results and demonstrations of measurable impact of the proposer’s work. The ability of a prospective proposer will be evaluated under the terms of the RFP, relative to the qualifications of personnel assigned to the project needed to successfully complete the project. The proposer’s professional and project staff that work on the project must be the same staff that is identified in the proposal.

**Ongoing Annual Costs**

A determination will be made from the proposal as to whether IDART is able to afford and maintain any ongoing annual costs, including annual software license fees and other service fees that are required in order to maintain and support the complete system as proposed, as well as the monthly or yearly fee schedule that is required of the Agency. Evaluation will be on the sum of the first three years of fees.

Prices for ongoing annual costs will be evaluated based on the following formula:

(lowest price/price of bid being evaluated)(assigned points) = number of points received

**Price**

The evaluated price will include the options listed in section three. Prices will be evaluated based on the following formula:

(lowest price/price of bid being evaluated)(assigned points) = number of points received

The agencies reserve the right to waive any informalities or minor defects. IDART reserves the right to use whatever reasonable and prudent evaluation techniques it deems appropriate.

**TERMS OF PAYMENT**

The vendor will complete the project AND submit an invoice **within 30 days of award** in order to guarantee payment. No payment will be submitted to the State of Michigan for reimbursement until the transit verifies that the project meets the bid specifications. Upon acceptance the transit will submit a request to the State of Michigan, which will take a minimum of forty-five (45) days to be processed. No payment will be made by the transit until the reimbursement check is received by the transit from the State of Michigan. All invoices shall be **itemized**.

**PROPOSAL PROTESTS**

Contractors wishing to protest procurement decisions or processes must submit the protest in writing to the Executive Director, Heidi Wenzel, at IDART, 251 E Adams Street, Ionia, MI 48846. Protests about solicitation specifications or processes must be received 10 business days before the solicitation due date. Protests received after the due date, but before award must be received before 5 business days after the due date. Post award protests must be received by IDART no later than 5 business days after the award decision.

IDART Executive Director or her designee will review the written protest and provide a written decision to the protestor within 10 business days of receiving the protest.

The protestor can appeal the IDART Executive Director’s or her designee’s decision to the Ionia City Council. That appeal must be filed with the IDART Executive Director or her designee within 5 business days of the Executive Director’s or her designee’s decision. The Ionia City Council’s decision on the appeal is final.

This “disputes” clause does not preclude consideration of questions of law in connection with decisions provided for above; provided that nothing in this contract shall be construed as making final the decision of any administrative official, representative, or board on a question of law.

Proposal protests shall contain:

1. The name and address of the protester
2. Identification of the project
3. A statement of the grounds for the protest and any supporting documentation. The grounds for protest shall be fully supported to the extent feasible. Additional materials in support of an initial protest may be permitted only at the sole discretion of IDART
4. The relief desired of IDART

**SECTION TWO**

**CONTRACTOR FURNISHINGS**

The contractor shall provide all supervision, labor, materials, supplies, parts, tools, transportation and equipment necessary to perform the scope of this project.

**INDEMNITY PROVISIONS**

 The contractor shall indemnify, defend and hold harmless IDART. Including their officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages, and claims (including taxes), and all related costs and expenses (including reasonable attorney’s fees and disbursements and costs of investigation, litigation, settlement, judgments, interest, and penalties), arising from or in connection with any of the following:

1. the product provided, performance of the work, duties, responsibilities, actions or omissions of the contractor
2. breach by the contractor or any representation of warranty made by the contractor in the contract
3. occurrences that the contractor is required to insure against as provided for in this contract
4. death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage
5. any claim, demand, action, citation, or legal proceeding against the Agency, its employees, and agents which results from an act or omission of the contractor or any of its subcontractors in its or their capacity as an employer or person

**TERMINATION FOR DEFAULT AND CONVENIENCE**

IDART may at any time and for any reason terminate Contractor’s services and work at their convenience. Upon receipt of such notice, Contractor shall, unless the notice directs otherwise, immediately discontinue the work and placing of orders for materials, facilities, and supplies in connection with the performance of this Agreement.

Upon such termination, Contractor shall be entitled to payment only as follows: (1) the actual cost of the work completed in conformity with this Agreement; plus, (2) such other costs actually incurred by Contractor as are permitted by the prime contract and approved by the transits listed on this joint procurement; (3) plus ten percent (10%) of the cost of the work for overhead and profit. There shall be deducted from such sums as provided in this subparagraph the amount of any payments made to Contractor prior to the date of the termination of this Agreement. Contractor shall not be entitled to any claim or claim of lien against IDART for any additional compensation or damages in the event of such termination and payment.

**INSPECTION**

Final inspection and acceptance of all work, reports, performance, and other deliverables required under this contract shall be performed at the place of delivery by the Contracting Officer.

 The agency reserves the right to waive any informalities or minor defects.

**ASSIGNMENT**

Neither party may assign, directly or indirectly, all or part of its rights or obligations under this Agreement without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed.

**IMPACT OF FEDERAL, STATE, AND LOCAL TAXES**

IDART is exempt from Federal, State, and local taxes. They will not be responsible for any taxes levied on the respondent as a result of the contract resulting from this RFP.

**DISPUTES**

The parties shall attempt to resolve any dispute arising out of or relating to this contract through negotiations between senior executives of the parties, who have authority to settle the same.

If the matter is not resolved by negotiation within 30 days of receipt of a written 'invitation to negotiate', the parties will attempt to resolve the dispute in good faith through an agreed Alternative Dispute Resolution (ADR) procedure.

**GOVERNING LAW**

This Agreement shall be governed by and construed in accordance with the laws of the State of Michigan, except for matters arising from or concerning indemnification, which shall be governed by and construed in accordance with the laws of the State of Michigan.

**FEDERAL CLAUSES**

This project is funded by the Federal Transit Administration (FTA) and the Michigan Department of Transportation (MDOT) grants. It is subject to federal and state guidelines. The federal requirements for this project are Materials And Supplies Less Than $250,000 and are attached. The clauses must be signed and included with your submission.

Attachment A: Materials and Supplies Less Than $250,000

Attachment B: Certification of Compliance with Federal Contract Clauses

# CADS RFP QUESTIONS & RESPONSES

Q1. For the RFP form on RFP P. 2, Can you please clarify the two pricing lines, specifically:

Is the “Amount of Proposal” line for the lump sum for the whole contract? If so, how many years should we price that for?

1. Refer to the RFP section’s Detailed List of Itemized Costs on page 7.

For the "Amount of monthly or yearly sub./fees” line, can we place a number along with a yearly percent increase to account for inflation (e.g. XX/year + 3.5%)?

1. Yes.

Q2. Can you provide a little more info on the “Job Access connection to the Village of Muir” service?

Is this a shuttle service with predefined stops for the whole service or is it partly a demand response service that can pick-up/drop-off riders anywhere?

1. The Job Access connection has a set stop in Muir at the Village Office. There are also locations in Ionia at Michigan Works, DHHS, and the IDART office that are considered ‘stops.’ A rider can be picked up or dropped off at any of these stops for free as part of the grant. From any other location they would be charged a fare. It is still part of the demand response service with the only location we go to without a stop request is the connection point in Muir.

Do you need to know who your specific riders are on this service (e.g. Bob just boarded/got off) or just how many riders there are (2 passengers got on here, 3 got off here, etc.)?

1. Riders can be entered as a specific rider or an unknown rider.

Q3. The RFP states that “The vendor must notify the agency if additional equipment is required to operate any part of the dispatch system and this must be included in the itemized cost submitted in this RFP”

Does I-DART have any existing tablets/MDTs with cellular/internet access that vendors can use for this project to keep overall costs down? If so, what make/model are those devices?

1. Yes. We have 2022 Surface Pro 3 tablets as the current software required a Windows based tablet. They do have wireless service through FirstNet.

Does I-DART have any existing on-board mounts that vendors can use for this project to keep overall costs down? If so, what make/model are they?

1. Yes. They are generic cup holder mounts that fit up to 13-inch devices.

For any new potential tablets/mounts, will I-DART need us to install them or will I-DART have some in-house mechanics who can perform installation?

1. IDART will handle the installation.

Q4. Can you please clarify the difference between “Organization Structure” and “Staff Description” in the RFP’s proposed proposal outline? There appears to be overlap with both asking for our project staffing plans. Could we perhaps combine them into one section?

1. Organization structure looks at the organizational chart to visualize the structure of your organization. Staff description refers to who IDART will be working with throughout the process from award to implementation.

Q5. Under “Terms of Payment” the RFP says that “The vendor will complete the project AND submit an invoice within 30 days of award in order to guarantee payment.” Can you clarify if this means you want/expect the project to be launched in under 30 days? That launch timeline would be very aggressive for any company in our field.

1. The number of days to complete the project and submit an invoice will be increased to 75 days.

Q6. For the “CERTIFICATION OF COMPLIANCE WITH FEDERAL CONTRACT CLAUSES” form, what is the Project Authorization number we should put on the form?

1. 2022-0074/P11

Q7. Could you kindly confirm the maximum number of trips for any given day?

1. Max number of daily trips is around 240.

Q8. Could you please let us know what scheduling and dispatching system you’re currently using?

1. PCTrans

Q9. Is the existing system the on chosen from your 2020 RFP?

1. No

Q10. Could you kindly share the budget for this project?

1. $50,000

Q11. Are there any NEMT specific requirements (e.g. 270, 271, 834, 837, etc)?

1. No