

RFP 2024-3 Dispatch Software
Questions asked and responses.

The **total number of vehicles** currently in service that would be included in the dispatch and GPS tracking system. **40 and 20 spares**

Whether **ridership or trip volume data** (historical or projected) is available for review. **Yes**

The **current dispatching/scheduling software system** in use, and whether **data migration** will be required. **We have a current software system, and yes, data migration would be necessary.**

Can you provide the total number of trips scheduled on your busiest day?
Approximately 700 trips on the busiest day

Can you provide the total number of vehicles that will need to be supported by the system and require on-board equipment, including any supervisory vehicles?
Approximately 60 vehicles

Can you advise of the current vendor or how the current operations are routed and scheduled? **Trips are booked by dispatchers and routed in advance manually according to logistics. I'm unable to provide the name of our current software provider.**

Are vendors to supply farecards with the solution or integrate with an existing fare payment system? **The agency will provide farecards, but the vendor should have a tracking or accounting system for the farecards.**

Is there an estimated budget range or funding cap for this procurement that vendors should be aware of? **PHT followed federal guidelines and completed an Independent Cost Estimate; however, it was unable to disclose the budget amount.**

Can you provide average daily and annual trip volumes broken down by service type (demand-response, ADA paratransit, fixed route, if applicable)? **Service is demand-response. The daily average is 550. Annual trips are approximately 130,000.**

What is the total fleet size and how many vehicles will be managed under this dispatch system?
60 vehicles approximately

Are there future fleet expansion plans or service growth projections that the software should accommodate for scalability? **Yes. Nothing is needed at this time for scalability**

Are existing vehicles currently equipped with GPS, tablets, or telematics hardware? If so, please specify brands or models. **Yes. Samsung Galaxy Tablets on RAM mounts**

Should vendors propose hardware for GPS or in-vehicle devices, or will PHT provide specifications for equipment? **No**

Will migration of historical data (trip, rider, vehicle, performance) from existing systems be required? Please specify volume or time span of data. **No.**

How many dispatchers, schedulers, drivers, and administrative staff are expected to use the software daily? **Dispatchers – 5; Scheduler – 2; Drivers – 35; Admin Staff - 6**

Will training be required for all user groups including drivers, or only for dispatch and administrative staff? Will cascade training be used? **No**

What training delivery methods are preferred (onsite, remote, hybrid)? **Not applicable**

Is refresher training required periodically during the contract term? If yes, what intervals? **Possibly if a new module is implemented.**

Are there preferred mobile platforms for driver or rider apps (iOS, Android, both)? Should apps support offline use in low-connectivity areas? **Android platform. Yes, support offline use.**

What current software systems (e.g., accounting, NTD reporting, GIS, SMS/IVR) must this dispatch system integrate with? **QuickBooks Desktop for accounting. The State of SD Dept. of Transportation uses the software BLACKCAT, where we enter our ridership and mileage per vehicle. NTD reporting is given to the State Dept of Transportation**

Are there any additional state, local, or FTA reporting formats or compliance standards vendors must meet beyond those outlined? **State reporting format is in BLACKCAT**

Will milestone-based billing be acceptable during implementation, or is payment contingent on full system acceptance? **Milestone-based billing is acceptable**

Are there cybersecurity or hosting standards (e.g., NIST, SOC 2) required beyond ADA and FTA regulations? **No**

What are the biggest operational challenges PHT seeks to solve via this procurement? **Our contract with current vendor has expired and we are obligated to stay in compliance with Federal fund guidelines and had to procure software.**

Will PHT consider extending the proposal submission deadline if vendors require more time for preparation? **No extensions for the proposal submission.**

Are there Disadvantaged Business Enterprise (DBE) or local participation goals? Must certifications be held prior to award or can these be obtained during contract performance? **During the contract performance**

For DBE requirements, would certifications from other states be acceptable, or must they be South Dakota-based? **Yes, out-of-state certifications are acceptable for DBE if you first get certified by your home state Unified Certification Program.**

Will PHT provide telephony or SMS gateway services, or should vendors include hosting and gateway costs in their proposals? **No**

Is a phased go-live approach acceptable or is a single cutover expected? **Yes, a phased go-live approach is acceptable.**

What is the preferred implementation timeline relative to the Notice to Proceed? **60 days**

What are the minimum qualifications or prerequisites for a vendor to be considered eligible to bid on this RFP? **Can handle basic needs without being overly complex, including **client data management** (demographics, Medicaid numbers, emergency contacts, medical conditions).**

Funding source tracking, and basic dispatch functions like scheduling, route management, and printing a manifest.

The software should be user-friendly and not overly complex, as a rural operator, we typically need to track basic information rather than having a system with features that are "overkill".

Are electronic proposal submissions accepted? **No**

Confirm if there are any expectations regarding types or brands of cloud hosting and data encryption standards? **Software-as-a-service (SAAS)**

Could you please clarify the preferred format and level of detail required for the cost proposals? Specifically, are there any examples or templates we should follow, and what level of itemization or breakdown is expected beyond the summary costs provided in the initial RFP?

Price for base cost and broken down for each option. Include the cost of annual support/maintenance fee for up to 5 years.

Additionally, are there particular formats for listing optional costs, licensing fees, or ongoing support expenses that you find most useful for evaluation?

Would it be possible to extend the submission deadline beyond the current date of submission?
No extensions