1. Please clarify if DBCAA has existing tablets, and if so – what make and model? ==We don't have tablets currently. We were waiting until we had the software before we made a purchase. Since we are currently doing everything by paper, we haven't had the need to buy tablets. DBCAA is considering both android and apple products.==

2. Having responses to questions on May 5th may require us to make significant changes to our proposal, and given the additional time to ship a physical response, this will not leave us with a significant amount of time. Would DBCAA consider an extension to the RFP deadline by at least one (1) week? ==DBCAA is requesting an amendment to change the original RFP to extend the deadlines, if approved we will issue an amendment to all potential vendors.==

3. Would DBCAA consider digital submissions? ==Digital submissions can't be accepted. The acceptance of electronic bids is difficult to prove when we receive them because there is no proof that the person receiving it did not open it prior to the bid opening date/time. There could be a dispute of an award if a bidder wishes to claim that the person receiving the electronic bid could have reviewed it and relayed its contents to another bidder, thus giving the other bidder an advantage.==

4. Data conversion and import into new system – Do we need to import past trip data? If so, how many trips? ==No need to import past trip data. We would just start going forward and not import any past trips.==

5. Which Medicaid and Medicare trip brokers are expected to be integrated with for trip imports and billing capabilities? ==Access2Care & LKLP==
   a. Which type of import capabilities are required or available? API or file imports? ==Would prefer both. However, would consider file imports only. Additional points will be given on the score sheet to the contractor who has the import capabilities to do both.==

6. We see the RFP asks for an auto insurance policy and we're not sure why this is relevant for a software agreement. Please advise. ==Auto insurance doesn't need to be provided for this proposal.==

7. Please confirm that you will be prepaying a one-time payment for 10 years of service. ==DBCAA is requesting an amendment to change the RFP from 10 years to 3, 5, and 10, if approved we will issue an amendment to all potential vendors.==

8. Are there any expectations of significant expansion during the next 10 years? ==Not that we are aware of.==

9. Regarding the following requirement: "Software should support the ability for third party partners to access the application to create reservations on behalf of a group of passengers", can the Agency provide additional information regarding how many and what types of third-party partners need access to the platform? Additionally, how are passengers grouped? ==Third-party partners can be hospitals, adult day cares, senior citizens centers, etc. these partners contract will DBCAA to provide transportation to their clients. This access is not a deal breaker. Please provide in the RFP the cost of this service and without this service. Passengers are grouped by the most efficient way possible. This is difficult for us to do by hand and we want scheduling software to help us create better efficiency for our trips.==

10. Can DBCAA please allow the use of verified e-signatures for this submission? ==Digital submissions/e-signatures can't be accepted. The acceptance of electronic bids is difficult to prove when we receive them because there is no proof that the person receiving it did not open it prior to the bid opening date/time. There could be a dispute of an award if a bidder wishes to claim that the person receiving the electronic bid could have reviewed it and relayed its contents to another bidder, thus giving the other bidder an advantage.==

11. We respectfully request that DBCAA allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar). Allowing for digital proposal submissions is transit-industry best practice that reduces the environmental impacts of procurements while also enabling the most cost-effective and responsive proposals from bidders. Digital submissions can't be accepted. The acceptance of electronic bids is difficult to prove when we receive them because there is no proof that the person receiving it did not open it prior to the bid opening date/time. There could be a dispute of an award if a bidder wishes to claim that the person receiving the electronic bid could have reviewed it and relayed its contents to another bidder, thus giving the other bidder an advantage.

12. Will DCBAA allow respondents to submit additional/supplemental pricing materials in addition to filling out the provided price proposal form? Yes, additional/supplemental pricing materials is encouraged if the price proposal form in the RFP is also submitted.

13. In order to compile a thorough and thoughtful response to DBCAA's RFP, we respectfully request a two week extension of the proposal deadline to May 29, 2023. DBCAA is requesting an amendment to change the original RFP to extend the deadlines, if approved we will issue an amendment to all potential vendors.

14. Is there a budget for this project? We don't have a current budget in mind for this project. We are going to review all RFP's and may have to adjust the 10-year contract. If this happens, all contractors will receive an updated RFP clearly indicating the changes.

15. Do you need the vendor to supply MDT/ tablets for the driver? We use off the shelf android tablets for driver application. Specs will be provided on request. We will provide our own tablets. We don't have tablets currently. We were waiting until we had the software before we made a purchase. Since we are currently doing everything by paper, we haven't had the need to buy tablets. DBCAA is considering both android and apple products.

16. Can you give us an approx. ridership/month? 2100

17. Do you operate any fixed routes? If yes – Approx buses and ridership for the same. DBCAA doesn't operate any fixed routes.

18. On page 17 of your RFP, you have asked about 'Data Conversion' - Can you provide us the format in which the data exists currently? CSV files/excel files are our current way of receiving information.

19. How many different funding sources does DBCAA have? LKLP, Access2Care, and Public Transit (including hospitals, nursing homes, senior citizens, private payers, and intercity fares)

20. What is the service area of DBCAA today? Clay, Jackson, Lee, Owsley, and Wolfe Counties. We also provide trips to other destinations if the trip originates in one of our 5 county service areas.

21. Does DBCAA provide trips to/from any location within Kentucky? Clay, Jackson, Lee, Owsley, and Wolfe Counties. We also provide trips to other destinations if the trip originates in one of our 5 county service areas. Including Lexington, Louisville, and other major cities within Kentucky.

22. How many vehicle hours does DBCAA run on a monthly basis on average? 1,872 hours

23. Is DBCAA interested in a proposal that enables vehicles from their public transit service to be used to serve NEMT trips when available? Is this form of aggregation desired (e.g., mixing passengers from general transportation going to work with NEMT passengers)? Yes, DBCAA is looking to make our trips as efficient as possible. This includes combining NEMT and public transit to make the trip as efficient as possible. We would like the option to separate the different trips as well. We currently do not use certain vehicles to only do NEMT trips or public fare trips.

24. Where appropriate, does DBCAA allow shared rides among multiple passengers for NEMT trips? Yes.

25. Does DBCAA allow for pooling NEMT passengers? If so, is maximizing pooling a desired outcome? Yes, DBCAA is looking to make our trips as efficient as possible.
26. The RFP states a requirement that "Medicaid billing should be capable of an electronic integration with state Medicaid and Medicare trip broker." Can DBCAA elaborate on the type of integration that is needed, and the process flow that is expected from this integration? API or file imports. API Is the preferred method, but we would also consider file imports.
27. For NEMT rides, what does the current ride scheduling process look like? Everything is done by hand. We receive our trips for the NEMT rides. Once received the dispatchers for that county will make the schedule and try to make the rides efficient. This is an area that DBCAA hopes to improve with the scheduling software.
28. Will DBCAA please elaborate on the Medicaid billing, electronic integration with state Medicaid and Medicare trip broker(s)? Specifically with who does the electronic integration need to be with, LKLP or another source? API or file imports. API Is the preferred method, but we would also consider file imports. We utilize LKLP and Access2Care for our Medicaid and Medicare trips.
29. If onsite, in-person training is being proposed by a vendor does DBCAA desire to have training done at each of the 5 county offices individually or can those offices come together for group training across all of DBCAA? The training will be done at the central office located at 1535 Shamrock Road, Manchester, KY 40962.
30. Based on the request for pricing for ten (10) years, does DBCAA plan to execute a 10-year term agreement with the selected vendor? Yes, DBCAA plans to execute a 10-year term agreement with the selected vendor. DBCAA is requesting an amendment to change the original RFP from 10 years to 3, 5, and 10, if approved we will issue an amendment to all potential vendors.
31. Will DBCAA accept a vendors own cost proposal form in addition to Appendix A, for additional clarification? Yes, vendors cost proposals and additional/supplemental pricing materials are encouraged if the price proposal form in the RFP is also submitted.
32. How many office staff personnel will need to have access to the software (dispatchers, schedulers, calltakers, management, etc)? 14
33. How many trips are scheduled each month, or day if you don't have stats on monthly, currently with DBCAA? 2,100
34. Will DBCAA please clarify if the Mobile Application/Driver App is required or if its preferred, but not required please? Driver application is required. Passenger application is preferred but not required.
35. How many days should the bid be valid for? 90 days following the bid opening.
36. Will the bid opening be available remotely or in-person only? I am reaching out to our Transportation cabinet to see if we can do the bid opening virtual and in person. If we can, I will reach out to all vendors who submitted a confirmation of receipt and post it on our website at danielboonecaa.org.
37. Do you have interview dates for short-listed vendors? No.
38. What is the anticipated award date? Within 90 days following the bid opening. DBCAA anticipates receiving approval and reaching out to the winning contractor within 30 to 60 days.
39. Does the price proposal need to be in a separate document from the technical proposal? Also, may we submit our own price sheet as a supplement to the price sheet in the proposal? We would recommend it to be separate so that it is easier to follow, vendors cost proposals and additional/supplemental pricing materials are encouraged if the price proposal form in the RFP is also submitted.
40. What are some of the biggest concerns seen with the current solution that you would change immediately if you could? Since everything is done by hand we want to utilize the scheduling feature to make everything more efficient and increase ridership thereby increasing income.

41. What is the budget for this project? We don't have a current budget in mind for this project. We are going to review all RFP's and may have to adjust the 10-year contract. If this happens, all contractors will receive an updated RFP clearly indicating the changes.
42. What is the funding source for this project? The Federal Transit Administration (FTA)/contract revenue.
43. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent? DBCAA prefers the system to be ready by the start of our fiscal year, July 1, 2023. However, we understand that it may be later in the year. The money doesn't have to be spent by a certain deadline.
44. Do the agencies provide any other types of service that may be used by the awarded solution? No.
45. Do the agencies 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? DBCAA doesn't have an IVR system. No.
46. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual? No.
47. How many in-office users will you have? 14
48. 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? The chosen vendor will provide all trainings for office staff and drivers.
49. What is the total number of Drivers to be trained? How many of these are volunteers?
50. How many depots do you have if more than 1? Clay, Jackson, Lee, Owsley, and Wolfe Counties.
51. How many subcontractors do you work with? Will those subcontractors need go-live support on site? No subcontractors.
52. Are any private contractors/subcontractors used to provide trips? If yes, how are these contractors paid, by the trip or by the hour? No private contractors/subcontractors.
53. Will (agency) allow proposers to provide a demo of the software before awarding the contract? Yes, DBCAA will require a demo before awarding the contract.
54. What are expectations related to data conversion from the current system? Data conversion and trip information need not be converted. Just the vehicles would need to be imported into the new system.
55. Are there any interfaces required to external sources such as Medicare? Medicaid? If so, what other external source? Some trips require signatures.
56. Following up on the above, is order importer and EDI and Broker software required? Unknown.
57. Do you require all of the following: 834, 837/835, 270/271? Unknown.
58. Do you require signature capture? Yes, on some rides not all. DBCAA would like the option for signatures if required by funding sources.
59. How many dispatchers do you have? 14 total including dispatchers, schedulers, receptionist, management, etc.
60. How many reservation agents do you have? 14 total including dispatchers, schedulers, receptionist, management, etc.
61. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have? 14 total including dispatchers, schedulers, receptionist, management, etc.
62. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union? No.
63. What counties / service area do you encompass? Clay, Jackson, Lee, Owsley, and Wolfe Counties. We also provide trips to other destinations if the trip originates in one of our 5 county service areas.

64. Do you have any vehicles that are used for fixed route? Deviated Fixed Route? We don't have vehicles that are specific to rides. No vehicles are solely used for NEMT, public transit, etc.
65. What are the current Rides per Hour (RPH)? 7
66. What is your average number of trips per day? 2100 per month
67. What is the weekly average number of declined trips? 5
68. Do the agencies provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips? No.
69. Driver tablets and mounts are requested as part of the bid. Will your agency install them? Driver tablets and mounts are not included as part of the bid. DBCAA will provide the tablets.
70. What are the minimum insurance requirements? Insurance requirements The successful Proposer agrees to provide DBCAA with a copy of a certificate of insurance indicating that its employees are covered by Workers Compensation insurance and a copy of a certificate of insurance indicating that it has Automobile and Vehicle Liability Insurance with limits of at least: Worker's compensation as required by the State of Kentucky Comprehensive automobile and vehicle insurance covering operation of owned, hired, and non-owned vehicles in the following amounts: Bodily Injury $500,000 per person $1,000,000 per occurrence Property Damage $1,000,000 per occurrence.
71. Is it mandatory to have both iOS and Android for the driver app? DBCAA is looking at both android and apple products. We would prefer to have the option of either but would be willing to look at one or the other.
72. Is the mobile app optional? Is the agency branded upgrade for mobile app optional? Driver application is required. Passenger application is preferred but not required.
73. How many invoices does DBCAA issue on a monthly basis? Invoices are sent to an average of 50 different vendors per month.
74. How many vehicles does DBCAA operate during peak and off-peak hours on average? 78
75. Of the 120 vehicles in DBCAA's fleet, how many vehicles are utilized each day, on average? 78
76. How many group trips does your agency currently provide per week? Approximately 50 trips per year.
77. What percentage of all trips are group trips? Less than 1%.
78. What is the maximum number of paratransit vehicles and fixed route or other vehicles at peak service on any given day? Approximately 70 vehicles.
79. What is the average number of one-way trips provided? Approximately 100 one-way trips per month.
80. What is the peak number of calls handled per hour? 150 calls per hour between our 5 county offices.
81. What is the current size of your client population? Approximately 10,000 unduplicated riders over the course of a year.
82. How many hard/USB copies of the proposal will DBCAA require and can pricing be submitted together with the Technical Proposal? Please provide one complete paper copy of the pricing and proposal. USB drives will not be accepted. If you can flag the pricing page, that way it will be easier to find during the public bid opening, we would appreciate it. However, it isn't required.