ADDENDUM FOUR
REQUEST FOR PROPOSALS (RFP)
TO PROVIDE ON-DEMAND (MICROTRANSIT) AND IN-ADVANCE (PARATRANSIT)
SCHEDULING, DISPATCH, AND MANAGEMENT SOFTWARE
October 18, 2022

The following are answers to questions received by GATRA subsequent to Addendum 2.

1. Can GATRA clarify the term length of the contract? Is, there any chances of extension beyond the period? *The length will be negotiated with the successful contractor.*

2. Can GATRA confirm the seat capacity of each vehicle? *Vehicle seat capacities range from 8 to 16 passengers.*

3. What does the current integration with Genfare look like? And would GATRA be able to provide the API's from Genfare? *GATRA currently utilizes Genfare online payment systems for its fixed route services and will be expanding this function to its demand response and microtransit services. GATRA can provide APIs and/or facilitate contact with Genfare.*

4. What is the proposed launch date for these services? *GATRA anticipates mictrotransit launch by February 1, 2023, work on the demand response launch will then commence however a launch date would have to be determined with input from the successful contractor after review of the transition needs.*

5. What is GATRA using canned messages for, and what are those messages? *Currently, canned messages are shared through an announcement feature on the smartphone app and are basic service alerts, etc.*

6. Will the vendor or GATRA be providing the in-vehicle hardware? *GATRA will be providing the in-vehicle hardware.*

7. If we do not use any DBE firm for this project, do we still need to sign the DBE forms? *Yes*

8. Can GATRA share a list of all the recipients of the On-Demand (Microtransit) and In-Advance (Paratransit) Scheduling, Dispatch, and Management Software RFP? *The procurement documentation is available on the GATRA website, we do not have a comprehensive list of companies that have received the RFP*

9. Can GATRA provide a list of all providers in its Dial-a-Ride Service and four Micro Transit Services: GATRA Go United, GATRA Go Connect, GATRA Go Explore, and GATRA Go Coastline program, as well as for GATRA's Efforts with the Councils on Aging (include what

software is used by each provider)?
PTM – Dial-a-Ride (PTMS), GATRA Go Coastline (TransLoc)
Kiessling Transit – GATRA Go United (Spare)
A&A Metro – GATRA Go Connect & Explore (TransLoc)

10. Is it anticipated that all these providers would utilize the On-Demand (Microtransit) and In-Advance (Paratransit) Scheduling, Dispatch, and Management Software provided by the winning vendor? *Yes*

11. Are any current providers running their own call centers? *Software providers are not running their own call centers. Each operator has call takers for services they operate.*

12. Is GATRA in need of a web-based portal as well as a smart phone application for booking the rides or is it just call-a-ride service which GATRA is looking for? *GATRA is looking for a vendor with a smartphone app as well as a public web-based portal to book trips through a browser. This feature is not required to be immediately available but there must be a plan to make the feature available.*

13. For the micro-transit service mentioned in the RFP (GATRA Go unlimited, GATRA Go Connect, GATRA Go Explore & GATRA Go Coastline) is GATRA looking for same day bookings? *Yes*

14. Can GATRA confirm whether walk-on rides are preferred or required? *This is required*