

RFP ADDENDUM # 1

2/7/2023

Notice to all potential respondents:

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

Proposal Submittal Date

The Proposal submittal deadline remains the same and is not changed by this Addendum.

Questions and Answers

The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. To the extent that changes to the RFP are required based on the questions received, the RFP has been modified as noted above in the RFP section of this Addendum.

Item	Questions and Answers
1.1	<p><u>Question:</u> In Task 2: Installation and Tailoring of RideSheet for RideNoCo, why is RideSheet the desired tool for tracking calls and emails? If trip scheduling will not occur at the RideNoCo agency, what existing RideSheet functions does the agency expect to use?</p> <p><u>Answer:</u> RideNoCo plans to utilize RideSheet for tracking calls and emails primarily due to the Transactional Data Specifications (TDS) capabilities of the software. By using RideSheet as the tool for tracking calls and emails into the RideNoCo Call Center, RideNoCo staff will be able to complete initial client intake and seamlessly share client information with the relevant transportation provider that uses scheduling software that is TDS-compliant to complete intake and schedule trips for the rider. RideNoCo expects to primarily use the Customer tab initially in addition to other functions built out via this project such as a call log. As the RideNoCo program and coordination among transportation providers continues to grow and evolve, additional functions of the RideSheet software may become beneficial for agency use.</p>
1.2	<p><u>Question:</u> In Task 6, Deliverable 6.2, the sentence “Review and report on cybersecurity and privacy concerns that may affect” appears to be incomplete.</p> <p><u>Answer:</u> The sentence should read “Review and report on cybersecurity and privacy concerns that may affect RideSheet functionality and data privacy and protection.”</p>

1.3	<p><u>Question:</u> In regards to Tasks 8 and 9, is there any available information on how vendors Spedsta or RideScheduler intend to approach these tasks with respect to staffing levels, software development methodology, or project management approach?</p> <p><u>Answer:</u> In regard to Tasks 8 and 9, specifics on staffing levels, software development methodology, and project management approach will be addressed collectively during the system design phase of the project that will begin once a vendor(s) has been selected to complete the RideSheet software modifications and integration with Spedsta and RideScheduler. A proposed schedule was included with the contracts with Spedsta and RideScheduler so that both vendors are aware of deadlines that may impact staffing needs and is also included as an attachment to this Addendum.</p>
1.4	<p><u>Question:</u> In regards to Tasks 8 and 9, is there any available information on what project management or oversight resources NFRMPO/RideNoCo intends to bring to these phases of the project?</p> <p><u>Answer:</u> For Part B: Adapt RideSheet to Communicate with Spedsta and RideScheduler, the NFRMPO has retained TransitPlus as Technical Project Manager for this phase of the RideNoCo Trip Scheduling/Coordination Project.</p>
1.5	<p><u>Question:</u> With the understanding that this project is designed to be done as a remote project, are there any tasks or project phases where you anticipate a high level of collaboration or other factors that would particularly benefit from on-site or in-person activities?</p> <p><u>Answer:</u> As this is anticipated to be a remote project for all parties involved, we do not foresee any tasks or phases that would particularly benefit from on-site or in-person activities apart from perhaps the agency training phase.</p>

End of Addendum

