

February 3, 2021

## **RFP ADDENDUM # 1**

### **RE: Request for Proposals – Go Vermont Vanpool Program 2021**

The Request for Proposals (RFP) for the above-mentioned services has been modified to clarify the RFP by addressing the following questions:

1. Can the Authority please share what software it is currently using to coordinate its vanpool program?

**A: VTrans does not utilize a software for its current program. Our current vanpool vendor operates its own software to coordinate the program.**

2. Can the Authority please share the strengths and weaknesses of the existing vanpool software system?

**A: VTrans does not utilize a software for its current program. Our current vanpool vendor operates its own software to coordinate the program.**

3. Can the Authority please share the top three goals of this procurement?

**A: Please see RFP Attachment A Introduction and Scope of Services for goal of this procurement.**

4. Would the Authority consider an extension to allow proposers time to thoughtfully incorporate the Authority's answers into their proposals? We suggest that the due date is extended to two weeks after the Authority's issuance of answers to proposers' questions, which provides proposers with sufficient time to adjust their responses and incorporate the Authority's answers thoroughly.

**A: Proposal submission date will remain Tuesday, February 16, 2021**

5. In general, is the Authority open to achieving its goals through means other than those specified in the RFP?

**A: The RFP outlines the needed services. VTrans welcomes proposals that offer solutions that achieve the scope of work outlined in the RFP.**

6. In the post Covid-19 reality, is the Authority open to solutions that make its vanpool program more flexible, such that one passenger could, for example, ride a vanpool on Mondays, Wednesdays, and Fridays, while another passenger rides the vanpool on Tuesdays and Thursdays? A solution such as this could increase vehicle utilization while accommodating people's more varied working situations.

**A:** VTrans is seeking a vendor to *“Administer the Vanpool Program as an independent contractor(s). Professional vanpool representation, customer service, and information resources for Vermont citizens and prospective vanpool participants are required.”* The vendor is welcome to propose flexible services to current and potential vanpool riders that meets this scope of work.

7. In the post-Covid-19 reality, is the Authority open to solutions that allow for vehicle occupancy management?

**A:** Vanpool vehicle occupancy minimums and maximums are the only item managed by VTrans. Vehicle occupancy management beyond these is left to the vanpool vendor.

8. In the post-Covid-19 reality, is the Authority open to solutions that allow for seamless contact tracing?

**A:** The RFP outlines the needed services. VTrans welcomes proposals that offer solutions that achieve the scope of work outlined in the RFP.

9. Is the Authority open to a mobile-app first interface for passengers, supported by a website for those without smartphones? A system such as this allows for automatic capture of most (if not all) of the data required for NTD reporting purposes.

**A:** VTrans is seeking a vendor to *“Administer the Vanpool Program as an independent contractor(s). Professional vanpool representation, customer service, and information resources for Vermont citizens and prospective vanpool participants are required.”* The vendor is welcome to propose a mobile-app and website interfaces to current and potential vanpool riders that meets this scope of work.

10. Research shows that once commuters get into their personal vehicles, they are less likely to switch to bus, train, or vanpool and more likely to drive for their entire commute. Would the Authority be interested in a model where the primary driver is routed to pick passengers up at their homes, or at a nearby corner? This is likely to increase the appeal of the vanpool program, thereby increasing utilization of vehicles.

**A:** The RFP outlines the needed services. VTrans welcomes proposals that offer solutions that achieve the scope of work outlined in the RFP.

11. Would VTrans be interested in automating certain functions that have previously been conducted manually? For example, our system can automatically capture and aggregate iVanpool service data in real time, removing the need for manual generation of reports for service review and NTD reporting.

**A:** The Scope of Work states” The Contractor(s) shall establish a system for reporting of miles to the National Transit Database and provide VTrans with a preliminary report on expected revenue and miles reported by July 1st each year, and a final report on September 30th each year.” The vendor is welcome to propose solutions to meet the NTD reporting requirement that meets this scope of work.

12. Can VTrans please describe how drivers currently take attendance, and collect and report data to VTrans?

**A: VTrans current vanpool vendor is tasked with collecting and reporting data to us. VTrans has no one-on-one contact with the drivers of our vanpools.**

13. Can VTrans please explain how current riders of its Vanpool Program communicate with the primary drivers to inform them of tardiness, absences, etc?

**A: VTrans current vanpool vendor is tasked with communicating with primary drivers of the vanpools. VTrans has no one-on-one contact with the drivers of our vanpools.**

14. Can VTrans please provide proposers with Go Vermont's recent demand data, rider origin and destinations, and current vanpool routes?

**A: There are currently six (6) vehicles in operation within the Vanpool Program. The NTD reporting for December includes:**

- **UPT (Unlinked Passenger Trips): 664**
- **VRM (Vehicle Revenue Miles): 5758**
- **VRH (Vehicle Revenue Hours): 137**
- **VOMS (Vehicles Operated in Maximum Service): 5**
- **UZA (Urbanized Areas) destinations include: Albany--Schenectady, NY, Burlington, VT, NON-UZA**

**VTrans is not able to provide rider origin or vanpool routes.**

15. Is VTrans open to responses that propose a subscription, cloud-based software? Under such a model, the Authority would have access to a cloud-based software designed specifically for its needs, and would be charged a monthly subscription fee. In this model, no intellectual property or ownership transfers are necessary.

**A: VTrans is seeking a vendor to “Administer the Vanpool Program as an independent contractor(s). Professional vanpool representation, customer service, and information resources for Vermont citizens and prospective vanpool participants are required.” The vendor is welcome to propose subscription, cloud-based software services to current and potential vanpool riders that meets this scope of work.**

16. What is VTrans's target approval date for this contract?

**A: Our target is April 1, 2021 but contract execution will depend on the successful negotiation of contract terms with the selected vendor, if applicable.**

17. Is VTrans open to proposals that require or recommend that vanpool drivers utilize a mobile application (iOS or Android) while operating vanpool vehicles? Such a feature could unlock additional reporting capabilities for the Authority while offering drivers streamlined tools for delivering service.

**A: VTrans is seeking a vendor to “Administer the Vanpool Program as an independent contractor(s). Professional vanpool representation, customer service, and information resources for Vermont citizens and prospective vanpool participants are required.” The vendor is welcome to propose a vanpool driver app, as suggest, to current and potential vanpool drivers and riders that meets this scope of work.**

18. What is VTrans's budget for this procurement?

**A: VTrans has no estimate of the quantities of services to be purchased under this agreement, and no guarantee to purchase an exact amount of service is intended or implied.**

19. In VTrans's current system, how does the contractor typically organize routes and groups of riders?

**A: Route and group organization is managed by VTrans current vanpool vendor and included phone and digital communication with employers/employees (commuters). The selected vendor will be responsible for organizing and administering vanpool arrangements among interested commuters.**

20. Who is responsible for waitlist management? When a new rider joins a waitlist for a Vanpool, is the contractor responsible for contacting that rider?

**A: The selected vendor will be responsible for organizing and administering vanpool arrangements among interested commuters.**

21. Would VTrans be open to finding alternative uses for Vanpool vehicles during daytime hours? Allowing this option could allow contractors to offer more competitive rates by maximizing utility of their vehicle assets.

**A: VTrans is seeking a vendor to “Administer the Vanpool Program as an independent contractor(s). Professional vanpool representation, customer service, and information resources for Vermont citizens and prospective vanpool participants are required.” The vendor is welcome to propose services that meets this scope of work.**

22. How are unreimbursed expenses typically managed within Vanpools? Does the driver distribute unreimbursed expenses among riders? Does the driver have discretion in establishing a weekly rider fee?

**A: The selected vendor must establish and follow guidelines for the calculation and collection of fare from program participants. The selected vendor shall make all efforts to collect fares owed. The selected vendor shall establish a policy on collection of past due debt and termination of the vanpool when the account is in arrears.**

23. Who has ultimate discretion for the route a Vanpool follows: drivers, the contractor, or VTrans? As an example, could VTrans mandate that a driver incorporate an additional stop on their route to pickup a new passenger? Or would that passenger be required to drive to a park and ride?

**A: The selected vendor will be responsible for organizing and administering vanpool arrangements among interested commuters that includes the routes driven and riders.**

24. Can VTrans please provide a map or an editable list of zip codes within the eligible service area?

**A: The Vanpool program is offered Statewide. The eligible service area is the State of Vermont.**

25. Can VTrans please detail the process of passenger payment? (e.g: Are passenger payments electronic or cash? When do passenger payments occur? Does VTrans currently have visibility into passenger payments? Do payments go to the driver, contractor, or VTrans?)

**A: VTrans current vanpool vendor manages the payment process. The selected vendor must establish and follow guidelines for the calculation and collection of fare from program participants. The selected vendor shall make all efforts to collect fares owed. The selected vendor shall establish a policy on collection of past due debt and termination of the vanpool when the account is in arrears.**

Sincerely,

*Caryn Pletzer*

Caryn Pletzer  
Contracts Specialist II

cc: Contract Manager  
Project File