



IFB# 2025-03
Business Intelligence, Data Analytics & Reporting Software

ADDENDUM # 2
Date of Addendum: March 12, 2025

NOTICE TO ALL PROPOSERS

The Request for Proposal (RFP) is modified as set forth in this Addendum. The original RFP and any previously issued addenda remain in full force and effect, except as modified by this Addendum. Proposers shall consider this Addendum when preparing and submitting a proposal and shall acknowledge receipt of this Addendum in their proposal.

PROPOSALS SUBMITTAL DEADLINE

The proposal submittal deadline remains unchanged by this Addendum.
Proposals are due Friday March 21st, 2024 by 3:00 PM (EDT).

ADDENDUM

The RFP is modified as set forth below:

REQUEST FOR CLARIFICATION/INFORMATION:

1. **Are there any specific business requirements that vendors need to meet, such as licenses, registrations, or certifications?**

Answer: No.

2. **Does the MTA have a preference for local vendors or vendors with an established presence in the area?**

Answer: Please see section 5 for selection criteria.

3. **Is this opportunity set aside for small businesses, such as those owned by minorities, women, or veterans? If so, is there a specific percentage goal required for participation?**

Answer: Please see Sections 3, 4 and 5.

4. **Can we include resumes of key personnel in the Professional Qualifications and Experience section?**

Answer: Yes.

5. **In the Experience and Reference section, do we need to include personnel experience/reference, or should we focus only on corporate/organizational experience?**

Answer: Personal professional qualifications are to be listed separately from business references.

6. **What APC system does MTA currently use in their vehicles?**

Answer: MTA does not currently have APC's, however, we are starting an APC pilot program with AngelTrax here in a few weeks and we are planning on outfitting our entire fixed route fleet with APC's within the next 8-10 months

7. **What back-office software is currently used at MTA to process the APC data?**

Answer: MTA does not currently have APC's but hope to add them in the next 8-10 months on all fixed route vehicles.

8. **What will be the format of the APC data available?**

Answer: MTA does not currently have APC's but hope to add them in the next 8-10 months on all fixed route vehicles

9. **Considering the Genfare system is used for Fare Collection, please provide the data format of the Fare Collection Data at MTA?**

Answer: Currently we have 2 different versions of Genfare we have to use in order to pull data. GFI Network Manager data is only available in pdf format. Genfare Link is cloud based and exports to a spreadsheet.

10. **What other passenger data besides APC and AFC will be expected to be included, and in what format, MTA will provide such data?**

Answer: MTA uses Genfare and manual spreadsheets for ridership, mileage, and hour tracking on fixed route buses, Trapeze and Transtuitive on demand response vehicles for ridership, miles and hours. The data should be

automatically pulled from these tools by the solution or a system formed for uploading the data manually. We hope to add APC's within the next 8-10 months to all fixed route buses at which point we'll need to connect those to the solution. We'll lean on the solution provider to guide us on the best way to do this.

11. Please provide details on which kind of Safety Data, and in which format, MTA will provide and expect to be included?

Answer: Our safety department uses a software called Intalex. Intalex would either need to be directly connected to the solution, or spreadsheets would need to be uploaded. Data includes safety incidents, vehicle accidents, near misses, etc.

12. Please provide details on which kind of Operational Data, and in which format, MTA will provide and expect to be included?

Answer: Operational data includes: financial, safety, fixed route, demand response, HR, etc. Right now we have nothing that brings all of this data together to produce meaningful operational reports

13. Please provide details on which kind of Vehicle Data and the related data format for the data coming from the mentioned systems from Trapeze, Transtuitive, EAM?

Answer: Vehicle number, mileage, hours, fuel information, useful life, etc. Trapeze & Transtuitive would be total, revenue & deadhead miles and hours. Our Trapeze EAM system would be more the fueling information and useful life for the same vehicles.

14. Please provide details on other Vehicle data and their format coming from other systems than the men-tioned 3 to be expected to be included?

Answer: Vehicle number, mileage, hours, fuel information, useful life, etc. Trapeze & Transtuitive would be total, revenue & deadhead miles and hours. Our Trapeze EAM system would be more the fueling information and useful life for the same vehicles. Ideally, we would have these systems linked to the solution, however, if that is not possible, a spreadsheet of the data could be uploaded

15. Please provide details on which kind of Financial Data, and in which format, MTA will provide and expect to be included.

Answer: Our financial software is Sage Intacct. The solution will either have to be directly connected, or spreadsheets uploaded. The ability to show things like budget vs. actual, cost per passenger, cost per route, etc.

- 16. Please provide details on which kind of Customer Feedback information, and in which format, MTA will provide and expect to be included.**

Answer: Currently, feedback is tracked via Intelix and on spreadsheets. The solution will have to be directly connected to Intelix, and/or spreadsheets uploaded.

- 17. Please provide details on which kind of Asset Data, and in which format, MTA will provide and expect to be included.**

Answer: Asset data comes from our Trapeze EAM system. Ideally, the EAM system will be directly tied to the solution, or manual uploads of spreadsheets will be performed.

- 18. Please provide details on which kind of Personnel Data, and in which format, MTA will provide and expect to be included.**

Answer: Our HR system is UKG/Workforce Management. The solution will either need to be directly connected or spreadsheets uploaded. Data would include Hiring vs. Separated, hiring percentages by department and by MTA as a whole, etc.

- 19. Please provide an estimate on the amount of data that will provided for the mentioned categories per day, week, month, and/or year.**

Answer: MTA will lean on the proposer to help us decide how often data will be sent to the system. Given there is manual data, weekly or monthly probably makes the most sense, but again, we'll lean on the proposer to help us with that.

- 20. What timeframe of data needs to be directly accessible in the system and what date range of data can be archived?**

Answer: This system is new to MTA. We will look for guidance on this from the solution provider as some data is easily accessible, some is manual uploads. It may not make sense to bring in historical data with the exception of perhaps this fiscal year's data.

- 21. Please provide additional details on what data from the CAD/AVL system needs to be integrated into the solution. Please provide the designated data format.**

Answer: Our current CAD/AVL program is Moovit. This may change at some point. The system will need to either be directly connected to the solution, or spreadsheets uploaded. The main data for this would be around on-time performance.

- 22. Please provide additional details on what data from the “Bus Stop Data (ADA accessibility, amenities, permits, etc)” needs to be integrated into the solution.**

Answer: Bus stop data would be around things like ridership by stop and other stop informative insights. We don't currently have this today. The only bus stop data we currently have is from manual sampling that is done monthly. Once APC's are installed, this should improve our data in this category. That said any insights we could get on amenities would be helpful.

- 23. Please provide additional details on what data is expected as “DBE and Women Business Enterprise (WBE) contractor information and other affirmative action and Equal Employment Opportunity (EEO) data” to be integrated into the solution. Please provide the designated data format(s).**

Answer: The data for this would come from spreadsheets and it relates to being able to monitor contractor performance for those that identify as DBE, WBE, etc. Furthermore, the solution shall have the integration capability to assess whether MTA is achieving and/or exceeding their DBE financial targets set as a percentage for each fiscal year.

- 24. Please provide additional details on what data is expected “to track fuel, efficiency and other alternative fuel emissions related data” to be integrated into the solution. Please provide the designated data format(s).**

Answer: This data would be fuel usage by fuel type or similar things. This will most likely be a manual upload.

- 25. What is meant by “dispatch ability” regarding the mentioned scheduling software for the Paratransit and fixed route scheduling software?**

Answer: It refers to the ability to easily pull reports from those systems.

- 26. Please provide details on the used scheduling software for the Paratransit and fixed route service, including the concrete version and data format. Can these datasets be provided as GTFS formatted data?**

Answer: The fixed route scheduling software is Optibus. This does have GTFS capabilities. The paratransit software is Trapeze and Transtuitive. Being demand response service, they don't run a regular route, a GTFS file wouldn't be available.

- 27. Please provide details on what is meant by one-time password (OTP, etc.)? Usually, in the context of scheduling, OTP is used for "On-Time Performance", giving information about comparing scheduled and recorded departure and arrival times, etc.**

Answer: It appears that may be a mistake. On-time performance is what we would be looking for.

- 28. Please provide details on the "maintenance information" to be expected in the solution. Where will this information come from? Please provide the data format for this.**

Answer: Maintenance information will come from our EAM system and from manual reports (spreadsheets). Data would include things like active vs. down vehicles, percentage of fleet due for preventative maintenance, etc.

- 29. Please provide details on the "Capital Asset Information" to be expected in the solution. Where will this information come from? Please provide the data format for that.**

Answer: Vehicles and buildings will be the main capital assets. Information may include depreciation, useful life, etc. It would be nice to have an overall snapshot of our fleet condition readily available. This information would come from EAM and Sage Intacct. It could be manually uploaded if need be via spreadsheet.

- 30. Regarding the "Dynamic and static views/reporting capability", besides the listed reports for the NTD reporting to fulfil FTA requirements, please provide a detailed description of what specific reports you expect the system to provide?**

Answer: We have other reporting requirements for organizations we belong to such as ABBG, APTA and a few others that it would be nice to easily pull that

information. Board reports have been problematic at times as well. The ability to easily pull custom reports would be a plus.

31. Is the intention to only have the Business Intelligence reporting over the Fixed Route Services (112 vehicles) stated in section 2.2 History & Purpose on Page 4?

Answer: No, it would include demand response as well as our operations as a whole.

32. Are MTA Flint's APCs certified to use as the official ridership number?

Answer: We hope to add APC's within the next 8-10 months to all fixed route buses. It is our plan to have those APC's NTD certified to help ease our reporting

33. What other systems are included in the "etc." for Passenger Data?

Answer: The solution needs to be able to handle data from those systems and any future similar systems we may have. For instance, if we change our demand response software, ideally, we'll be able to synch the data.

34. Does MTA Flint utilize any software to track Safety Data, and if so, please provide vendor and product name?

Answer: Our safety team uses Intalex.

35. Does MTA Flint utilize any software to track Operational Data, and if so, please provide vendor and product name?

Answer: Not at this time. Our operational data is segmented by department. Our finance team has Sage Intacct which only has financial data, our operations teams each have their own software, as does safety, etc. We don't have anything right now that pulls that data together to form true operational reports

36. What is MTA Flint's EAM software vendor and product?

Answer: Trapeze Enterprise Asset Management (EAM)

37. What other systems are included in the “etc.” for Vehicle Data?

Answer: The solution needs to be able to handle data from those systems and any future similar systems we may have. We also have an AVL software right now called Moovit, so we'll need data from that. In the future, we'll have APC's supplying data from each fixed route vehicle.

38. Does MTA Flint utilize any software to track Customer Feedback, and if so, please provide vendor and product name?

Answer: Customer feedback is tracked via Intalex software and via manual spreadsheets.

39. Does MTA Flint utilize any software to track Asset Data, and if so, please provide vendor and product name?

Answer: Sage Intacct and Trapeze Enterprise Asset Management

40. Does MTA Flint utilize any software to track Personnel Data, and if so, please provide vendor and product name?

Answer: Personnel data is held within UKG/Workforce Management

41. Can you confirm that MTA Flint is a Reduced Reporter or a Full Reporter for NTD?

Answer: MTA operates more than 30 vehicles during peak service and is a full reporter

42. Does MTA Flint intend to have TAM reporting as part of the base offering?

Answer: TAM reporting would be a plus

43. Can the final Contract be executed electronically?

Answer: Yes.

*****BID SUBMITTORS MUST INDICATE ON THE EXTERIOR OF THEIR BID PACKAGE “ADDENDUM #1, #2 RECEIVED”*****

END OF ADDENDUM #2