



RFP# 2025-08
Demand Response Software and Consultant

ADDENDUM # 5
Date of Addendum: July 10th, 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 Wednesday July 23rd, 2025 by 3:00 PM (EDT).

ADDENDUM

The RFP is modified as set forth below:

REQUEST FOR CLARIFICATION/INFORMATION:

1. Is DBE involvement required for full points during scoring and evaluation?

Answer: No. DBE involvement is not required for full points when evaluating this RFP.

2. Does the agency's DBE goal of 1.24% apply to this procurement?

Answer: No. While a DBE goal of 1.24% is preferred, this is not a race conscious RFP.

3. What are the maximum number of vehicles in service at peak for both Rides2Wellness and Your Ride respectively?

Answer: The DR VOMs hover between 140-150 total between the 2 each month with it being approximately a 50/50 split.

4. Can MTA identify the number of zones in which this service would operate? (Zones can be described as any service sub-region where there are unique service rules or fares)

Answer: We need to determine if the microtransit service will be zoned or a first mile/last mile, or some hybrid model. This is part of the consultant scope.

5. What is the annual ridership for each service?

Answer: In FY2024, Your Ride had 323,697, RTW had 183,354.

6. What is the current PVH (Passenger per Vehicle Hour) for each service, and does MTA have a target with the new system?

Answer: Right now, the PVH is around 2. We don't have a target but would hope to see an improvement with better scheduling software.

7. Are vendors required to provide in-vehicle tablet hardware, or will this tech be procured by MTA separate from this procurement?

Answer: In vehicle tablet hardware will be provided by MTA.

8. If an eligibility platform is required as part of the scope, can you provide the average number of applications and renewals MTA received annually?

Answer: An eligibility platform is required as part of the scope of work. The statistics for applications and renewals will be shared with the awardee.

9. Is an IVR system included in the scope of this RFP and should be priced in?

Answer: Yes.

10. Can a supplier provide a supplemental pricing sheet in addition to Attachment A to clarify what is included in the price?

Answer: Attachment A is a requirement of the RFP. A supplier may also chose to include a supplement to Attachment A.

11. For the AI customer service interface to schedule trips, what volume or percentage of annual trips would you expect to use the AI platform for?

Answer: We anticipate that the AI customer service interface will handle approximately **85–95%** of our annual trip bookings once fully implemented. This estimate reflects our goal of automating standard and repeatable booking tasks currently managed by human agents. A small percentage (5–15%) of more complex or exception-based trips may still require human, particularly in the early phases of deployment. Over time, as the AI platform matures and learns from historical booking data, we expect its handling capacity to increase further.

12. Is driver and incident management included in the scope of this RFP and should be included in the price?

Answer: Yes, our understanding is that both driver and incident management are within the scope of this RFP. Therefore, we will include these capabilities in our proposed solution and reflect the associated costs in our pricing..

13. Can MTA share the evaluation criteria for this RFP?

Answer: Yes. This RFP and the evaluations are subject to the Freedom of Information Act. Once a FOIA request is made, the evaluations can be sent to the requestor.

14. “Integrate fare payment function with Genfare, MTA’s fare payment vendor or provide a fare payment solution.” What level of integration is expected with Genfare? Also, should this be priced, or is MTA just looking for the capability to integrate in the future?

Answer: A full functional integration with Genfare is expected as part of this RFP. The integration would involve real-time fare validation, data exchange, and compatibility with Genfare’s APIs. Include this integration effort in our technical scope and pricing.

15. What types of services does MTA provide besides Demand Response?

Answer: MTA provides fixed route services including our primary, regional and peak routes outside of our demand response services.

16. Does MTA receive trips from a third party?

Answer: MTA has partners who schedule trips on behalf of their clients through use of an online partner portal.

17. Are you planning to operate the microtransit service with internal MTA staff or are you considering a contractor to operate the service?

Answer: The idea is for the consultant to come up with a plan that can be implemented and a 6 month pilot ran as a test. From there, MTA would refine and begin implementing the finalized plan.

18. Is MTA planning for the consultant team's microtransit plan to serve as the basis for a service that you will ultimately refine and put into service, or do you foresee the need for the team to assist you in the implementation?

Answer: See answer to previous question.

19. Would you consider increasing the page limit for this submission?

Answer: No. Please abide by the page limit on the RFP documentation.

20. Does electronic submission require wet signatures, or will a digital signature be accepted?

Answer: Digital signatures will be accepted.

21. On page 36 of the RFP, under the bond requirement section, it states: "THE FOLLOWING BONDING REQUIREMENTS SHALL BE ENFORCED FOR CONSTRUCTION OR FACILITY IMPROVEMENT CONTRACTS AND SUBCONTRACTS EXCEEDING \$100,000.00." Could you please confirm whether the bid guarantee of 5% applies to this procurement or for construction projects only?

Answer: There is not bonding requirement for this RFP.

*****PROPOSAL SUBMITTORS MUST INDICATE ON THE EXTERIOR OF THEIR PROPOSAL PACKAGE "ADDENDUM #1, ADDENDUM #2, ADDENDUM #3, ADDENDUM #4, ADDENDUM #5, RECEIVED"*****

END OF ADDENDUM #5