

February 11, 2019

To: All Prospective Proposers

Re: Addendum No. 2
RFP GD 19-04
Connect Paratransit – Mobility Providers

Please note the following to this RFP.

1. Question

Is there an option to integrate technology with Dayton RTA so that trips are preauthorized? For example by integrating into Trapeze or via manual batch file?

Response

No, this integration does not currently exist. However, if GoRide is awarded for services, we could review the option of a mutual agreement to acquire this type of integration technology.

2. Question

Can prescheduled and recurring trips be booked via integration or manual batch file instead of calling our call center?

Response

No, this integration does not currently exist. However, if GoRide is awarded for services, we could review the option of a mutual agreement to acquire this type of integration technology.

3. Question

If we are chosen for both RFP's will there be a way to differentiate between which rides falls under each RFP? There are different reporting and service standards for the two, so we want to make sure we would know which to abide by for each ride.

Response

Yes, we will be able to differentiate in order to accommodate the reporting and service standards.

Greater Dayton Regional Transit Authority

4. Question

Will GDRTA be responsible for prescreening whether trips take place in the service area and indicate when a trip is not?

Response

GDRTA will be responsible for prescreening paratransit trips only. On-Demand trips will be prescreened and scheduled by the customer's provider of choice, not GDRTA. The choice provider also has the ability to set up with the customer reoccurring trips, for On-Demand services only.

5. Question

Will GDRTA be collecting the \$2 payment via Lyft accounts directly? If the customer is using Lyft, those funds will be withdrawn from their established method of payment within their personal Lyft payments account.

Response

These funds go to Lyft, not GDRTA.

6. Question

Are providers expected to accept cash payments on behalf of GDRTA?

Response

Yes, but only for subscription and casual paratransit trips.

7. Question

Will GDRTA be responsible for screening the eligibility or the riders (age, other GDRTA eligibility criteria)?

Response

Yes, but only under the paratransit program. GDRTA is the sole point of contact for all paratransit requested trips.

8. Question

Are drivers allowed to receive the rider's full name if our system is secure (HIPAA compliant) and can handle sensitive data?

Response

Yes.

Proposals are due no later than 2:00 p.m. on February 15, 2019.

This Addendum No. 2 shall become a part of the contract document and scope of work and shall be taken into consideration when preparing your proposal; you are hereby notified accordingly.

Sincerely,

Deborah Howard

Deborah Howard
Director of Procurement