



CHEROKEE COUNTY BOARD OF COMMISSIONERS
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ADDENDUM #1

Solicitation Number: 2023-027
Solicitation Name: Micro-Transit for Cherokee County Area Transportation System
Addendum Release Date: June 12, 2023

Prime Bidders/Proposers acknowledge the receipt of this Addendum by inserting the number and date in the appropriate position on the Proposal Form. Failure to do so may subject the Bidder/Proposer to disqualification. This Addendum is a part of the Contract Documents. It modifies them as follows:

1. Change in Schedule

Bids/Proposals Due*	June 26 ,2023 at 10:00 AM
Short List	July 5, 2023
Interviews/ Presentations*	July 12, 2023
Anticipated award Date	August 1, 2023

2. Questions and Answers:

Question 1

How many vehicles will be allocated for the pilot?

Answer: The County will allocate (2) two buses for the pilot.

Question 2

Will paratransit services continue within the pilot zones or will there be a commingling aspect to this pilot?

Answer: Yes, this will be part of the Micro-Transit.

Question 3

What is the annual ridership on routes 1 and 2?

Answer: The annual ridership for routes 1 and 2 are 10,108.

Question 4

Is CAT open to door-to-door micro transit service or does CAT prefer a service that is to/from the existing bus stops?

Answer: The county would like the following options:

- A. The customer picks up at residents and taken to a specific location (door to door).**
- B. A group bus stop.**
- C. Virtual stops, where the app will direct the customer on where the driver will pick them up.**

Question 5

What software platform do you currently use for the County-wide demand response service?

Answer: The County currently uses CTS software (Tripmaster).

Question 6

Does CAT contract with a 3rd party operator?

Answer: The County is not contracted with a 3rd party operator.

Question 7

How many drivers, call center staff, and internal admin staff will support this pilot?

Answer: The pilot will consist of 2 drivers, 1 dispatcher, and 4 office staff.

Question 8

Is this feature referring to The Cherokee county-wide demand response service? "Intake of trip details to facilitate booking a two-leg trip with an origin in the on-demand area and destination in the micro-transit area, including coordination with an on-demand technology provider that would submit

trip details on behalf of passengers “micro-transit area, including coordination with an on-demand technology provider that would submit trip details on behalf of passengers”

Answer: The county needs the ability to move trips between the Demand Response Software and the Micro-Transit Software. Also, the county requires the ability to manually enter a trip from the Demand Response Software on behalf of the customer during the pilot program.

Question 9

To clarify, will the awarded vendor need to supply all tablets, mobile data plans and mounting hardware or does CAT intend to use the Samsung galaxy tablets already installed? How many devices need to be supplied and will the vendor need to provide installation?

Answer: CATS will provide all supplies for tablets, mobile data plans, and mounting hardware for the vehicles

Question 10

What year and version are the Samsung tablets which are currently installed on the vehicles?

Answer: Samsung Galaxy Tab A7 lite 2021 are the current tablets installed in CATS vehicles.

Question 11

The RFP asked “2. Does your system allow different funding sources?” Can you clarify what funding sources you are referring to?

Answer: The County has several organizations who are invoiced at the end of the month instead of at the time of service. The county must have the capability to zero those fares out.

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Question 12

Is there a DBE goal for this project?

Answer: This is currently being evaluated and will be determined at a later date.

Question 13

Is there a target “go live” date for this project?

Answer: The County’s go live target date is October 1, 2023

Question 14

Does Cherokee County require onsite training?

Answer: Onsite training must be including in your proposals.

Question 15

On page 4 of the RFP under Evaluation Criteria you indicated that 10% of the evaluation criteria would be based on “Logical Layout and Intuitive Format”. Can the County elaborate on what is meant by this? Is this in regards to the proposal layout or intuitive user interfaces on the applications? If this evaluation criteria is in regards to the proposal format, can the County please provide a format that bidders should follow?

Answer: This refers to the ease of use by the customers, the county wants software that is easy to use with little to no training.

Question 16

Can we request at least two weeks extension to the proposal submission deadline?

Answer: The County provided the updated Schedule below:

Bids/Proposals Due*	June 26, 2026 at 10:00 AM
Short List	July 5, 2023
Interviews/Presentations*	July 12,2023
Anticipated Award Date	August 1, 2023

Question 17

Can Cherokee County clarify that the scope only includes software for a micro transit service to replace the two (2) fixed routes mentioned in the RFP - i.e., it does not include additional demand response vehicles and services provided by CATS?

Answer: To replace the 2 fixed routes.

Question 18

Can Cherokee County clarify how many vehicles are expected to be used for the micro transit service?

Answer: The County will allocate (2) two buses for the pilot.

Question 19

Can Cherokee County clarify the type of vehicles that are expected to be used for the micro transit service?

Answer: CATS uses the Ford E3 Cutaway buses.

Question 20

Can Cherokee County clarify that all vehicles and operators will be provided by CATS and that each vehicle currently comes equipped with a Samsung Galaxy tablet?

Answer: Yes, this will all be provided by CATS.

Question 21

Can Cherokee County provide the model, year, and any specifications for the existing Samsung tablets?

Answer: Samsung Galaxy Tab A7 lite 2021 are the current tablets installed in CATS vehicles.

Question 22

The RFP states that the vendor's proposals should include cellular data services. However, since CATS appears to already own Samsung Galaxy tablets, is this requirement necessary?

Answer: Cellular data services is not a requirement.

Question 23

Can CATS provide an estimated number of drivers and back-office users (reservations, scheduling/dispatch, and admin) that will require access to the solution?

Answer: The estimated number is 7.

Question 24

Can Cherokee County clarify that the scope only includes software for a micro transit service to replace the two (2) fixed routes mentioned in the RFP - i.e., it does not include additional demand response vehicles and services provided by CATS?

Answer: To replace the 2 fixed routes.

Question 25

Can Cherokee County clarify how many vehicles are expected to be used for the micro transit service?

Answer: CATS uses the Ford E3 Cutaway buses.

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Can Cherokee County clarify the type of vehicles that are expected to be used for the micro transit service?

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Can Cherokee County clarify that all vehicles and operators will be provided by CATS and that each vehicle currently comes equipped with a Samsung Galaxy tablet?

Answer: Yes, this will all be provided by CATS.

Question 28

Can Cherokee County provide the model, year, and any specifications for the existing Samsung tablets?

Answer: Samsung Galaxy Tab A7 lite 2021 are the current tablets installed in CATS vehicles.

Additional specifications are:

8.7" WXGA+ Display TFT
MediaTek MT8768N Octa Core Processor
Long-Lasting Fast-Charging Battery
Expandable memory up to 1 TB
Lightweight, metal design

Android 11.0 operating system

Processor MediaTek MT8768N
MediaTek MT8768T

Processor speed Octa Core (4x2.3GHz + 4x1.8GHz)

External memory MicroSD up to 1TB

Battery capacity 5,100mAh

Network connectivity 802.11 a/b/g/n/ac 2.4G + 5GHz

Bluetooth v5.0

Question 29

The RFP states that cellular data services should be included in vendor's proposals. However, since CATS appears to already own Samsung Galaxy tablets, is this requirement necessary?

Answer: No, this is not a requirement.

Question 30

Can CATS provide an estimated number of drivers and back-office users (reservations, scheduling/dispatch, and admin) that will require access to the solution?

Answer: The estimated number is 7.

Question 31

Will CATS please address the number of vehicles that will be used specifically for the micro transit pilot?

Answer: The County will allocate (2) two buses for the pilot.

Question 32

Does CATS intent to charge a fare for the micro transit service? If so, will this be a flat rate or a calculate rate based on the ride information (miles, hours, LOS, etc)?

Answer: Yes, it will \$2.00 for 0-5 miles one flat rate, and anything 6+ will be additional dollar.

Question 33

CATS addressed that in-vehicle hardware consist of Samsung devices. Are additional devices needed for this project? If so, does CATS plan to purchase these devices and data plan or does CATS desire the vendor to purchase and supply these devices and data plan?

Answer: No additional devices are needed for this project.

Question 34

How many vehicles are anticipated to be used for the micro transit service?

Answer: The County will allocate (2) two buses for the pilot.

Question 35

What are the anticipated service days and hours for the micro transit service?

Answer: The days are Monday-Friday and the times are 8AM-4PM.

Question 36

What software does the county use for the complementary paratransit service and the countywide demand response service?

Answer: The County currently uses CTS software (Tripmaster).

Question 37

A. How is the micro transit system intended to interact with the complementary paratransit service or the countywide demand response service?

Answer: Paratransit will be merged into Micro-Transit as our fixed route would technically go away. Demand Response and micro transit would ultimately one day merge into micro transit.

B. Would the county be interested in one software platform to run all demand-response transit modes?

Answer: Yes, the county would be interest in one software platform to run all demand- response transit modes.

Question 38

Aside from Attachment A that shows the two fixed routes, does CATS have shapefiles, or map overlays (JSON Files) that identify the service area(s) specific to this Micro Transit pilot?

Answer: No, the county would like to see this as part of the proposals.

Question 39

“Ability for the app user to enter special requests of any type.” Can the County elaborate on this? What are some anticipated requests that users may enter?

Answer: The county wants the customer to have the ability to add special instructions such as gate codes or other information for the driver to see.

Question 40

Will the County allow respondents to submit additional/supplemental pricing materials in addition to filling out the provided pricing form?

Answer: The county will allow additional pricing materials as long as the vendor completes the required information on the pricing sheet.

Question 41

The RFP notes that it is Cherokee County’s intent that the response to this RFP will include a white label mobile application. Would the County be open to a “grey label” platform in which your users would download a common/shared app, but that as soon as riders would open the app in your service area it would be custom CAT branding like in a white-labeled app? We’ve found this one-app “grey label” approach offers the benefits of a white-label app with many other benefits of using a shared app.

Answer: The county will consider a grey label platform as long as it identifies Cherokee County Area Transportation and its provider area like the White label provides.

Question 42

If the intention is to use the tablets already installed in the vehicles, can the County please provide the specific model of the Samsung Galaxy tablets?

Answer: Samsung Galaxy Tab A7 lite 2021 are the current tablets installed in CATS vehicles.

Question 43

Would you prefer new hardware for driver view or do you want to continue to use the Samsung Galaxy Tablets?

Answer: CATS will continue to use Samsung galaxy tablets.

Question 44

Do you want to continue to use your current data plan or would you prefer to have data provided through vendor?

Answer: CATS will continue to use the current provider.

Question 45

How many trips are currently completed per week?

Answer: CATS completes around 265 trips a week.

Question 46

How many vehicles are used during peak hours?

Answer: CATS currently uses 2 vehicles for peak hours.

Question 47

Will any Counties other than Cherokee County be served?

Answer: CATS service will only cover Cherokee County, GA.

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