

## ADDENDUM 1

### DISPATCH SOFTWARE

RFP ISSUE DATE: April 14, 2025

ADDENDUM ISSUE DATE: May 16, 2025

#### **RFP SECTION 4.5 ADDENDUM**

Any corrections or changes to this RFP will be made by written addendum only, duly numbered, dated, issued, and posted on the Arrowhead Transit website. <https://arrowheadtransit.com/request-for-proposal-dispatch-software-upgrade-2025>

Any prior oral and other representations or clarifications by employees or representatives of Arrowhead Transit associated to this RFP are not binding or legally effective except as embodied in this RFP or a written addendum.

Should an addendum be posted on the website, the Vendor's proposal **shall illustrate that each addendum has been received and read.**



**Prepared by:**  
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1. Will this solution be for both fixed route and demand response? If only demand response how many vehicles will be equipped with the software?  
The solution will be for all services operated by Arrowhead Transit except the volunteer driver program.
2. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?  
Supplemental pricing material can be submitted along with the required pricing form.
3. What are your current expenditures for dispatch and scheduling software?  
Current expenditures are \$40,000 annually, but these are not comparable, as the solution is locally hosted, and Arrowhead is looking for a SaaS solution.
4. What is the budget for this project?  
The budget will be based on RFP responses and fair market value for the services offered.
5. What is the funding source for this project?  
The funding is provided by Minnesota State funds for rural transit technology. Funding awards can be found at <https://www.dot.state.mn.us/transit/selecion.html>
6. What are the funding deadlines/timelines for this project, i.e. when does the money need to be spent?  
See Table C of the RFP, the final acceptance date aligns with the grant funding requirements for implementation costs. Grant funding also allows for year one annual/ongoing costs.
7. Does Arrowhead have contact information for AT&T FirstNet to provide our account manager?  
Contact information will be provided to the awarded vendor.
8. Will your IVR need a cancel ride option? do you need floodgate messaging? will you require any additional languages other than English?  
The initial launch will not include these features, but we plan to incorporate these additional features in the near future, and therefore, we want the ability to incorporate all those features. The pricing submitted should include these additional features. Tentative additional languages would include Spanish, Hmong, Somali, and Russian.
9. Are you open to switching your credit card software? We integrate with MJM which offers direct credit card processing and insightful reporting data that can be used to make actionable decisions  
Arrowhead Transit would be amenable to exploring other Credit Card management software, based on internal integration requirements with our Fiscal software.
10. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?  
We obtained consulting assistance to develop the RFP through MnDOT OTAT, consultants will not be involved in selection of a vendor or deployment of software.
11. Since we will be training the trainers, how many of those are there?  
Initial training will include all dispatchers (12), 1 supervisor and 4-6 additional employees. Of those 4 will also be trained as a train-the-trainer.

12. Are there any interfaces required to external sources such as Medicare? If so, what other external source  
No interfaces to external sources are required at this moment. The system must be interoperable to allow for future integrations (costs to be negotiated at that time and are not part of this RFP).
13. What is the maximum number of paratransit vehicles at peak service on any given day?  
Arrowhead does not operate paratransit service; services are general public demand response and deviated fixed routes. All vehicles are ADA accessible.
14. What services does Arrowhead plan to offer in the future?  
Arrowhead is currently focused on a more efficient delivery of current services and options for our customers to access those services. We are currently not planning on adding any additional services outside of the current service levels. We do plan on offering additional access to services like web-based trip planning, a customer-facing app, additional fare payment options, and transfer options to other services.
15. What are your current Rides per Hour (RPH)?  
Rides per revenue hour is currently 3.24.
16. What is your current Operating Expense per trip?  
The Current Operating Expense per Trip system-wide average is \$28.32.
17. What is your average trips per day?  
On average, 1,826 trips per day were provided in 2024, with values varying by day and time of year.
18. Do you currently use caller id to be able to pull up client profiles when they call in to book a trip? If not, would you like to utilize this feature?  
No, and we do not desire to.
19. Do you work with any trip brokers? If not, would you be interested in being able to accept trips from brokers through an API integration?  
We do not now, but would like the ability to have this feature in the future (costs to be negotiated separately when Arrowhead is ready to deploy the features).
20. What does Arrowhead currently use to ensure safety of the riders and the drivers on the vehicles? Do you currently have cameras inside and outside of the vehicles to alert dispatch and drivers of safety concerns? Would you be interested in an integrated solution that can give dispatch a live feed of the interior of the vehicles and alert dispatch to unsafe driver behavior such as fatigued driving, distracted driving, unsafe driving distance, harsh brake, harsh turn, quick acceleration?  
We are not interested in this.
21. Does the scope of work include scheduling for all fixed route vehicles in addition to demand response ones? I only ask because the technical specifications only have one deviated fixed route requirement and seem to mainly focus on the demand response portion of your service.  
Almost all the requirements are for both the deviated route and the demand response feature. A deviated fixed route has a level of demand response built into it, as the route will deviate based on customer requests and deviation boundaries.

22. Could you please provide an editable version of Attachment D - Specifications Requirement form?

We have posted it on our website as a Word Document.

23. Would Arrowhead Transit consider managing the cellular data plans for the driver tablets using your existing provider? This typically allows agencies to bundle services into current contracts, leading to lower costs and simpler billing. Please confirm if the Agency is amenable to this arrangement. To provide clarification we require the use of our own cellular provider (AT&T FirstNet), as we have multiple systems built in partnership with AT&T FirstNet and would not want to separate our billing between multiple accounts or providers. Arrowhead will provide sim cards and manage any cellular costs with AT&T FirstNet. Vendors software must be capable of supporting the connection between the tablets and the service via the AT&T network.

24. Given on the Passenger Experience Level - Utilizing a single customer facing application for requesting demand response/paratransit rides - and the same application including accurate GTFS-RT data for fixed routes, thereby allowing for precision in trip planning –

Correct, including accurate GTFS-RT for deviated fixed route passengers with the ability to request deviations from the app.

25. On the Bus Operations Level - Would you consider a solution platform set by which your dispatchers can locate ALL vehicles on the same dispatch screen, yet utilize different tailored methods for dispatching vehicles - depending whether the trips are on a fixed route bus, or on a van or cutaway vehicle?

Any solution deployed would allow for dispatchers to see all vehicles on the same screen/tab (Dispatchers should not have to open different tabs for different service areas), with the ability to filter by service and location. Software must have customizable optimization settings by service type. Vehicles are not assigned to specific modes and can be used on any service.

26. Could you provide a description of your target demographic for this service?

As a public transit provider, we do not have a target demographic. The intent is to provide access to all.

27. What is Arrowhead Transit's current budget (first year and/or total 6 years) for this service?

See Question 4.

28. What is the exact makeup of the operations team we will need to train (e.g. how many operators, administrators, and call center staff)?

See Question 11.

29. Does Arrowhead Transit expect to need any marketing support for the planned or future services? If so, please outline expectations for support needed and where these should be captured in the pricing schedule.

No support is needed.

30. Arrowhead states that "In 2023 Arrowhead Transit averaged 1,900 rides per day", can Arrowhead please provide:

1. 2024 annual ridership totals?

500,832 unlinked trips in 2024

2. A breakdown of how 2023 average ridership and/or the 2024 annual ridership was split between each mode respectively (dial-a-ride, commuter routes, daily scheduled routes, non-emergency medical transportation, and the volunteer driver program)  
[Arrowhead provided 216,655 trips on the Demand Response services and 284,177 trips on the Deviated Route Service.](#)
31. Arrowhead states that “It is Arrowhead’s desire that the CAD/AVL software supplier also supply cellular service.”, however also states that existing tablets will be used that already have Verizon. Can you please clarify whether the expectation is simply for the chosen vendor to purchase new Verizon sim cards?  
[See Question 23.](#)
32. Can Arrowhead please clarify the difference between interviews & vendor demonstrations as noted in the RFP process in table C? What will occur in the interview stage that is different from the presentation/demonstration?  
[They would be one in the same. We would ask clarifying questions on the RFP submitted and provide current system data to see how the proposed system would perform with our route and trip information.](#)
33. Can Arrowhead please provide more detail & clarity on the evaluation criteria in table D of the proposal? Specifically,
  1. How will “best price” be evaluated? Based on the lowest price gets full points or some other formula?  
[We will compare the price with the service offered in a de facto cost/benefit model and compare it with market standards.](#)
  2. What is actually being evaluated in terms of “Documents Submitted by Vendor”? Is this simply the completeness of all submitted documents or some other measure of quality?  
[Both completeness and applicability/quality of the information provided.](#)
34. Table A suggests the selected software must integrate with “Square” for payment processing. Alternative payment processing solutions exist that are already integrated (e.g., Stripe) and could handle all digital credit/debit card payments along with other unique capabilities, and we understand Square focuses more on Point-of-Sale (POS) physical system solutions.
  1. Could Arrowhead please provide more information on what the intended use cases / outcomes of an integration with Square would be?  
[Square is our current credit/debit card payment management system and would be utilized to process online and app-based payment management service.](#)
  2. Can Arrowhead please clarify if it would be open to alternative payment processing providers already integrated with the proposed solution, which would be offered at no additional cost to Arrowhead?  
[See Question 9.](#)
35. Can Arrowhead please provide more detail about its deviated route services and how these are currently managed / delivered? For example are vehicles dedicated to deviated routes or could they also serve dial-a-ride zones or other modes?

All of our vehicles can be used for any of the services. We have no vehicles firmly dedicated to one service or another. Our deviated fixed routes operate along a fixed corridor and will deviate up to ¾ mile from that corridor based on customer requests.

36. What is the main challenge that you are facing with your current 'Route Match' system?  
RouteMatch does not currently offer the features or scalability we are looking for in a total solution dispatch and customer management package.
37. Is there an expected budgeted amount for this project?  
See Questions 4 and 5.
38. Can Arrowhead Transit clarify which requirements from Attachment D apply to which modes of transit?  
See Question 21.
39. To prepare a comprehensive proposal, we would request the agency to increase the proposal page limit from 25 to 50 pages.  
The proposal page limit shall be 25 pages, see section 5.1 of the RFP for items not included in the page count.
40. Does the agency have a target Productivity (Passengers per Vehicle Hour) for this program?  
No.
41. As Arrowhead Transit is estimating a 5% growth in ridership per year with similar increases in vehicle revenue miles, can the agency provide an implementation schedule regarding the number of vehicles and/or zones that will be added to the service for the duration of the contract?  
Ridership growth is anticipated, without service being added. Ridership has yet to plateau or reach pre-pandemic levels.
42. Can the agency share any details about what system is currently used for fare collection?  
Vault-style non-electronic registering fareboxes. See <https://arrowheadtransit.com/about-us/purchase-tickets/> for fares, passes, tickets, and how they can be paid for.
43. Can the bidder attach a separate pricing sheet (showing the breakdown of itemized costs) along with the one provided in the RFP?  
See Question 2.
44. Attachment D – Specifications Requirement Form, Page 4 of 8, Item 2 states, "Customizable scheduling - Ability to create, customize, and manage breaks (and break locations), out- of-service time, pickup windows, blocking, door-side pickup, group scheduling/group management, run freezing, ride locking/linking, bus anchoring/tethering, etc." Can the agency elaborate what is meant by ride locking/linking, bus anchoring/tethering?  
Locking/linking refers to locking passengers into a specific pick-up/drop-off order, where needed on specific runs each day. Strike Bus anchoring/tethering from Attachment D, Page 4, Item 2
45. Attachment D – Specifications Requirement Form, Page 8 of 8, Item 3 states, "Third Party Payee-The application must be capable of capturing Medicare, Medicaid, and other third-party payee information." Can the agency elaborate what kind of information is exchanged and how frequently?

Arrowhead does not currently capture this information but would like the ability to do so in the future (costs to be negotiated at that time and are not part of this RFP).

46. Is the agency open to possible modifications of current deviated fixed routes to improve overall service? Maintaining the spirit of the service but managing in a different way.

Deviated fixed routes are to remain as they are operated.

47. Are you open to switching your credit card software?

See Question 9.

48. What is your projected budget for this project? Where is the funding coming from?

See Questions 4 and 5.

49. What are your current expenditures for dispatch and scheduling software?

See Question 3.

50. Why are you not satisfied with current software (RouteMatch)?

See Question 36.

51. Do you face any issues with Verizon as a cellular service provider? Do you have any insight into what provider delivers the best reception in your areas of service?

See Question 23.

52. What are you trying to accomplish with FILO? (First-in-Last-Out) optimization-customizable by passenger demographic (wheelchair, disabled, add-on, or multiple metrics)

FILO allows for structured passenger management. FILO will be applied specifically to passengers with mobility devices. Arrowhead does not deboard passengers before their destination to allow for the deboarding (or boarding) of another passenger.

53. What is your current OTP rating?

Although it fluctuates from month to month, we typically fall within the 92% range.

54. How many vehicles in your fleet are fixed route? How many are demand response?

Arrowhead operates a deviated fixed route and demand response; vehicles are not assigned to specific modes and can be used on any service. There are 125 vehicles in the fleet. Our peak daily operation is 106 routes, and our vehicles operated in maximum service is 101.

55. What are the most common pick-up and drop-off locations for your passengers?

This varies based on the geographic area; in general, they are medical facilities, work locations, and shopping/social destinations.

56. What services does the agency plan to offer in the future?

See question 14.

57. Would Arrowhead be okay with a portion of the contract being subcontracted to another vendor? One vendor would likely handle the demand response portion, and another would handle the deviated fixed route.

No, we want a single platform to manage demand response and the deviated fixed route.

58. Would Arrowhead be ok if we responded to the demand response portion only?

See Question 57.