



Community Services, Inc. RFP #CSI0005 - Transit Scheduling Software Questions and Answers

Q. How many days should the bid be valid for?

A. The Offeror agrees that the bid/proposal pricing will remain valid for a period of not less than ninety (90) days from the date of submission.

Q. Will the bid opening be available remotely or in-person only?

A. Community Services, Inc. can do either at the request of the bidder.

Q. Do you have interview dates for short-listed vendors?

A. Interviews (if needed): June 19, 2023 – June 23, 2023

Q. What is the anticipated award date?

A. August 1, 2023

Q. Does the price proposal need to be in a separate document from the technical proposal?

A. No

Q. Also, may we submit our own price sheet as a supplement to the price sheet in the proposal?

A. Yes

Q. What are some of the biggest concerns seen with the current solution that you would change immediately if you could?

A. Hardware

Q. What is the budget for this project?

A. Not applicable

Q. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent?

A. No deadline/timeline

Q. Do the agencies provide any other types of service that may be used by the awarded solution?

A. No

Q. Do the agencies have an Interactive Voice Response (IVR) system currently? If so, who is the current IVR system with? What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish)?

A. Night before reminder with cancel option

Q. Is it an onsite server or hosted solution?

A. Third-party contractor

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Q. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

A. Only our funders

Q. How many in-office users will you have?

A. 5

Q. Do you want the chosen vendor to do all the driver training or are we training the trainers?

A. Training the trainers

Q. If training the trainers, how many of those are there?

A. 3

Q. What is the total number of Drivers to be trained?

A. 10 drivers

Q. How many of these are volunteers?

A. None

Q. How many depots do you have if more than 1?

A. Only one

Q. How many subcontractors do you work with?

A. None

Q. Will those subcontractors need go-live support on site?

A. N/A

Q. Are any private contractors/subcontractors used to provide trips?

A. No

Q. If yes, how are these contractors paid, by the trip or by the hour?

A. N/A

Q. Will (agency) allow proposers to provide a demo of the software before awarding the contract?

A. Yes

Q. What are expectations related to data conversion from the current system?

A. Community Services, Inc. would like rider profiles, driver profiles and subscriptions to be converted.

Q. Are there any interfaces required to external sources such as Medicare? No Medicaid?

A. No

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Q. If so, what other external source?

A. N/A

Q. Do you require any of the following: 834, 837/835, 270/271?

A. No

Q. Do you require signature capture?

A. No

Q. How many dispatchers do you have?

A. 3

Q. How many reservation agents do you have?

A. None

Q. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?

A. None

Q. Are the Drivers and/or Dispatchers represented by a Union?

A. No

Q. If so, which Union?

A. N/A

Q. What counties / service area do you encompass?

A. Navarro and Ellis County

Q. How many group trips does your agency currently provide per week?

A. We provide very few group trips.

Q. What percentage of all trips are group trips?

A. 5% a year

Q. What is the maximum number of paratransit vehicles and fixed route or other vehicles at peak service on any given day?

A. 10 vehicles

Q. Do you have any vehicles that are used for fixed route?

A. No, we provide demand response for the Rural and Urban areas.

Q. Deviated Fixed Route?

A. No

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Q. What are the current Rides per Hour (RPH)?

A. It varies, in 2022 it was 3.71 passengers per revenue hour.

Q. What is your average number of trips per day?

A. 80-100 trips a day

Q. What is the weekly average number of declined trips?

A. About 10

Q. What is the average number of one-way trips provided?

A. 36

Q. Do the agencies provide subscription trips (standing orders)?

A. Yes

Q. If so, what percentage of trips are subscription trips?

A. 80 %

Q. What is the current size of your client population?

A. 46

Q. What is the peak number of calls handled per hour?

A. 20

Q. If Driver tablets and mounts are requested as part of the bid. Will your agency install them?

A. No, Community Services, Inc. doesn't have a mechanic.

Q. What are the minimum insurance requirements?

A. Offer should follow the state minimum requirements.

Q. Is the agency branded upgrade for mobile app optional?

A. Yes

Q. It is unclear from various references to hardware within the RFP whether you will require bidders to supply – other than cloud-based infrastructure – any other IT infrastructure resources necessary for the transit system to implement the proposed technology solution, such as Workstations, Telecommunication equipment or Other infrastructure As Well, the RFP states “Hardware – Contractor should provide all the Mobile Data Terminal Hardware necessary for the use of the software at no charge to the agency. But RFP also states they have Samsung galaxy tablets and s/w must be compatible. Please clarify expectations regarding hardware.

A. The drivers currently have handheld tablets that are outdated and needs to be upgraded. After researching our options, it would be best for the contractor to provide all the Mobile Data Terminal Hardware necessary for the use of the software at no charge to the agency.

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Q. Will CSI please address the number of vehicles in your fleet?

A. 16 total

Q. How many active vehicles are used daily, on average?

A. 10 on average

Q. Will CSI please address the number of office staff that will need access to the software?

A. 5 office staff

Q. Will CSI accept the vendors detailed cost proposal in addition to the "Pricing Schedule" form provided in the RFP for additional clarification?

A. Yes, please.

Q. Does CSI work with any Medicaid trip brokers in the state such as MTM, A2C, Saferide, ModivCare, etc.

A. Saferide purchases bus passes monthly for two of our clients.

Q. Does CSI desire to have vendors propose tablets with their bid or is the expectation that CSI will purchase tablets and data plans from their local cellular provider if the vendor does not need to supply their own devices.

A. CSI would like the vendor to propose tablets with their bids if possible.

Q. Will CSI consider an extension to the due date?

A. Only if no proposals are received will we extend the due date.