

Questions:

1. As part of our ongoing commitment to environmental sustainability, would you consider accepting our proposal in a digital format via email, rather than a traditional printed copy.

Reason we do not do submission by email are below per SDDOT:

- Email not received
 - The message may get caught in a spam filter, quarantined, or blocked by the agency's email server.
 - Large attachments can exceed mailbox size limits, causing delivery failure.
- Wrong email address or formatting
 - A small typo in the submission email address can result in the proposal never arriving.
 - Some agencies require a specific subject line or file naming convention — missing these can result in rejection.
- Late timestamp
 - The time an email is received (not sent) determines timeliness. If it arrives even one minute after the deadline, it can be deemed non-responsive.
- File corruption or incompatibility
 - Attachments may become corrupted during transfer or unreadable due to incompatible software versions.
- Incomplete transmission
 - Large files may time out mid-transfer, leaving the submission incomplete or missing attachments.

2. Would electronic signatures be acceptable on the required forms, section 1.5.4 asks for signature in ink, Could PT also please clarify which form/page requires the signature?

Just a follow up question prior to my response: Section 1.5.4 the RFP does require the proposal to be signed in ink. There isn't a specific form included in the RFP, just that the proposal you provide needs to be signed in ink. Does this address your question?

Required forms also include Certifications and Clauses that need to be signed.

Questions:

1. Can People's Transit please clarify how many vehicles are on the road at once during peak service hours for its demand response services? That is, how many VOMS should vendors expect to be powering at once during peak service?

We generally have 9 cutaways running in the city limits on a demand response basis. We also can have up to four vehicles going to different locations in the state for NEMT transportation.

2. Can People's Transit please confirm whether it wants the costs of the following features / functionalities included in vendors' core pricing proposal: Option costs, licensing fees, and annual fees included or noted as unavailable.

- a. Eligibility management fees
- b. Multi- and / or intermodal service fees
- c. AI IVR voice features fees
- d. Ticketing fees
- e. TNC trip brokering fees
- f. Mapping fees
- g. Google speeds / Real-time speeds fees
- h. SMS / Messaging fees

3. We respectfully request that People's Transit permit vendors to submit their bids electronically, by email, portal, or other electronic means.

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4. Will People's Transit accept verified digital signatures (e.g., DocuSign) on proposal materials / forms / etc.

As per the RFP, all signatures must be signed in ink.

Questions

1. Will PT please address the number of vehicles in the fleet and the number of vehicles that are used on the road, each day, on average? In town: 9 cutaways. Out of town: up to 4 vans providing NEMT transportation to different communities.
2. Will PT please address the total number of office staff needing access to the software? 6
3. Does PT desire to have the Rider Web App white labeled as part of the core solution/pricing or listed as optional? Option costs, licensing fees, and annual fees included or noted as unavailable.
4. Will PT please address the total number of monthly trips currently being scheduled? 7,000+
5. Will PT please provide the five (5) year budget for this project? No
6. Will PT please explain the funding source for this project and if it applies to only startup cost, ongoing cost, or both? The funding source is Section 5339 Federal Funding. We have to apply for this funding annually as a subrecipient of the State of South Dakota Department of Transportation.
7. Will PT please address what the incumbent software is? Spare