



Responses to submitted questions for ERAs Senior Network Request for Proposals:
Scheduling Software # 2017-1 and Hardware # 2017-2.

1. How many end users will be requiring access to the software concurrently?

To be determined, please include fees associated with each type of end user in proposal.

2. How many vehicles will require mobile software for the MDT units?

To be determined, please refer to Equipment on page 13 of the RFP.

3. Is the intent of the project to provide all 150 volunteer drivers with a MDT/tablet?

No. Please refer to Mobile Data Terminals (MDTs) on page 13 of the RFP.

4. Should vendors provide MDT hardware, MDT mounts and MDT installations as optional pricing on the vendors itemized detailed sheet?

To be determined, please provide separate itemized pricing sheet and refer to Equipment on page 13 of the RFP.

5. Should vendors include pricing for the MDT cellular data plans?

Yes, along with the requested information under Communications on page 13 of the RFP.

6. Can vendors expand or provide more details on the Appendix E pricing sheet?

Please complete Appendix E of the RFP. Additional itemized pricing sheets in preferred format are appreciated.

7. Will dispatching and scheduling be done from one location?

Yes. It is our vision that dispatching and scheduling will be done from one location through one phone number and access to one web portal.

8. Will training be needed in more than one location?

Please refer to Training on pages 18-19 of the RFP.

9. When calls come in, will they be funneled into one location?

Yes. It is our vision that dispatching and scheduling will be done from one location through one phone number and access to one web portal.



10. On page 6 of the RFP, "the option of an interface with government eligibility management system" can you provide more information on what this system entails and what you need from the new software? (Is there a third party involved that the vendors should be aware of?)

Our vision is to have the capability to interface with the Aging and Disability Resource Center (ADRC) of Waukesha County.

11. Can ERAs share their anticipated budget for this project?

The budget is not available. ERAs may award a contract on the basis of initial offers received, without interviews or negotiations, therefore each initial price proposal should contain the Proposers best terms and conditions. Include ongoing annual maintenance of Hardware/Software for a 3-5 year period as referenced on page 18 of the RFP.

12. How do you intend for your drivers to receive trips? (vendor web portal, like your current platform)?

Functionality should include telephone (SMS and call), web portal, MDTs and reports.

13. On page 17 of the RFP, "interface with external systems" can you provide a list of those systems?

Under System Testing and Acceptance on pages 16-17 of the RFP, "interfaces with external systems" means that we see the system having the ability to interface with external systems which includes but is not limited to: NewOrg, Microsoft Office 7, Cabmate, MediRoutes, Mediware.

14. Will this system include trip booking ability? (Will all trip requests be confirmed/denied by ERAs and this new scheduling software system?)

Please include functionality in describing how system addresses trip booking ability in your proposal.

15. Is ERAs seeking pricing and information on rider communication features? (i.e. customer web portal, trip booking application, notification call-out, etc.)

Yes. Please include pricing information and refer to Scheduling and Reservations on page 6 of the RFP.

16. Can ERAs Senior Network please provide answers before November 24th? If not, will you please provide an extension after the answers are released to allow for a thoughtful, customized response that includes information provided from the Q&A period. Presently there is a very small window due to shipping timelines.

No. Responses to submitted questions will be posted to the FARN website on or before November 24, 2017.



17. How do we get trips to the volunteers at this time?

Currently, ERAs volunteer drivers can select which trip requests they would like to complete through our agency's web portal.

18. As per Page 17 - system testing and acceptance – can you provide what acceptance criteria you will be using to evaluate for acceptance testing?

Please refer to System Testing and Acceptance on pages 16-17 of the RFP.

19. To confirm, ERAs does not own/operate their own vehicles?

Not at this time (2017). We envision purchasing a vehicle in 2018 to be used with the system.

20. In your evaluation criteria you mention compatibility with existing hardware. What existing hardware is in place that will require compatibility?

Desktop and laptop personal computers.

21. What is the current system ERAs is using?

NewOrg.

22. How many ERAs volunteers operate each day and do they have their own vehicles?

On average, 100 ERAs volunteer drivers operate per month and utilize their own vehicles.

23. Can we provide a breakdown of trips per day each provider completes?

We are unable to provide a complete breakdown of trips per day each provider completes. ERAs volunteer driver program provides an average of 30 rides per day.

24. How many trips will ERAs be sending out per day?

We estimate sending out between 30 - 45 rides per day, per community (2) in the initial phase.

25. Will volunteer drivers have MDT's in their vehicles and will ERAs be purchasing the MDT's or will the vendor provide?

No. Please refer to Mobile Data Terminals (MDTs) on page 13 of the RFP. Our vision is for volunteer drivers to access ride requests from their own mobile devices.

26. Will providers have MDT's in their vehicles? If so, who will be responsible for the purchase?

The vision is to have MDT's in provider vehicles. MDT's may include smart phones owned by volunteers, devices owned by ERAs and devices owned by transportation providers.



27. If vendors are supplying the MDT's are they also responsible for the data plans? If so, for what period?

Please provide pricing for vendor-supplied MDTs and data plans in proposal.

28. Should vendors include costs for installation of the MDTs/tablets in the vehicles, or will ERAs Senior Network perform this task with guidance from the Vendor? If installation pricing is to be included:

- i. Are fixed mount and fixed power connections required for the tablets in the vehicles, or is a portable mounting solution preferred?**
- ii. What is the minimum and maximum number of vehicles available for installations per day?**
- iii. What is the location where installations will take place?**
- iv. During what hours will the vehicles be available for installations (i.e. weekdays or evenings/weekends)?**

Please refer to Mobile Data Terminals (MDTs) on page 13 of the RFP.

29. What is the total number of individuals that vendors must train and what are their roles?

We estimate training at least two call center operators, three ERAs staff, and between 4 - 10 transportation provider staff members.

30. Who will be responsible for training the providers and volunteers? Will vendors be required to provide training documentation, if so, how many?

Please refer to Training on pages 18-19 of the RFP.

31. How many dispatch centers will training be required for?

One. Please refer to Training on pages 18-19 of the RFP.

32. How many workstations will ERAs Senior Network have? How many hard copies of the manuals will you require?

Please refer to Training Documentation, Manuals and Equipment on page 19 of the RFP.

33. How many concurrent users will be accessing the software? What functions would you like to see on each screen at each workstation?

We estimate between 5 - 10 concurrent users. Please specify the options available for functions on user screens in proposal.



34. Does ERAs require medical provider location import?

Our vision is for medical provider locations to have the capability to schedule rides through the One Call - One Click system.

35. Do we require eligibility import?

Yes.

36. Can you provide a sample of all eligibility imports required? For example. 270/271.

As this is a new system, we do not have current reports. Please specify functionality in proposal.

37. Do we require client trip import from the hospital systems?

Our vision is for healthcare facilities to have the capability to schedule rides for their patients by interfacing with the One Call - One Click system.

38. For Waukesha County and the extended area, do we require polygons?

Yes. Refer to GIS on page 14 of the RFP.

39. How do you submit billing to your funders?

As this is a new system, we do not currently have a process. Please specify options in proposal.

40. How many funding sources does ERAs Senior Network have? Please specify each funding source.

ERAs has funding from: United Way of Greater Milwaukee & Waukesha County, FTA Section 5310, Aging and Disability Resource Center of Waukesha County, community and private foundations, congregations, businesses, individuals and special events. Additional information can be found:

<http://eraswaukesha.org/wp-content/uploads/2016-Annual-Report-1.pdf>

41. Does ERAs need to submit automated billing to their funders such as 837/835?

No. Please provide options in detail along with associated fees in proposal.

42. Is ERAs open to an industry deployment best practice standpoint for rollout?

Yes, Proposers may include best practice standpoints in addition to requirements stated under Implementation and Installation on page 15 of the RFP.

43. How do providers get trips today?

Currently each transportation provider has a different method. Implementing the software would standardize the process.



44. Is ERAs looking for fixed route functionality? If yes, on page 16 of the RFP under Planning Tools, can you elaborate and provide examples of what is meant by "candidates who may benefit from fixed route travel training based on trip patterns compared to fixed route availability"?

No.

45. Will you require any specific reports that will require customization? If so, please list reports that are required so vendors can include that in pricing.

Yes, please refer to Standard Reports on page 7 as well as Additional Custom Reports on page 8 of the RFP.

46. What will be the process for getting data out of your current system, NewOrg and into your new system? How do you export data with NewOrg?

To be determined. Currently, we export data into CSV files. Please provide options for importing data in proposal.

47. Will you require data import from existing provider software?

Yes, existing provider software including but not limited to: Microsoft Office 7, Cabmate, MediRoutes, Mediware.

48. Will we require compatibility with existing software other than NewOrg?

Yes, we see the system having the ability to interface with external systems including but not limited to: Microsoft Office 7, Cabmate, MediRoutes, Mediware.

49. What software do other transportation providers use today?

Other transportation providers are using software including but not limited to: Microsoft Office 7, Cabmate, MediRoutes, Mediware.

50. Will we require data import from NewOrg?

Yes, please refer to Reporting on page 7 of the RFP.

51. Is the June 1, 2017 completion date being driven by anything?

It is driven by the vision of the Find-a-Ride Network.



52. In the evaluation criteria you mention warranty - what are ERAs Senior Network expectations for the warranty?

Please specify warranty options in your proposal and refer to Technical Support and Customer Service on page 18 of the RFP.

53. Can ERAs Senior Network please share what your overall anticipated budget is for this procurement? Does this budget include the ongoing annual maintenance of hardware/software for a three to five-year period?

The budget is not available. ERAs may award a contract on the basis of initial offers received, without interviews or negotiations, therefore each initial price proposal should contain the Proposers best terms and conditions. Include ongoing annual maintenance of Hardware/Software for a 3-5 year period as referenced on page 18 of the RFP.

54. In what area will transportation be provided by ERAs Senior Network's One Call - One Click program?

Waukesha County with the vision of expanding to the entirety of Southeastern Wisconsin.

55. Are current reservations being farmed out to available volunteer drivers?

Yes, with the vision to expand out to other transportation providers.

56. Who will be providing rides? i.e. volunteers, transportation partners, etc.

Our vision is to provide rides by ERAs volunteer drivers with the intent to collaborate with existing transportation providers in Southeastern Wisconsin.

57. Who will be making the reservations? i.e. passengers, hospitals/medical centers, etc.

The One Call - One Click Center.

58. How many drivers/tablets will be used simultaneously at any given time?

Unknown at this time. Estimated number by the end of the first year, 5-10.

59. Would you like optional pricing for tablets?

Yes. Please provide separate itemized pricing sheet and refer to Equipment on page 13 of the RFP.

60. Would you like optional pricing for mounts and cases?

Yes. Please provide separate itemized pricing sheet and refer to Equipment on page 13 of the RFP.



61. How many depots/vehicle storage facilities does ERAs operate?

None at this time.

62. Do you prefer a single ride or shared ride system? (single ride is more like a taxi service; shared ride will typically pick up more than 1 person along the route)

We see single ride and shared ride systems being necessary in the future.

63. Can we provide USB's with additional information for your consideration?

Yes.

64. Would you prefer a digital manual at each work station which can be updated as necessary rather than a hard copy manual?

Please refer to Training Documentation, Manuals and Equipment on page 19 of the RFP.

65. How would you like to integrate with the transportation providers?

Please describe integrating capabilities in proposal. Other transportation providers are using software including but not limited to: Microsoft Office 7, Cabmate, MediRoutes, Mediware.

66. What specific types of reporting tools will be required?

Please refer to Standard Reports on page 7 as well as Additional Custom Reports on page 8 of the RFP.

67. How will your volunteers/partners/subcontractors be paid? By trip, by mile or by hour?

Please describe functionality of how providers are paid in your proposal. Please refer to pages 8-9 of the RFP.

68. What days/hours will service be operated?

Our vision is Monday-Friday, 8:00am-5:00pm.

69. In your efforts, are you teaming up with any organization, whether regionally or nationally?

Yes.

70. Are you looking to have this program be available via mobile devices?

Yes.