

Counties:  
Brown  
Callahan  
Coleman  
Comanche  
Eastland



Erath  
Nolan  
Runnels  
Shackelford  
Stephens  
Rural Taylor

Central Texas Rural Transit District  
ITS Solution and Services  
Request For Proposal (RFP) #02012010  
Addendum B - Questions and Answers  
March 5, 2010

**Bidder's Conference Attendees:**

In person:

1. JR Salazar – General Manager, CTRTD – City and Rural Rides
2. Joe Guajardo – Assistant General Manager, CTRTD – City and Rural Rides
3. Jennifer Brudney – Operations Manager, CTRTD – City and Rural Rides
4. David Pantoja – Fleet Manager, CTRTD – City and Rural Rides
5. Chance Hogan – Administrative Assistant II, CTRTD – City and Rural Rides
6. Jacque Rosales – Bookkeeper, CTRTD – City and Rural Rides
7. Paul Martin – IT, CTRTD
8. David Corbin – Account Manager, Trapeze
9. Daniel Andriik – Project Manager, Ecolane
10. Russell Peables – Sales Representative, Texas Communications, Inc.
11. Lewis Bergman – Texas Communications, Inc.
12. Patrick Cheek – Sales Manager, RouteMatch Software
13. Tommy Hibdon – Sales Manager, StrataGen
14. Mary Loya – EPV Group

On phone conference:

1. Brent Freer – Mentor Engineering
2. Glenn Foster – Mentor Engineering
3. Jeri Gertz – Shah Software
4. J.R. Bussell – ComLink
5. Dale Kartushyn – RouteMatch
6. Alma Chavez – EPV Group

**1. In regards with the TEJAS system you are discussing, out of all trips that CTRTD receives from your subcontractors, will they need access to this software?**

**Response:** No, the subcontractors do not need access to the software. CTRTD should have the ability to send medical trip data from CTRTD system electronically to subcontractors through encrypted e-mail or secure ftp.

**2. How are subcontractors paid? (per client, per month)**

**Response:** After verifying trips completed, CTRTD reimburses contractors per trip on a weekly basis.

**3. You stated that the MT clients currently have to sign manifest when trips are performed. Will this still be required?**

**Response:** As of right now we believe MTP, through Health and Human Services Commission (HHSC), will still require signatures. However, CTRTD is in discussions of a possible electronic signature capability on the Mobile Data Units. This is stated in the RFP.

**4. In RFP you asked for costs, does this include server costs if a new server is required?**

**Response:** Most definitely, all costs for any portion of process, implementation, etc. need to be included.

**5. Is it fair to say that because this will be paid for by grant funds that other charges, fees, and costs may not be reimbursable at a later date?**

**Response:** Yes, there is no guarantee on funding in the future. It will be based on funding sources and options, along with our company's growth, and expansion.

**6. What is the current reconciliation process to and from subcontractors?**

**Response:** We currently receive trips from TEJAS system and fax to subcontractors two days in advance of trip. Then subcontractor provides transportation, documents and completes paperwork and sends a copy to CTRTD with invoice attached. This paperwork is

reviewed by CTRTD administration staff, verified, and audited. CTRTD then sends reimbursement payment for trips verified.

CTRTD is currently always running 7 -9 days behind on all reconciliations because of the delay. CTRTD is hoping that this software will help to stay on top of things better

**7. Considering the verification of other providers, is the ideal situation one that they have access to directly input data themselves, like with an API format?**

**Response:** Considering the reconciliation method described in Question #6, the vendor is encouraged to provide solutions to automatically upload all MTP trips from TEJAS into CTRTD's system and electronically provide trips to each subcontractor. The subcontractor's trips would not be scheduled by CTRTD system. Trips would be verified manually by CTRTD staff in system or could be electronically updated. CTRTD is trying to eliminate some of the paperwork.

TxDOT is currently looking at integrating systems but that will be in the future.

**8. What vehicles will the MDC units be placed in? (Subcontractors as well?)**

**Response:** The MDC units will only be placed in CTRTD vehicles. Some of the subcontractors already have theirs and CTRTD can only focus on their own fleet. Subcontractors handle internally.

**9. How many vehicles are we looking at?**

**Response:** There are currently 87 vehicles, but could be increased to 100 in the near future.

**10. Will we know firm # of MDC Units to be installed by deadline to make accurate quote?**

**Response:** 80 vehicles should be equipped with MDC units.

**11. What is the trip count total for yourself and subcontractor trips received from TEJAS per day?**

**Response:** The following is the number of trips for one week:

Total # of CTRTD trips in system for week of 2/22/10 to 2/27/10 (does not include subcontractors)

2/22/10 Monday	800
2/23/10 Tuesday	852
2/24/10 Wednesday	932
2/25/10 Thursday	870
2/26/10 Friday	858
2/27/10 Saturday	129

Total # of Medical Transportation trips per day from TEJAS including trips operated by CARR and subcontractors

2/22/10 Monday	222
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2/23/10 Tuesday	111
2/24/10 Wednesday	94
2/25/10 Thursday	94
2/26/10 Friday	86
2/27/10 Saturday	38

**12. How many trips per vehicle per day?**

**Response:** This figure will vary depending upon number of trips scheduled to a particular vehicle based upon distance of trips, days, etc.

Average based upon trips per day based upon Monday through Friday would be 4312/55 drivers equals 79.

**13. How many people will need to access software at one time during the day?**

**Response:** Up to 20 people will need to access to the software.

- 3 schedulers
- 5 dispatchers
- 2 Operations assistants
- 4 Administrative staff
- 6 Supervisors

**14. Will we be provided the number of users needed to get the licensing? How many drivers?**

**Response:** 20 users and 55 drivers.

**15. Will you provide us the telecommunication contact to discuss AVL and radio compatibility?**

**Response:** See below

Texas Communications  
Lewis Bergman  
4309 Maple St.  
Abilene, TX 79602-8099  
325-695-6962 x 1601  
[lbergman@texascom.com](mailto:lbergman@texascom.com)

**16. What cellular technology are you currently using?**

**Response:** CTRTD uses AT&T Wireless. Drivers have only calling capabilities but the supervisors have data packages including texting and emailing.

**17. Do you currently have any map data for us to utilize?**

**Response:** No. The map data should be provided by vendor as part of the solution.

**18. Where are we going to get information from? Will we have addresses to use for our demonstrations?**

**Response:** Yes, CTRTD will provide real addresses for demonstration. Data will be given out to the top 3 vendors to allow them to set up demonstrations. Refer to Procurement Schedule in Addendum A.

**19. Will the billing process be provided as well?**

**Response:** Yes. Refer to Addendum C

**20. We have seen issues in the past with other companies with accurate geo-coding. How can you base a decision on percentage of addresses geo-coded and ensure that software geo-coded them accurately? Just because it is geo-coded doesn't mean that it is accurate. The bogus addresses could also prohibit proper determination of accurate geo-coding. Will you physically go out and determine accuracy of each geo-code and could it be possible to use current addresses in our database to geo-code.**

**Response:** CTRTD is currently working with HHSC to determine what information we can release. Addendum D – Demo Criteria will be posted on March 12, 2010.

**21. Most use TIGERDATA; are you going to evaluate based on accuracy or just best fit? Is there a way to correct errors when found by drivers?**

**Response:** Addendum D – Demo Criteria will be posted on March 12, 2010.

**22. With regards to that, how will you evaluate that? You must physically sit down and go into system. There is no report to look at.**

**Response:** Addendum D – Demo Criteria will be posted on March 12, 2010.

**23. Regarding the forms on the requirements for RFP submission, will you provide formatted template?**

**Response:** CTRTD will provide forms in Microsoft Word format that can be downloaded from the CTRTD website. You can also use your own format just make sure to include all information and that it is sectioned off accordingly.

**24. Are your drivers assigned zones and how many zones do you have?**

**Response:** CTRTD has 10 satellite offices and the drivers work from these offices. Drivers are assigned vehicles but there are not typically assigned routes. We set "routes" up by counties. Drivers usually work from one county. However, they assist in any county that may need help especially if they have traveled into another county and have down time before the trip back. However, each case is handled individually.

**25. Out of the 120,000 trips per year, how many runs is each driver doing?**

**Response:** It depends per driver per day, 45% of all trips are performed in Brownwood between 17 drivers. However, in other areas there are fewer demand response trips and the count would vary.

**Note:** 120,000 trips was an estimate prior to documenting actual trips as referenced in this document.

**26. Can we please have list of all counties you service?**

**Response:** The counties include Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens and Rural Taylor. CTRTD also provides medical trips to other locations such as San Antonio, Dallas, Temple, Lubbock, and Fort Worth.

**27. In regards to geo-coding, when dealing with other companies, they were able to get maps from other community departments; community agencies, schools, etc. Are there any such agencies in your areas that could provide us with accurate maps instead of us using Tiger files?**

**Response:** The following Council of Governments may be able to assist. Information is listed below:

West Central Texas Council of Governments  
9-1-1 Department  
3702 Loop 322  
Abilene, Texas 79602  
325-672-8544

Concho Valley Council of Governments  
2801 W. Loop 306, Suite A  
San Angelo, Texas 76904  
325-944-9666

North Central Texas Council of Governments  
616 6 Flags Drive  
Arlington, Texas 76011  
817-640-3300

**28. Will you include fare structure?**

**Response:** Yes, in fact that is posted on website. See below

All passengers are required to pay one fare for each one-way trip. Fares may be paid with cash, check, or pre-paid fare ticket.

Cash fares: A fare per each one-way trip shall be charged to all eligible passengers and their escorts with the exception of required personal care attendants, who may travel with an eligible passenger at no cost. Fares are based on a one-way trip. Each time the vehicle is boarded, the rider must pay the fare. Drivers cannot make change. All fares must be paid by exact change only. If a customer must be transported to obtain exact change, then they will be charged the fare for that additional trip. An adult must accompany children under 16.

Pre-paid Fare Passes: CTRTD sells prepaid fare passes. This option allows the customer to pay for trips in advance. As an incentive to purchase prepaid passes, customers receive four free rides based upon the value of the prepaid fare ticket purchased. When using a prepaid fare ticket, drivers will validate proper fare amount. Tickets are not redeemable for cash. CTRTD is not responsible for lost or stolen tickets.

Charge Accounts: Charge account will be provided to only those individuals whose rides are charged to an approved agency or facility with an agreement for services with C.A.R.R. Individuals will not be allowed to charge rides.

FARE SCHEDULE

Local service

(5 miles or less)

Regular Fare.....\$1.00 per each one-way trip.

Out of Town Service

6-10 miles.....	\$2.00
11-15 miles.....	\$3.00
16-20 miles.....	\$4.00
21-25 miles.....	\$5.00
26-30 miles.....	\$6.00
31-35 miles.....	\$7.00
36-40 miles.....	\$8.00
41-45 miles.....	\$9.00
46-50 miles.....	\$10.00
51-55 miles.....	\$11.00
56-60 miles.....	\$12.00

**29. The time frame between selection of 3 vendors and demonstrations is short when considering getting data. Can that be extended to allow for process of data? 3-4 weeks would be better to allow us to run all our tests.**

**Response:** A revised procurement schedule has been posted on the CTRTD website. See Addendum A.

**30. How many trips are scheduled per day? This includes cancellations and trips operated by C.A.R.R. as well as the subcontractors.**

**Response:**

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2/24/10 Wednesday	94
2/25/10 Thursday	94
2/26/10 Friday	86
2/27/10 Saturday	38

**31. How many trips per day are provided by Tejas? This included all trips operated by C.A.R.R. as well as the subcontractors.**

**Response:**

Total # of CTRTD trips in system for week of 2/22/10 to 2/27/10 (does not include subcontractors)

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2/27/10 Saturday	38

**32. How many vehicles will need to have mobile data terminals (MDTs) installed?**

**Response:** 80.

**33. Is this a grant funded project?**

**Response:** Funding will primarily be from the Texas Department of Transportation including American Recovery and Reinvestment Act of 2009. If necessary and funding is available,

CARR may also utilize 5310 Elderly and Disabled, 5311 Rural Public Transportation funding, and local funding for ITS project.

**34. Are subcontracted trips entered into new system?**

**Response:** Currently, no subcontractor trips are currently entered into CTRTD's current system. However, vendor is encouraged to provide solutions that would provide this capability in new system.

**35. Are subcontractors using their own vehicles?**

**Response:** Yes, subcontractors are using their own vehicles.

**36. What is the number of people on system?**

**Response:** Up to 20 users and 55 drivers.

- 3 schedulers
- 5 dispatchers
- 2 Operations assistants
- 4 Administrative staff
- 6 Supervisors
- 55 Drivers

**37. How far in advance will data be provided?**

**Response:** The data will be provided to vendor selected for demonstrations. Refer to Addendum A for schedule.

**38. Does CTRTD pickup in remote areas? Or just drop off?**

**Response:** Yes CTRTD picks up in remote areas and drop off. CTRTD provides service in all areas of its eleven county service area. CTRTD also provides medical trips to other locations such as San Antonio, Dallas, Temple, Lubbock, and Fort Worth.

**39. Please provide contact information for the company that installed and maintains your MotoTRBO radio network.**

**Response:** See Question #15

**40. Please provide contact information for the company that currently supports and/or provides maintenance for the existing CTRTD in-vehicle electronic equipment.**

**Response:** See Question #15

**41. With respect to performing vehicle installations:**

- a. What is the location(s) where installations will take place? Will CTRTD arrange for the vehicles to be brought to a central location to facilitate installations?**

**Response:** CTRTD has several satellite offices which will be available for vehicles to be brought into for installation including:

Administrative office/Coleman County  
2310 S. Concho  
Coleman, Texas 76834

Nolan County office  
2211 E. Broadway  
Sweetwater, Texas 79556

Brown County office  
811 Riverside  
Brownwood, Texas 76801

Taylor County office  
2402 N. 1st Street  
Abilene, Texas 79604

Stephenville Office  
2900 W. Washington Ste 33  
Stephenville, Texas

- b. During what hours will the vehicles be available for installations (i.e. weekdays or evenings/weekends)**

**Response:** Service hours are normally from 5:00 a.m. to 7:00 p.m. Monday through Friday with limited service on Saturday. CTRTD anticipates utilizing back up vehicles while installation is being completed so vehicles will be available for installation during weekdays from 8:00 a.m. to 5:00 p.m. If necessary, vehicles will be made available on Saturdays as well

- c. Will a driver be provided to move vehicles for installation and testing purposes?**

**Response:** Yes.

- 42. Under matrix requirement 2.2.58 the RFP states that the MDC unit must integrate with the MotoTRBO 4550 mobile radios, please provide further explanation as to the purpose and functionality of the expected integration.**

**Response:** The MOTOTRBO XPR 4550 mobile radios also contain an AVL system. The vendor must determine if the AVL system can be integrated into system including supported MDC Unit or vendor should state that it would be more cost effective to have CTRTD purchase another AVL system.

- 43. Under matrix requirement 2.2.56 the RFP states there must be an ability to view GIS maps and vehicle locations on the MDC unit. Please confirm that this is the ability for individual drivers to view their current location on a map, and not the ability to view other vehicles locations.**

**Response:** The individual drivers should have the ability to view their current location on a map on the MDC unit.

- 44. Please confirm that CTRTD wishes the MDC to provide map functionality complete with audible and visual navigation instructions for the drivers.**

**Response:** Yes, CTRTD wishes the MDC to provide map functionality complete with audible and visual navigation instructions for the drivers.

- 45. What are the average and maximum number of trips provided during weekdays and weekends?**

**Response:**

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**46. Does the current CTRTD fleet of 99 vehicles include subcontractor's vehicles?**

**Response:** No. The subcontractors have their vehicles.

**47. How many vehicles does each subcontractor have for CTRTD service?**

**Response:** See below:

Aspermont Small Business Development - 20  
CityLink - 23  
Spartan – South Plains CAA – 12

**Note:** CTRTD does not manage or maintain subcontractor vehicles.

**48. What is the maximum number of vehicles in service for weekdays, weekends?**

**Response:** 55

**49. How many trips each vehicle in service provides in average during service days?**

**Response:**

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**50. Trip download from TEJAS website, can CTRTD provide specification on the data available from TEJAS?**

**Response:** The following list includes the fields for data downloaded from TEJAS website:

CONFIRMATION\_NUM  
REGION  
CONTRACTOR\_NAME  
CLIENT\_NAME  
DOB  
PROGRAM\_NAME  
CASE\_NUMBER  
PICKUP\_ADDR1

PICKUP\_ADDR2  
CLIENT\_PHONE  
ORIGIN\_COUNTY  
CLIENT\_CHARACTERISTICS  
CLIENT\_DIRECTION  
FACILITY\_NAME  
FACILITY\_PHONE  
DESTINATION\_ADDR1  
DESTINATION\_ADDR2  
NUM\_ATTENDANT  
ATTENDANTS  
APPT\_DATE  
SERVICE\_TIME  
TRIP\_TYPE  
UNIT  
COST  
REPORT\_START\_DT  
REPORT\_END\_DT  
CHANGE\_FLAG  
TRIP\_INSTRUCTIONS

**51. Can CARR provide the current fare structure for all services including MTP?**

**Response:** See Question # 28

**52. What is the budget for the project?**

**Response:** A budget has been approved and CTRTD will work with the selected vendor on proper allocation during implementation (i.e. milestones, sign-off)

**53. What are the grants used to fund the project?**

**Response:** Funding will primarily be from the Texas Department of Transportation including American Recovery and Reinvestment Act of 2009. If necessary and funding is available, CARR may also utilize 5310 Elderly and Disabled, 5311 Rural Public Transportation funding, and local funding for ITS project

**54. How many clients does CTRTD currently have?**

**Response:** CTRTD has 16,740 clients.

**55. What is the coverage area of the CARR proprietary radio network (pre-bid notes state that operators are using AT&T mobile phones while outside the coverage area of the CARR radio network)?**

**Response:** CARR's proprietary radio network coverage includes the majority of its current service area, but does have coverage issues currently in Erath and Stephens Counties. In addition, coverage is limited in Tom Green County (destination for trips from Runnels County). CARR is in the process of changing to digital coverage which should provide coverage for its entire eleven county service area and reach into Tom Green County.

**56. Is there coverage issues with AT&T network in the service area?**

**Response:** There are no major coverage issues with AT & T network in the service area.

**57. In pre-bid it was mentioned that CARR has 54 drivers, that seems low for 99 vehicles? For pricing it is crucial to know exact numbers of vehicles (both available and operated in the maximum service)**

**Response:** 87 vehicles currently but could be up to 100. Only 80 vehicles will be equipped with MDC Units.

**58. Will CARR provide the price forms in MS Word or Excel?**

**Response:** The RFP document has been posted in pdf and MS Word.

**59. Will CARR provide the business requirements in MS Word or Excel?**

**Response:** The RFP document has been posted in pdf and MS Word.

**60. Attachment A. MOTOTRBO XPR 4550 Mobile Radios. Can we contact Texas Communications directly to discuss the MOTOTRBO interface? To further review products and services required to submit a successful bid?**

**Response:** See below.

Texas Communications  
Lewis Bergman  
4309 Maple St.  
Abilene, TX 79602-8099

325-695-6962 x 1601  
[lbergman@texascom.com](mailto:lbergman@texascom.com)

**61. Attachment A – System Requirements Specification. Page 20, Section 2.I.5.1. The RFP states that The Transit Management Software typically can be licensed as one of the following: Number of Concurrent User, Number of Trips per Day, Number of Vehicles. Could you please provide a firm number of Concurrent Users, Trips per Day, and Vehicles required for the ITS Solution?**

**Response:**

**Number of Concurrent Users:** 20

**Number of Vehicles:** 80 to be equipped with MDC Units.

**Average number of routes per day:** 15

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2/25/10 Thursday	94

2/26/10 Friday 86  
2/27/10 Saturday 38

**62. Attachment A – System Requirements Specification. Page 39, Section 2.2.68. The RFP states that the IVR system should automatically call passengers to confirm scheduled trip and allow passengers to confirm or cancel via telephone buttons i.e. press 1 to confirm, press 2 to cancel. How many call outs would CARR expect the IVR system to make per day? Per hour?**

**Response:** CTRTD performs 450 outbound calls daily. The time period for outbound notification calls is between 3:30 p.m. and 6:00 p.m. CST.

**63. Could you please provide a firm number of Mobile Data Computers / Automated Vehicle Locators (MDC/AVL) required by CARR as a part of the ITS Solution and Services project?**

**Response:** 80 vehicles will be equipped with MDC Units.

**64. Attachment A – System Requirements Specification. Page 43, Section 2.3 Dependencies. The RFP states that the successful implementation of the ITS system is dependent on: GIS-based software requires an accurate base map. We realize CARR primarily operates within an eleven county service area but also provides some trips outside of the core service area. Could you please provide the names of all of the counties required as a part of the GIS data set?**

**Response:** The counties include Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens and Rural Taylor. CTRTD also provides medical trips to other locations such as San Antonio, Dallas, Temple, Lubbock, and Fort Worth.

**65. Could you please provide a breakdown of the number of demand response trips per day, Medicaid trips performed by CARR per day, and Medicaid trips performed by providers per day? Also, could you please provide the average number of trips CARR receives through TEJAS per day?**

**Response:** CTRTD handles approximately 120,000 per year. 1500 Medical Transportation trips are done every month. The following is the number of trips for one week:

Total # of CTRTD trips in system for week of 2/22/10 to 2/27/10 (does not include subcontractors)

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**66. Per this requirement:2.2.87 Migrate current ATE data Passenger, addresses and history data must be migrated from the ATE database into the Relational Database deployed. And given this information:**

**The application was developed using Visual Data Flex v11.0.77.0 and uses its own proprietary database (.dat).**

**Are we expected to access the legacy data in its native format or will you provide the data in some sort of intermediate format (e.g. MS Access, .csv, .txt, etc.)?**

**Response:** The data will be provided in MS Access or .csv format whichever the vendor prefers.

**67. Based on the IVR Functionality section of the CARR System Requirements Specification:**

- a. What is your existing telephony environment?

**Response:** CARR currently utilizes Nortel Network phone system service is provided by Verizon. This includes 8 functioning incoming lines and 3 fax lines.

- b. How many outbound notification (night before or day of) calls will the IVR system perform daily?

**Response:** CTRTD performs 450 outbound calls daily.

- c. What is the time period in which you want to make the outbound notification calls?

**Response:** The time period for outbound notification calls is between 3:30 p.m. and 6:00 p.m. CST.

- d. Is the call for pickups to confirm or cancel an existing trip? Or is it to actually book a trip?

**Response:** The calls are only to confirm or cancel an existing trip at this time.

- e. How many inbound calls will the IVR system manage per day?

**Response:** CTRTD does not have an estimate on the number of inbound calls at this time.