

Questions and Responses for Mobility Ohio Evaluator RFP

1. The Bid Opening Section on Page 12 references a selection committee. What organizations and RTRC partners will be represented on the selection committee? Is the bid opening event open to the public and bidders?

Response: The selection committee will consist of Ohio Department of Transportation representatives and representatives from the MOMS Board as well as representatives from the 3 Section 5311 rural public transit providers in the pilot area: Southeast Area Transit, Access Tusc., and Coshocton Public Transit.

2. What is the status of the single, consistent set of standards for transportation provider safety and quality that consolidates the requirements of HST-funding state agencies and relevant Federal agencies (e.g., Federal Transit Administration, Centers for Medicaid and Medicare Services, Job and Family Services, etc.)?

Response: The Mobility Ohio Safety and Quality Standards are outlined in safety and quality standards document created through a cooperative effort with several state agencies. The single and consistent set of standards have not been adopted by the state agencies but will be tested in the pilot region throughout the Mobility Ohio pilot.

3. What is the current implementation status of the DRIVES provider database in the pilot program?

Response: Phase 1 of DRIVES is projected to be ready for testing by the Mobility Ohio pilot July 2025.

4. Figure 2 shows four phases; in what phase is the pilot implementation?

Response: Mobility Ohio is currently in phase 1 implementation however some elements of phase 2 such as expanded trip coordination have been implemented.

5. Phase 2 in Figure 2 shows “Integrate Rate Setting Methodology.” Will Mid-Ohio Mobility Solutions be using the National Rural Transit Assistance Program (RTAP) Cost Allocation Calculator for rate setting or will another tool be used? What is the current implementation status of the rate setting methodology and/or tool?

Response: The Mobility Ohio pilot will test and integrate a newly developed rate cost rate setting tool sponsored by FTA and the Coordinating Council on Access and Mobility. This rate setting tool is in test mode and has not been released for public use.

6. Figure 2 indicates there will be performance measures and monitoring. What performance measures have been established thus far? Can these metrics be carried forward?

Response: Performance measures include but may not be limited to:

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| <ul style="list-style-type: none">• Number of Committee procedures updated• Number of New Committee Members Installed• Number of Monthly Board and Committee Meetings |
| <ul style="list-style-type: none">• Number of Developed Procedures for Trip Ticket Exchange• Number of Trip Tickets Exchanged Among Rural Transit Operators Implemented• Number of Monthly Project Team Meetings |
| <ul style="list-style-type: none">• Number of Developed Procedures for Standards Oversight• Number of Provider, Driver and Vehicle Compliance with Standards Documented• Project Team Meet Monthly |

<ul style="list-style-type: none"> • Number of Monthly– Human Service Agency and Public Transportation trip information compiled and reviewed
<ul style="list-style-type: none"> • Complete installation of software phase 1 • Number of Program Drivers and Vehicles entered and monitored in DRIVES monthly reports
<ul style="list-style-type: none"> • Number of Providers Trained • Number of Providers Enrolled in DRIVE • Number of Providers, Drivers and Vehicles Monitored in DRIVES monthly reports • Number of Safety and Quality Oversight Contacts/Interventions monthly reports
<ul style="list-style-type: none"> • Number of Public Transit Receive Technology • Number of Public Transit Trained • Number of Participating Non-Profit/Private Providers providing Trips reviewed monthly reports • Number of Participating Non-Profit/Private Providers Declined Trips Reviewed monthly reports
<ul style="list-style-type: none"> • Number of Public Transit Trained • Number of Public Transit Complete Costing Tool • Number of Public Transit Track Cost Information- monthly reports • Number of Evaluator Analyses Impact monthly reports

7. Phase 4 in Figure 2 shows Select Appropriate HST Model Based on Evaluation of Phases 2 & 3, but it appears there is only one model proposed.

- Is there a summary of models considered/piloted?
- Is this related to the iterative approach with the model evolving or changing throughout the implementation?

Response: There is not a summary of models. The evaluation project will generate potential models to be considered. And, yes, this project is intended to be iterative with the model evolving to meet the needs of riders and transportation providers.

8. Table 1 lists many qualitative outcomes. What quantitative metrics are currently used to measure outcomes such as Transportation efficiency and effectiveness, Quality of service, Provider fraud, Health outcomes, and Trust?

Response: No metrics are currently used since this is a pilot project that is just getting started. The evaluation project will influence the metrics to be used. The individual transportation providers currently use their own quantitative metrics such as cost/trip, cost/hour, trips/hour, etc.

9. Related to Section 4 Methodology scope of services, who (what representatives) were involved in creating the pilot? Will these representatives be on the implementation team?

Response: The creation of the pilot involved the engagement of many stakeholders at the state and local levels. MOMS is ultimately responsible for Mobility Ohio implementation in the pilot region. The MOMS board has representation from the major stakeholders. ODOT is also a major stakeholder, and is funding the pilot with a FTA grant.

10. What current measures exist to record and monitor transportation availability and reliability?

Response: The current measures vary by provider. The public transit providers currently track trip denials and on-time performance, for example.

11. What, if any, of these measures are reported to the FTA for the National Transit Database (NTD)?

Response: The Section 5311 rural public transportation providers are required to report to NTD on an annual basis. However, they do not report measures to NTD that are specifically for reliability or availability.

12. In reference to Table 2, Are reports available to establish a baseline to document the desired increase in number of trips and the reduction in trip denials?

Response: The selected contactor will be responsible for collecting baseline data from providers. The providers will be able to report the number of trips and trip denials for any requested period.

13. On Table 3, what, if any, integration is planned between DRIVES and the Trip Ticket Exchange?

Response: A long term vision is to integrate these databases though some type of doorway/data exchange, but this may not be achievable during the pilot period.

14. There is a reference to CTS TripMaster to create a customized trip exchange software platform.

- What is the target completion date?
- What experience do they have with similar customization requests?
- What resources has CTS Tripmaster allocated towards this request? What resources has Mid-Ohio Mobility Solutions allocated towards this request?
- What is the budget for CTS Tripmaster to develop the customized trip exchange software platform?

Response: CTS TripMaster is the scheduling and dispatch software used by the rural public transit systems in the pilot region. The target completion date for the trip exchange upgrades is September 2025. The other questions listed in #14 are not relevant to the performance of work under this RFP.

15. What cost proposal method is Mid-Ohio Mobility Solutions requesting (Firm Fixed Price, Time and Materials, Cost-Plus Fixed Fee, etc.)?

Response: Cost plus fixed fee.

16. What is the budget or anticipated expense for the services of a program evaluation consultant ("Contractor")? We understand tasks within the scope of work include some fluidity and a range might better represent the budget than one specific dollar amount.

Response: The not to exceed budget is \$199,451.00

17. What consideration has Mid-Ohio Mobility Solutions given to selecting a vendor with experience and understanding of the nuances and culture in rural Appalachian Ohio as well as in micropolitan and metropolitan geographic regions?

Response: MOMS will select the firm deemed by the selection committee as most qualified for the project.

18. What, if any, organizations would be precluded from applying for the evaluation consultant role?

Response: Organizations with a conflict of interest are precluded from bidding on the project.

19. The RFP describes an intensive evaluation of a complex pilot project. With that in mind, is there a cap on the funding for this evaluation?

Response: The not to exceed budget is \$199,451.00

20. Is there a set indirect rate for this evaluation and if so, what is the rate?

Response: There is not a set indirect cost rate for this project.

21. Has this transportation redesign started?

Response: The pilot has kicked off with phased in implementation. The three (3) rural public transportation providers are working together for trip coordination.

22. Is the evaluation timeline the same as the project implementation timeline or will the final formative and summative evaluation report be due after the pilot concludes?

Response: The evaluation timeline will be from notice to proceed through July 31, 2026.

23. Are the interim evaluation reports to be externally facing or for internal use?

Response: The evaluation reports will be used for internal and external use.

24. What is/are the funding source(s) for the evaluation?

Response: The project funding sources are: FTA Innovative Coordinated Access & Mobility (ICAM) Grant and the Ohio Department of Transportation state funds.

25. Can you provide a budget range or budget ceiling?

Response: The ceiling budget is \$199,451.00

26. We understand that ODOT received a grant in the amount of 2.8 million for the Mobility Ohio fund. How is this work related to that and are there any budget implications?

Response: The work associated with the Mobility Ohio Evaluator RFP is one element of the ICAM grant received by ODOT.

27. Can you confirm the type of contract you intend to award (fixed price, T&M)?

Response: The project is a cost plus fixed fee contract.

28. Should the Technical proposal and Cost proposal be submitted as separate documents? Can you also clarify if the line-item budget should be submitted separate from the Budget Justification?

Response: The technical and cost proposal should be submitted as separate documents but can be included in one email submission. The line-item budget and budget justification should be included in the cost proposal document.

29. Is the signed Certification and Restrictions on Lobbying to be submitted at the proposal phase or post-award? If submitted with the proposal, where should this be included within the proposal?

Response: The Certification and Restrictions on Lobbying will be required prior to contract execution.

30. Is developmental evaluation of any platforms/technologies created to run the RTRC be within the scope of services? Similarly, is developmental evaluation of the Trip Request Exchange System within the scope of services?

Response: The majority of the design for DRIVES and the scheduling and dispatch platforms are currently in the development phase. A developmental evaluation is not required for this RFP.

31. While we understand that the full platforms are not completed, is there any information at this point around the specific input/output data that will be available or metrics that will be tracked for the RTRC hub and/or the Trip Request Exchange System?

Response: The RTRC is working closely with the rural public transportation providers in the pilot region. The rural public transportation providers use the CTS scheduling and dispatch software and are able to provide trip request and trip data. The RTRC is tracking trip exchange among the rural transportation providers.

32. How was MOMS identified as the pilot implementation site and how were non-DOT state agencies and their grantees involved in the development of the pilot?

Response: MOMS was identified by the Mobility Ohio Committee as a non-profit organization in the pilot region with human service and transportation experience. Multiple human services non-DOT state agencies were engaged with the Mobility Ohio pilot project through the creation and active participation of the Mobility Ohio Committee. The Committee met on a monthly basis over a four(4) year period to provide input on Mobility Ohio function and design.

33. What is your expectation for the participation of non-DOT stakeholders in this pilot project?

Response: The project will at a minimum evaluate customer satisfaction as well as the performance indicators listed in the response to question 6. Results of the Evaluator will be shared with the Mobility Ohio Committee, ODOT, FTA, and other stakeholders in the pilot area.

34. Has Ohio provided training and education around its DRIVES platform?

Response: The DRIVES platform is not yet ready for release. The DRIVES development team has met with the pilot RTRC staff to provide demonstrations and solicit feedback. DRIVES training will occur when Phase I is released.

35. Does MOMS have any expectation regarding the percentage of face to face time versus virtual support that will be necessary to meet the contract requirements?

Response: MOMS does not have any expectation for percent of face to face time. MOMS envisions the majority of work can be completed through virtual support. The proposer should address their plan for engagement and support in their response.
