

Community Council of Southwest Texas, Inc.

P.O. Drawer 1709 | Uvalde Texas 78802-1709



Community Council of Southwest Texas Southwest Transit

Questions & Answers

Issue Date: January 16, 2012

Last Day to Submit Questions: February 13, 2012

Closing Date: February 27, 2012

Contact:

Sarah Hidalgo-Cook
Transit Director
Southwest Transit
713 East Main
Uvalde, Texas 79801
(830) 278-6268 x 3009
e-mail: scook@ccswt.org

Community Council of Southwest Texas Request for Proposal – Questions/Answers

This document contains questions and answers for inquiries submitted by various vendors for the following RFP(s):

- Interactive Voice Response System - Request for Proposal (RFP) #09052011-1
- Fleet Maintenance System - Request for Proposal (RFP) #09052011-2
- Electronic Fare Box System - Request for Proposal (RFP) #09052011-3
- Web Camera System - Request for Proposal (RFP) #09052011-4

IVR

- 1) Should the proposer be including Shah's development cost of creating an interface for IVR vendors, or only our cost to integrate with said interface?

The vendors should only include their cost to integrate with Shah System. Shah will be providing their own cost.

- 2) Req. 2.2.38 – Could you give some examples of the types of custom messages you are envisioning?

Sample messages:

This is SW Transit calling to remind you of your scheduled ride for tomorrow at XXX o'clock am/pm. If you wish to cancel your ride, press '1' or press '2' to confirm.

We are calling from SW Transit to remind you of your scheduled ride for tomorrow at XXX o'clock am/pm. Please be ready for pick-up at XXXXX. To cancel your ride, press '1'. To confirm, press '2'.

We are calling from SW Transit and your ride will pick you up tomorrow at XXXXX. Please be ready 1.5 hours before your scheduled appointment. To cancel your ride, press '1'. To confirm, press '2'.

Due to bad weather, our transportation services will not be running tomorrow. Please call 800-xxx-xxxx to re-schedule your appointment.

Messages need to be in English and Spanish.

- 3) Req. 2.2.39 – What type of items in a booking are you looking for customers to be able to update?

The system should allow the client to ‘cancel’ or ‘confirm’ a trip when the call is answered. If the client cancels, the trip status in the Shah software should be updated to indicate cancelled.

- 4) Pg. 19 – Section 6 – Scope – “Develop and conduct training for system administrators, dispatchers, drivers, train the trainers, users, etc.”. Can training be limited to system admins and dispatchers/supervisors for the IVR?

Training can be limited to system administrators and dispatchers/supervisors for the IVR.

- 5) Do you want the IVR system to call gate all calls to your call center or will this IVR be a menu item behind your existing IVR that routes calls to Southwest Transit employees?

The IVR system should call gate all calls to only the call center.

- 6) Can you provide more information on your Cisco VoIP PBX? (version of the software, does it support SIP, available analog or digital ports)

Currently, SW Transit has a Cisco Call Manager Version 4.1 with 11 ports, 4 of which are dedicated fax lines. SW Transit is planning on updating and moving to a hosted VoIP service.

- 7) Can we contact your interconnect directly to ask more questions about your Cisco PBX’s capabilities and the surrounding infrastructure?

Please contact Chris Molinar, Director of Automation, at 830-278-6288 ext. 3066.

- 8) Attachment C – these seem to be ITS reports, not IVR reports? Can you clarify if these are needed?

The IVR should provide the following reports:

Detail Call Report

Date	Time	Phone Number	Call Status
------	------	--------------	-------------

Call Status – No answer, busy, confirmed, cancelled, wrong number

Call Summary Report

Call Status	Count
-------------	-------

Call Status (no answer, busy, confirm, cancelled, wrong number)

The vendor should also make recommendations for other reports available from system.

- 9) Can you provide an approximate report of the number of calls you are currently receiving in your call center distributing them by the nature of the call? (Where's my ride, cancellations, new bookings, trip modifications/updates, call to pick-up, complaints / commendations)

SW Transit currently does not track the number of calls received per day. The nature of the call includes the items that you mentioned.

- 10) On a peak day, what would be the average number of trips delivered by Southwest Transit? What are your peak hours of trip delivery? What are your peak booking hours, or hours when agents are most busy?

Peak hours of trip delivery – 7:00 am to 3:00 pm

Peak booking hours – 8:00 am to 3:00 pm

Agents are most busy – 8:00 am to 3:00 pm

- 11) At what time today do you consider your schedule for tomorrow closed?

The last download of medical trips occurs at 6:30 pm. So, we would consider 6:30 pm the closing time for our schedule.

- 12) What are the earliest and latest times you want to contact your riders?

The earliest time to contact the riders is 6:30 pm and the latest time would be 9:00 pm

- 13) Did you want to implement night-before reminder calls of all trips for a customer on the next day? These messages are quite important as they remind customers of upcoming trips, and thus reduce no-shows for the day-of.

Yes, see sample messages in Question #2.

- 14) The RFP does specifically mention that the IVR system should perform outbound calling. Is this a requirement?

Yes, the IVR system needs to be set-up so all clients are called the night before their scheduled trips. Other outbound calling during the day to notify clients that their vehicle is scheduled to arrive would be a plus.

Electronic Fare Boxes

- 1) Are you looking to purchase a physical all in one validating fare box unit including the cash acceptance as well as the passes?

SW Transit is requesting proposals to implement a complete Electronic Fare System to accept cash, magnetic strip cards and in the future, “Smart Cards”

Camera System

- 1) Your RFP request Web Camera Services. Please confirm that this is for onboard video. Please advise if you are looking for interface using the J1939 Interface?

SW Transit is requesting proposals for an onboard Web Camera system for security purposes. The system should have the ability to remotely view what is occurring on the vehicle and be able to download any videos. Please provide your recommended interface.