

Addendum One- RFP 2027-02 Intelligent Transportation Systems.

1. Could the deadline for the RFP be extended?
 - a. The deadline has been extended to Friday, September 18, 2026 Proposals must be delivered before 3PM
2. Additional attachments for information to bidders have been included.
 - a. BRTA Service Area map designates our fixed route system, paratransit service and senior rural service.
 - b. BRTA vehicle inventory as of August 26, 2026.
 - c. FY26 System Data
3. Is BRTA willing to offer a 2-week extension for submissions for this RFP until September 30th?
 - a. No see answers one.
4. Are vendors to provide infotainment displays as part of this bid, or is the expectation to integrate with existing signage already owned by BRTA?
 - a. BRTA does not have any infotainment systems. We wish to acquire hardware and software.
5. If BRTA already owns the signs, what are make, model, & integration requirements?
 - a. We do not understand what "signs" you are referring.
6. If vendors are to provide the signs, what are the desired specifications (type, dimensions, quantity, location (indoor/outdoor))?
 - a. Infotainment systems are desired for bus interiors.
7. What integration requirements to integrate with KBTA's Ron Turley maintenance management system?
 - a. We currently own the RT software but are open to transferring our data to another software.
8. What specifically does BRTA want from the "AI automated phone answering" feature? Is open-ended Q&A required, or would automated voice responses to a defined set of questions (e.g., next-bus arrival, pick-up time) meet the intent?
 - a. The intent of Ai answering systems is to answer common questions from customers. The service should sound natural and not be "canned" answers.
9. For the "AI chat" feature, is a live-agent chat or rules-based bot acceptable, or is true AI/NLP capability specifically required?
 - a. A chat feature might be suitable however; our customers generally use their mobile devices. It seems you're referring to something that might work better on a webpage. We envision a more sophisticated system.
10. Does BRTA already have data-sharing agreements or API access in place with Amtrak, Peter Pan, and Greyhound for real-time feeds, or would establishing that access be part of the vendor's scope?
 - a. Since these services are public transportation, they are open GTFS feeds, but the ITS software must be flexible enough to adopt the information.
11. Can you please confirm how many 1-way booked trips are scheduled per day on the busiest service day for the demand program?
 - a. Approximately 170-200 daily bookings for on-demand service but we expect that number to grow, possibly double.



12. Can you please confirm how many vehicles are operated on maximum service (VOMS) for the demand program?
 - a. Active vehicle list included with this Addendum.
13. Is pricing for a microtransit app to be included in the base bid? or is it to be priced out as expansion?
 - a. The App should be included but as a line item which illustrates the costs.
14. Please identify the current/incumbent vendor(s) for each existing ITS component, including CAD/AVL, fixed-route scheduling, paratransit scheduling/dispatch, APC, AVA, MDT/driver equipment, passenger information, GTFS/GTFS-RT, mobile applications, IVR, real-time information displays/signage, and communications/hardware.
 - a. Our Route Match system is 16 years old. We use it for both fixed route and paratransit. There is nothing to retain.
15. Please provide the current system/product names, versions, contract expiration dates, and available interfaces/APIs for each incumbent system.
 - a. Our Route Match system is 16 years old. We use it for both fixed route and paratransit. There is nothing to retain.
16. • Please confirm whether the selected contractor is expected to replace all existing ITS software and hardware, or whether any existing equipment will remain in service.
 - a. Our Route Match system is 16 years old. We use it for both fixed route and paratransit. There is nothing to retain.
17. • Please provide any available existing system architecture, interface/API, hardware, and vehicle integration documentation.
 - a. Our Route Match system is 16 years old. We use it for both fixed route and paratransit. There is nothing to retain.
18. Please provide three consecutive days of actual trip data for all services, including fixed route, paratransit, Link 413, and any existing on-demand/microtransit service.
 - a. Our service data is available and is part of this submission. We do not have the kind of data you requested.
19. Please provide the data in Excel/CSV format, including, where available: Trip ID, date, scheduled and actual pickup/drop-off times, origin/destination, route/service, vehicle ID, vehicle type, passenger count, wheelchair/ADA requirements, cancellations/no-shows, driver/shift, revenue miles, and revenue hours.
 - a. Because of the age of our systems, we fully expect that the vendor would need to transfer our historical data to the new system. All our vehicles are accessible, the data for wheelchairs and bicycles is counted on fixed route. ADA compliance is required by FTA. We don't have any "special" requirements.
20. Please provide vehicle-level capacity and configuration information, including seating capacity, wheelchair capacity, and total passenger capacity.
 - a. A fleet list has been provided with this Addendum
21. Please provide current vehicle assignments by service type.
 - a. The assignment list is on page 5 of the RFP
22. Please provide the exact garage/depot location(s), including addresses, and identify the vehicles assigned to each location.
 - a. We have one Maintenance Facility, 67 Downing Parkway, Pittsfield, MA. All vehicle reside in our one location.



23. Please provide vehicle pull-out and pull-in times and current operating windows by service.
 - a. Hours of Service are provided on page 7 of the RFP. Future service planning details will be worked out with the vendor during implementation.
24. Please provide driver shift start/end times, split shifts, relief periods, and maximum shift duration, where applicable.
 - a. Hours of Service are provided on page 7 of the RFP. Future service planning details will be worked out with the vendor during implementation.
25. Please provide current fixed-route blocks/run cuts and paratransit vehicle/driver availability schedules, if available.
 - a. Hours of Service are provided on page 7 of the RFP. Future service planning details will be worked out with the vendor during implementation.
26. Are vehicles required to return to their assigned garage between shifts, or may they be dynamically reassigned across services?
 - a. No vehicles do not generally return to the garage between shifts. Transitions are made in the field or at our multimodal center.
27. Please provide additional information regarding the proposed senior rural microtransit service across the identified communities.
 - a. The service area map shows the communities that are included in the senior rural program. Details of future operations will be planned with the new vendor.
28. Please confirm whether microtransit is currently operating, planned for implementation, or represents a future capability only.
 - a. We do not currently operate microtransit, we don't have the software. We are in the planning stages and will continue the work with the new vendor.
29. If currently operating, please provide the number of vehicles, vehicle types/capacities, service hours, operating days, trip volumes, average trip length, service zones, and current technology/vendor.
 - a. Not operating
30. If this is a new service, please provide the anticipated operating model, estimated demand, fleet size, service hours, zones, and anticipated implementation timeline.
 - a. No information available at this time.
31. Should the proposed ITS system include microtransit booking, eligibility, zone management, dynamic routing, scheduling, dispatch, customer applications, notifications, and reporting as part of the base scope?
 - a. Yes, as stated in the RFP
32. Please clarify BRTA's requirements regarding Mobility/MaaS and identify all mobility providers or third-party transportation services that must be integrated.
 - a. We do not currently hire third party providers. We are a rural community and don't have enough providers to hire.
33. Does BRTA expect integration with TNCs, taxi providers, regional transit providers, trip-planning applications, or other mobility services?
 - a. No, we are a rural community and don't have enough providers to hire.
34. Please identify any existing mobility/TNC contracts, APIs, data-sharing agreements, or technical specifications that the selected vendor will need to support.
 - a. No information to provide
35. Please clarify whether any specific mobility platforms or providers are mandatory.
 - a. No information to provide



36. Please confirm whether APC equipment is required on all 19 fixed-route vehicles and 4 MCI coaches, or only on specified vehicles.
- a. Yes
37. Please provide the required APC hardware specifications and confirm whether IRIS IRMA is a mandatory product or a performance reference.
- a. Our equipment is too old to be useful information
38. Please identify the current APC and AVA vendors and equipment models.
- a. Our equipment is too old to be useful information
39. Is the selected contractor responsible for APC installation, calibration, testing, and NTD certification?
- a. Yes, the vendor will be responsible for that service.
40. Please provide the required AVA and LED sign specifications and existing vehicle equipment configurations.
- a. The vendor will evaluate existing equipment during the initial phases of implementation.
41. Will BRTA provide vehicle wiring diagrams, equipment layouts, and existing hardware/interface documentation for integration?
- a. The vendor will evaluate existing equipment during the initial phases of implementation.
42. Please confirm the complete list of forms and certifications that must be submitted with the proposal and identify which require notarization, original signatures, or wet signatures.
- a. All the forms required are contained in the RFP. No other items are required.
43. Please confirm whether all items in the proposal checklist are mandatory responsiveness requirements.
- a. Yes
44. Please confirm whether electronic signatures are acceptable or whether original signatures are required.
- a. E-signatures are acceptable but must secure and dated. Similar to DocuSign app
45. Please confirm the required number of original copies, hard copies, and electronic copies/USB drives.
- a. The submission requirements are on page 14 of the RFP.
46. Please confirm whether an Addendum Acknowledgement form must be included with the proposal.
- a. Yes
47. Please confirm that a 5% bid bond based on the proposed grand total contract price is required at the time of proposal submission.
- a. Because the value of the project is larger than the small purchase threshold, procurement best practices require a bid bond.
48. Please confirm whether the bid bond must be submitted as an original bond, certified check, or another acceptable form.
- a. Yes
49. Please confirm any surety licensing, rating, or other requirements applicable to the bid bond.
- a. Yes
50. Please clarify whether the 5% calculation should include all five potential contract years/options, hardware, installation, training, and optional services, or only the base contract value.
- a. 3-years contract value, the other years are options.



51. Please confirm whether the bid bond must be included with the hard-copy proposal and/or electronic submission.
- a. All documents must be part of the submission, original, copy and e-copy.
52. Appendix E – Additional Information: can you confirm that the performance requirements and liquidated damages does NOT apply for this ITS project, but to the Keolis contract?
- a. Liquidated damages are not included in either contract.
53. Can you confirm that fixed route vehicles all have existing interior and exterior speakers?
- a. Interior and exterior speakers are installed.
54. How many vehicles could tentatively be installed per day? Is weekend or overnight installation allowed?
- a. Fixed route about (4), paratransit fleet is expanding, so pending. Overtime installation will be planned where needed.
55. Can you confirm that fixed route vehicles have an existing cellular router installed? If not, shall vendors.
- a. All our vehicles have existing newer routers.
56. Provide a cellular router?
- a. Verizon is our provider. All existing systems are very old.
57. Will BRTA provide the cellular data plan ?
- a. Verizon is our provider
58. Can you please provide the brand (Gillig, New Flyer...) of each vehicle in the roster?
- a. Fleet roster provided
59. Regarding section D of the scope of work “Station and Information Services” – how many displays is BRTA.
- a. We two displays in our lobby.
60. Looking for? How many super stops?
- a. (3) they do not exist but are being planned
61. Destination signs: can you please provide the brand of the destination signs in use on the fixed route fleet.
- a. Mixed, must be evaluated.
62. Interior Scrolling LED signs: Can you please provide the brand/model of the existing interior LED signs to ensure integration.
- a. Mixed, must be evaluated.
63. What are the existing APC sensors model on the fixed route fleet? Can they be reused?
- a. No, replaced
64. Page 21 of the RFP mentioned to provide “8. Provide a copy of the most recent annual report.” can you precise which type of report? Do you mean fiscal year report?
- a. The intent of the report is to help evaluate the health of the company. Present materials of that type.
65. 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?
- a. Submission must be as requested.
66. How will addenda be distributed (email, website, portal)?
- a. The addenda will be posted on our website and in COMMBUYS
67. This RFP is primarily for cloud-based software services and software licensing — not a construction or large-scale capital project. The FTA’s best practice guidance for bid bonds is primarily directed at construction and major capital procurements where the risk of non-



performance during the bidding phase is higher. The services contemplated here are delivered on a recurring monthly/annual basis, with the majority of the contract value tied to ongoing software hosting and support rather than a one-time capital outlay. Also, the RFP already requires extensive qualifications, certifications, financial statements, insurance coverage (including a \$5M general liability policy and \$1M cyber liability), and references. These requirements, combined with the 90-day proposal validity period, provide substantial assurance of proposer seriousness and financial capacity without the additional burden of a bid bond. In light of such, would BRTA consider removing the bid bond requirement?

a. See answer above.

68. Is there language or a set of requirements that the agency wants a bidder to respond to/affirm in the transmittal letter?

a. No there is no set language for transmittals.

69. Is there a set of questions to which bidders should respond outside of those listed in Evaluation Criteria and Selection Process, Section A? Is there a response structure or other required elements, other than the listed forms, that the agency wants bidders to use?

a. No

70. Is the agency looking for a narrative response for every element listed in Project Scope, II. Technical Needs? Is this section considered a requirements matrix, and if so, will the agency issue a separate form to fill in?

a. The only requirement is to respond in a way that explains what you are proposing. Yes, the characteristics described in the requirements will be used to evaluate.

