

REGIONAL TRANSIT AUTHORITY

PUBLIC NOTICE

RFP 2025-025 ADA PARATRANSIT ELIGIBILITY ASSESSMENT

Addendum II

Acknowledge receipt of this addendum in the bid submission. This addendum is a part of the Contract Documents and shall be included in the Contract Documents. Changes made by the addenda take precedence over information published at an earlier date.

This addendum serves to amend bid details from Addendum I as it relates to paratransit eligibility software, and respond to questions/clarifications:

RTA currently uses Trapeze to manage paratransit eligibility. The selected Contractor shall utilize the current and future paratransit eligibility management software. RTA will be responsible for providing access to the software at no additional cost to the Contractor.

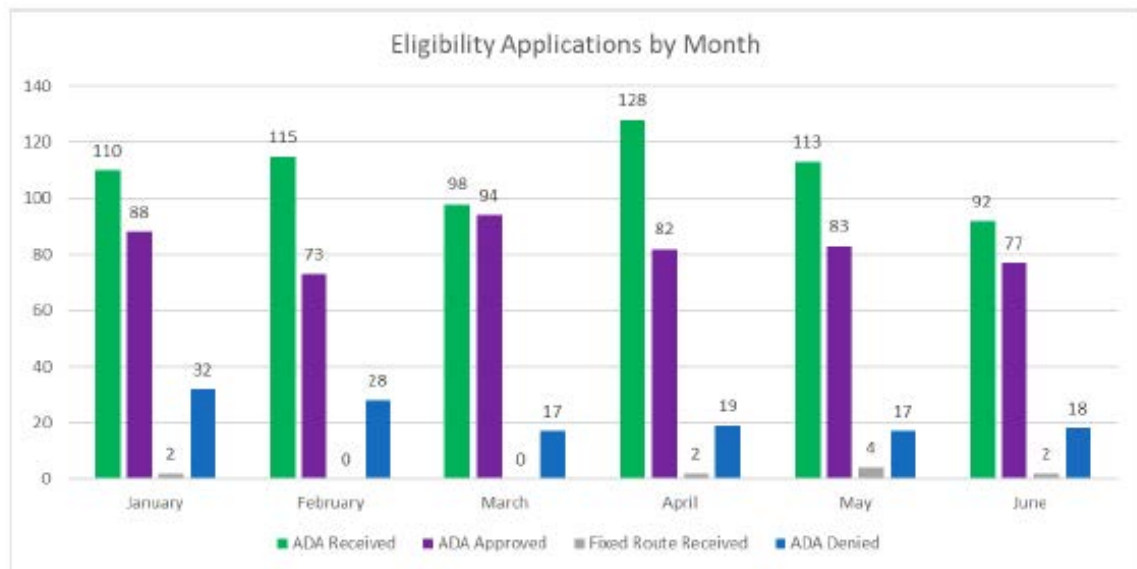
1. What is RTA's primary impetus/goal for outsourcing the ADA eligibility program?

Response: RTA is not outsourcing the ADA Eligibility program. The selected vendor will only be responsible for assessing Paratransit's new applicants and those requiring recertification.

2. What is the total volume of applications/evaluations in 2024 and 2025?

Response: At this time, RTA can only provide the most recent Monthly Paratransit Eligibility Report (dated July 29, 2025), which displays a monthly average of approximately 100-130 requests per month. Please see the graph below:

MONTHLY PARATRANSIT ELIGIBILITY ACTIVITY REPORT



3. Were any in-person assessments conducted in 2025? If yes, by what entity/person?

Response: No. RTA has only conducted phone assessments.

4. What are the eligibility results/ratios for 2024 and 2025 (% unrestricted, % denied, etc.)?

Response: Please refer to the graph in response to question #2.

5. What is the cost of RTA paratransit trip to RTA, not the fare, but the expense of a one-way paratransit trip to the agency?

Response: Expenses vary depending on distance and duration of the trip.

6. What paratransit scheduling software platform is utilized by RTA?

Response: RTA currently uses Trapeze to manage paratransit eligibility. The selected Contractor shall utilize the current and future paratransit eligibility management software. RTA will be responsible for providing access to the software at no additional cost to the Contractor.

7. Will RTA accept a primary bid that offers a mix of in-person evaluations AND features more current methodologies like telephone interviews, online functional assessments, and web conferences, not as an alternative bid, but primary?

Response: Yes. All additional features/services shall be submitted as a cost option in the proposal.

8. Why does RTA choose to implement an outdated, 100% in-person process, overlooking the benefits of more accessible, efficient, and equally accurate methodologies?

Response: RTA is open to accepting bids that offer a mix of in-person evaluations, such as telephone interviews and online functional assessments. Pricing shall be included as a cost option in the proposal.

9. What is the current plan for how RTA will transmit/deliver completed applications to the contractor? In what format...paper vs scanned PDF, etc.?

Response: RTA will deliver paper/or scanned completed applications

10. What are all the zip codes that RTA paratransit services cover? Of those zip codes, which 3 contain the highest volume of paratransit applicants/clients?

Response: 70112-70119, 70122, 70124-70131

11. While the Cost Proposal is worth 10 points and given the RTA's interest as addressed in Addendum 1, please clarify if a bidder will be penalized for proposing a larger facility capable of incorporating an indoor course (and the subsequent cost of that build out), and also travel training services as these items will increase bidders cost. Or would the RTA prefer these as a cost option?

Response: Any additional features/services shall be submitted as a cost option.

12. Please clarify if the RTA has any facility location requirements or if there is a recommended area that bidders should be looking at.

Response: RTA Paratransit services are offered in Orleans Parish, so we prefer the facility to be located/based in Orleans

13. What are the three biggest challenges that the RTA faces regarding the services being procured?

Response: Please refer to the scope.

14. What are the RTA's main goals for the next contract term?

Response: Please refer to the scope.

15. What does the RTA wish to accomplish over the next decade for these services?

Response: Please refer to the scope.

16. Please clarify if the current eligibility process includes conditional eligibility.

Response: Yes, the process includes condition eligibility.