



MID-OHIO REGIONAL
MORPC
PLANNING COMMISSION

The Gohio Platform: Gohio Commute and Gohio Mobility

Questions & Answers:

Q:The submitter should anticipate that all products of this work effort will become the property of OARC who will make them available to other government agencies and their contractors.” Does this mean that OARC will take ownership of any base technology platform that vendors have currently implemented and are going to leverage for this Project?

A: There has been an amendment to the RFP regarding the “Ownership of Products Section” on Page 14.

Q: Does this mean that the overall maximum “not to exceed” price for the Project for the FY beginning in July 2022 must be \$90,000 or less to ensure funding? In response to the following wording from the 2021 RFP:

A: OARC will not deny any proposal. If the first or all years have a higher cost, please submit justification.

Q: Given that Gohio Commute has been developed with a fairly significant investment and apparently operating satisfactory for a couple of years, could Vendors bid on just the Gohio Mobility solution portion of the RFP without bidding to replace Gohio Commute?

A: Vendors have the option to bid for one or both Gohio Mobility and Gohio Commute, in addition to submitting a proposal for both tools. OARC will also accept proposals with two different vendors, each bidding for either Gohio Commute or Gohio Mobility.

Q: The RFP seems to only mention a web application. Would you want white-label branded iOS and Android apps as well?

A: Yes, mobile app capabilities are listed as a critical function under “Prioritization of Functions for Gohio Commute“ on page 5 of the RFP.

Q: If you would like iOS and Android apps, do you want a single Gohio-branded iOS and Android app, or separately-branded apps for each MPO/region (e.g., MORPC, NOACA, etc.)?

A: The ability to separately brand but remain consistent with the OARC Gohio Commute Style Guide would be preferred.

Q: Do you encourage users to download and use the RideAmigos Commute Tracker app today?

A: Yes.

Q: How many sub-sites do you have today?

A: The program currently includes nine sub-sites, but this could change to slightly more or fewer based on program development.

Q: Does each sub-site have its own branding?

A: The Gohio brand is a unified style guide, but each sub-site is managed separately and has a different look based on program preferences.

Q: Do all sub-sites have the same features or are features customized by sub-site?

A: It depends on what each partner wants to utilize, but all partners have the same opportunity for customization.

Q: Can you give examples of sub-sites with different features or capabilities?

A: An example would be an event carpooling feature that is currently available on the Gohio Commute platform powered by RideAmigos. Some regions use this tool more frequently than others.

Q: How many vanpools do you administer today?

A: There are currently 87 vanpools active on Gohio Commute. Note that this number may not be accurate due to impact from the COVID-19 pandemic.

Q: Does your current platform do NTD reporting and is this needed right away?

A: No, and it is not needed right away, but it would be preferred.

Q: Are any of these Commute with Enterprise vans?

A: Yes.

Q: Does your current platform bill vanpool riders directly?

A: No.

Q: Does your current platform handle payments from vanpool riders to you?

A: No.

Q: Does the current platform integrate with OhGo and display their data?

A: Information on what is used for traffic conditions on the current Gohio Commute platform powered by RideAmigos is not currently available.

Q: Does the current platform show real-time transit updates?

A: No.

Q: Can you explain what you mean by “1,703 mobility providers” and provide a few examples?

A: This number includes all types of transportations providers in Ohio, excluding some ridehailing services. This includes public transit providers, transportation provided by non-profits and private organizations, etc.

Q: Would you accept a DBE certified by another state or should the DBE be Ohio-based?

A: We only accept Ohio-based DBE certifications.

Q: Is Gohio Mobility going to be a separate site from Gohio Commute?

A: They should have separate web addresses for each individual tool but should be linked in some way. For example, they could be accessed from the same homepage and/or have buttons that link to each other.

Q: Since the incumbent, Ride Amigos, is currently developing Gohio Mobility with your input, can other vendors see the specifications, design, and current version of Gohio Mobility?

A: No, we are not sharing the current Gohio Mobility tool with vendors because it is not publicly released yet.

Q: It appears that you intend to have the searching capabilities of the Gohio Commute tool (for commute matching) and the searching capabilities of the Gohio Mobility tool (for older adults and disabled individuals), to exist separately on two separate tools. Would you consider an approach where these capabilities were combined into a single 'trip searching' tool which met the needs of both tools? For example, you could just have "Gohio" as a single brand/destination for finding any type of ride rather than segmenting users.

A: They should have separate web addresses for each individual tool but should be linked in some way. For example, they could be accessed from the same homepage and/or have buttons that link to each other.

Q: Do any of the transportation providers intended to be incorporated into the Gohio Mobility tool utilize GTFS-Flex routes? If not, are they currently in Google/GTFS? Could you provide examples of some of the providers you intend to incorporate in this tool?

A: We include a variety of transportation providers. Some use GTFS and some may not have the capability. For example, large public transit entities are more likely to have GTFS capabilities than a small non-profit transportation provider.

Q: We're happy to migrate the 23,000 users. However, do you also want to migrate the historical trip logs for all these users?

A: We would be interested in migrating all existing data if there were no additional costs in terms of money or time.

Q: Are you doing any API sharing from your current platform?

A: No.

Q: If so, what type of data is being shared from your current platform?

A: Not Applicable.

Q: What is “drag and drop route change capability” and does your current platform do this today?

A: Drag and drop refers to the user’s ability to change start locations or route by moving the items on the map by dragging and dropping them with finger on mobile device or cursor on desktop. For example, if a user was looking for bike directions but noticed that the proposed route had her taking a heavily trafficked road without bike infrastructure, she could adjust the route to take an alternative road with less traffic and/or bike infrastructure. This is not currently available on the Gohio Commute platform.

Q: Do you have a budget or not-to-exceed amount for years 2 and 3?

A: No, but documentation must be provided if above \$90,000 for years 2 and 3.

Q: What are you paying the current vendor on an annual basis?

A: This information is not currently available.

Q: What do you like most about your current system?

A: This information is not currently available.

Q: What do you most want to improve with your current system?

A: This information is not currently available.

Q: What is the data structure of the 23,000 registered users that would need to be migrated to the new system? What data are you needing to migrate?

A: This information is not currently available.

Q: How many active users are on the system currently? How many ridematch queries are generated in a year?

A: There are 22,906 registered users and 52,603 trip searches. We are unable to identify the number of ridematch queries per year.

Q: What constitutes a mobility provider? In other words, when you say there are 1,703 mobility providers managed, do you mean 1,703 unique mobility companies that would need to be integrated?

A: Mobility providers include all organizations and companies that provide a transportation service in the state of Ohio. We would need all 1,703 providers integrated. Please note that this number may decrease, or increase based on program development.

Q: How many APIs are currently integrated? And which providers are those?

A: This information is not currently available.

Q: Are you currently (or in the future) incentivizing users to use the platform and/or change their transportation behavior? If so, how?

A: Yes, the current Gohio Commute platform powered by RideAmigos includes gamification enabled by trip logging. For example, sustainable miles logged, calories burned, etc. Additionally, managers of each subsite, and managers at the network level underneath subsites, can lead campaigns and competitions through the platform through various formats with trip logging to participate.

Q: Is a web app (a website accessible via mobile) acceptable instead of a specific mobile app?

A: RideAmigos currently uses the Commute Tracker app as a mobile option for Gohio Commute use. Gohio Commute is accessible on mobile web tools and Gohio Mobility will be as well after its public launch.

Q: Can any elements of the current platform be transferred to the new solution, or would a new solution need to be built from scratch?

A: No, we do not own the platform or the technology that is used.

Q: Can you provide more context on the Gohio Mobility tool? What types of transport providers are listed, how many, and what trip info is displayed? Is this a searchable database or a trip planning tool? Does it just display information and introduce users to providers or actually help them plan and book the trip?

A: Gohio Mobility shows a description of service type, geography of service, eligibility information, accessibility accommodations available, scheduling information, a website of the provider organizations, and phone number. All information is dependent on what each provider makes available to OARC, whether directly or publicly available online. The tool is a searchable database with the following fields that may be used in a search: date/time of travel, start location, accessibility needs, service type desired, and ways to pay. The current database for Gohio Mobility includes all organizations and companies that offer transportation services in the State of Ohio, excluding some ride hailing services. This includes public transit providers, transportation provided by non-profits and private organizations, etc.

Q: The RFP states 23,000 registered users (Commuters). Approximately how many internal users of the system:

- a. Akron Metropolitan Area Transportation Study (AMATS)
- b. o Eastgate Regional Council of Governments [Youngstown]
- c. o Kentucky-Ohio-West Virginia Interstate Planning Commission (KYOVA) [Huntington, West Virginia]
- d. o Miami Valley Regional Planning Commission (MVRPC) [Dayton]
- e. o Mid-Ohio Regional Planning Commission (MORPC) [Columbus]
- f. o Northeast Ohio Areawide Coordinating Agency (NOACA) [Cleveland]
- g. o Ohio-Kentucky-Indiana Regional Council of Governments (OKI) [Cincinnati]
- h. o Toledo Metropolitan Area Council of Governments (TMACOG)

A: The breakdown of registered users, or commuters, by region is not available currently.

Q: The RFP states the need to create subsites. Approximately how many subsites or employers are needed?

A: The program currently includes nine sub-sites, but this could change to slightly more or fewer based on program development.

Q: There is no mention to security guidelines. Most companies that may have access to PII of employees will have a two factor authentication need. Has there been any consideration given or guidance on security needs?

A: Two-factor authentication is not used on the current platform and is not currently a requirement. OARC will require role-based authorization.

Q: We do not see an emphasis on marketing other than maybe an incentive plan. Are there additional marketing needs such as surveys, mass email campaigns, social posting, social tracking, web leads, self-service, bots or other marketing initiatives associated to TDM programs?

A: The Gohio Commute platform powered by RideAmigos currently includes survey and mass email capabilities and OARC would like to retain these functionalities.