



April 29, 2024

RESPONSES TO QUESTIONS
regarding
Request For Proposals

for
Management Information System

Questions	Response
Whether companies from Outside USA can apply for this? (like, from India or Canada)	All companies able to meet the requirements of the RFP are welcome to submit a proposal.
Whether we need to come over there for meetings?	On-site set-up and periodic support will be required.
Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Some tasks are conducive to remote work; others are not.
Can we submit the proposals via email?	Please see the submittal requirements in Section 4.0 of the RFP.
What specific data interchange formats does TTD currently employ with GMV Synchronatics and Ecolane systems, and how are these handled within your existing infrastructure? Could you provide details on whether JSON, XML, or another protocol is utilized for these integrations? Are there particular performance metrics or throughput limits that the new MIS should accommodate or improve upon, considering the integration with these systems?	Proposers should discuss how their software communicates with existing TTD software.
Could you identify the specific roles or groups within TTD that will require customizable access levels in the new MIS? For instance, do roles such as dispatch operators, maintenance coordinators, or administrative staff require unique permissions or interface customizations? How do these roles currently interact with your MIS functionalities, such as data entry, report generation, or system alerts?	These questions will be covered during the on-boarding of the successful proposer.
What types of documents and images do TTD currently require to upload and attach within the MIS, such as operational manuals, incident photos, or maintenance records? How are these documents used in your current operations—do they support compliance tracking,	Yes. All mentioned with the functionality described.

facilitate maintenance decisions, or enhance operational reporting?	
What specific challenges has TTD encountered in past integrations of transport management systems, such as issues with data consistency, real-time data syncing, or system interoperability? Could you also indicate whether there have been particular problems with data formatting, legacy systems compatibility, or user interface discrepancies?	Proposers should demonstrate ability to successfully aggregate data from TTD’s systems including GMV Synchromatics and Ecolane. Proposers should also discuss how the introduction of new technology will be accomplished.
Could TTD detail the specific functionalities and elements desired on the new MIS’s user dashboard? For instance, are there particular metrics or KPIs, such as operational efficiency rates, fleet downtime, or passenger counts, that should be visually highlighted? Does TTD prefer these data points to be displayed through dynamic charts, heat maps, or real-time alerts?	These questions will be covered during the onboarding of the successful proposer. All proposers should demonstrate capability to create customizable reports that meet TTD’s needs for highly configurable data.
What are the most frequently utilized reports within TTD, and could you specify the primary data sources for these reports, such as vehicle telemetry, rider statistics, or maintenance logs? Moreover, how are these reports employed in daily operations—are they used for tracking performance metrics, regulatory compliance, or operational planning?	These questions will be covered during the onboarding of the successful proposer. All proposers should demonstrate capability to create customizable reports that meet TTD’s needs for highly configurable data.
What specific custom reporting capabilities does TTD foresee as essential for the near future, particularly in relation to operational, compliance, or strategic planning needs? Does TTD require advanced analytics like predictive maintenance forecasts, passenger flow analysis, or compliance tracking with real-time data visualization?	All proposers should demonstrate capability to create customizable reports that meet TTD’s needs for highly configurable data. Needs may change rapidly depending upon regulatory agency requirements, special projects, planning efforts, etc. Proposer has to demonstrate the ability to flex to those needs and configure the data to answer specific questions.
Considering the dynamic nature of transit operations, how does TTD foresee the new MIS managing scalability in the face of evolving demands, such as integrating smart transportation technologies or adapting to increased passenger data flows? Could you detail any specific scenarios, such as seasonal ridership spikes or the incorporation of additional transit modalities, where the system’s capacity to scale will be critical?	TTD’s service may increase or decrease and the proposer should demonstrate how their solution will adapt and accommodate those fluctuations.
What specific thresholds or parameters does TTD consider critical for triggering alerts on discrepancies in data entries within the new MIS? For instance, are there particular variances in time logs, vehicle location data, or maintenance records that must be flagged immediately? Could you specify how these alerts are currently	These questions will be covered during the onboarding of the successful proposer. All proposers should demonstrate capability to create customizable reports that meet TTD’s needs for highly configurable data.

managed and whether there are expectations for automated resolutions or escalations in the new system?	
How critical is real-time data processing to the operational efficiency and service delivery at TTD, and what are the specific response time expectations for the new MIS in processing and displaying this data? For example, are there key operational decisions that rely on immediate data availability, such as dispatch adjustments based on live traffic conditions or instant maintenance alerts from vehicle sensors?	Real-time data processing is expected and a critical function for all TTD departments. Data should be readily available at all times for any purpose.
Could you describe TTD's current incident reporting process, particularly highlighting any areas where you've encountered inefficiencies or challenges? Are there specific improvements or automations you anticipate the new MIS should implement to enhance this process, such as automated flagging of critical incidents, streamlined data entry interfaces, or integrated communication tools for immediate response coordination?	All proposers should demonstrate capability to create customizable reports that meet TTD's needs for highly configurable data. Proposers should highlight their product/service features in their proposal.
What specific workflow automations or notification features does TTD seek to enhance in the new MIS's maintenance and work order systems? Are there expectations for automatic scheduling of preventive maintenance based on mileage or operational hours or real-time notifications for critical repair needs detected via vehicle diagnostics? Could you also specify how these automated processes are envisioned to integrate with existing maintenance protocols to optimize fleet uptime and resource allocation?	TTD's existing system has this functionality and a successful proposer will meet or exceed existing functionality.
Could TTD specify which historical data sets need to be migrated to the new MIS, such as past transaction records, operational logs, or maintenance histories? Are there particular challenges you anticipate facing during this data migration, such as data format discrepancies, data volume management, or ensuring data integrity across different systems?	All historical data will need to be integrated and available through any new system. TTD expects the successful proposer to adapt and overcome any and all challenges of integration within the proposed start-up and validation period.
What specific performance metrics or benchmarks should the new MIS meet during its testing phase to ensure it aligns with TTD's operational standards? Are there expected thresholds for system response times, data processing speeds, or user concurrency levels? Furthermore, could you outline any stress testing scenarios that the system should be able to handle, such as high-volume data inputs during peak operational hours or simultaneous access by multiple users?	Please refer to the RFP and propose a system that meets TTD's operational requirements and highlight the proposed solution's limitations and strengths.
Clarifying these expectations will help in designing an MIS that not only meets TTD's operational needs but also	The RFP specifies which system must integrate with the proposed MIS. It is reasonable to

<p>ensures high user satisfaction and continuous system improvement based on direct user inputs. Are there additional software tools or platforms beyond GMV Synchronatics, Ecolane, GTFS, etc., depicted in the specification that the new MIS needs to integrate to support TTD's operations? For instance, does TTD utilize any financial management systems, HR platforms, or other operational software that should be seamlessly connected to the new MIS?</p>	<p>assume that further information systems will be integrated throughout the contract term. Proposals should outline how additional integrations will be handled.</p>
<p>How does TTD envision the new MIS handling feedback from users regarding usability or functionality issues? Are there specific mechanisms or features, such as real-time chat support, user feedback forms, or an integrated ticketing system, that you expect to be included to facilitate quick and effective resolution of user concerns?</p>	<p>Proposers should include how their system will handle feedback from users regarding usability or functionality issues. Proposers should specify mechanisms or features, such as real-time chat support, user feedback forms, or an integrated ticketing system, that may be included to facilitate quick and effective resolution of user concerns.</p>
<p>In our continuous effort to deliver the most effective and forward-thinking learning solutions, we've identified several advanced features that could further enhance the learning experience, operational efficiency, and accessibility of the proposed Management Information System.</p>	<p>N/a</p>
<p>These features, driven by the latest AI and machine learning technologies, offer potential benefits well beyond the current scope outlined in the RFP. Would the TTD be interested in exploring these additional capabilities? If so, may we include them as additional options in our proposal?</p>	<p>Yes.</p>
<p>Can the TTD provide a current list of assets for the purpose of this RFP?</p>	<p>Proposed MIS should be scalable.</p>
<p>Please define the datasets that would be integrated (Import vs. Export) with the following: GMV Synchronatics, Ecolane, GTFS</p>	<p>These questions will be covered during the onboarding of the successful proposer.</p>