Henderson County Planning Department

100 N. King St

Hendersonville, North Carolina 28792

Memorandum To:	Potential Bidders
From:	Lee Stevens Planner III
Subject:	Addendum 1: Q&A for Request for Proposals - Automatic Passenger Counting Software and Automatic Vehicle Location Technology for Fixed -Route Fleet
Date:	January 13, 2025

This addendum forms a part of and modifies the bidding requirements, contract forms, contract conditions, and/or the specifications for the Request for Proposals: Automatic Passenger Counting Software and Automatic Vehicle Location Technology for Fixed -Route Fleet. Bidder shall acknowledge receipt of the Addendum by signature and date below. The signed addendum shall be submitted as a part of your proposal. Failure to do so may subject the Bidder to **disqualification**.

The following clarifications, modifications, and/or additions are to be made to the scope of work:

Q&A for Request for Proposals: Automatic Passenger Counting Software and Automatic Vehicle Location Technology for Fixed-Route Fleet

Question	Response
What is the budget for the project?	The final budget can vary due to several factors, such as the final project scope and the unit cost of items. The project's budget is $89,733, which consists of local funds and currently available grant funds from the FTA.
Is the funding you secured separated for each option or is there just one amount for all of the project?	There is one amount for the full project.
Does the County currently have a mobile ticketing application? If yes, who is the provider?	We do not have mobile ticketing and are operating fare-free at the moment. This may continue for the FY26 budget cycle.
Do you use CTS for both Fixed-Route and Paratransit scheduling software?	CTS software is only used for Paratransit ride scheduling.
Please provide contact details for CTS Software so that we can discuss integration and interface requirements.	Willow Beaudet, Account Executive. willow.beaudet@cts-software.com
Please provide contact details for HELLA APC so that we can discuss integration and interface requirements.	support@people-sensing.com or use this contact form: https://www.hella.com/en/Contact/Customer-Service-865/ Or, please reach out to Passio, our former provider, for this information. Contact Michael Civitelli, Senior Project Manager (678) 538 6332 michael.civitelli@passiotech.com.
Can ACPT please provide the model information, including a photo of the product label, for the Hella APC devices installed on their vehicles?	APC: Hella Advanced People Sensors (APS-B) Router: Pepwave BR-1 MAX Transit Mini Model #MAX-TST-LTE-US-T See photos of both products at the end of this document (product label could not be accessed)
Does ACPT have destination signs installed on their vehicles? If yes, can you please provide the destination sign make and model, including a photo of the product label, and confirm the number of vehicles that have signs installed?	No, we do not have destination signs on the buses.
Does ACPT have interior LED signs installed on their vehicles? If yes, can you please provide the interior LED sign make and model, including a photo of the product label, and confirm the number of vehicles that have signs installed?	No, we do not have interior LED sign displays.
Does ACPT currently have an onboard automated annunciator system?	No, we do not.
Can ACPT confirm whether they have a schedule or operate solely on headways (ie: 1-hour cycle, 90-minute cycle)?	We operate on a schedule. Please use this link to see the timetables for all three routes in our transit brochure: https://www.hendersoncountync.gov/sites/default/files/fileattachments/apple_country_transit/page/3961/11x17_brochure_2025_extended_service.pdf

Q&A for Request for Proposals: Automatic Passenger Counting Software and Automatic Vehicle Location Technology for Fixed-Route Fleet	

Question	Response
Can ACPT please detail the service(s) that CTS TripMaster currently provides?	Paratransit scheduling services, including: • CTS TripMaster keeps client information on hand in an individual profile for each approved paratransit rider, including name, address, age, abilities, phone number, and any notes, • The software maps to the client's home and then to the destination(s), • It keeps a database of all the addresses of where an individual rider goes, • Ability to schedule the appointment(s) by office staff, • Assigns the trip(s) to a driver and vehicle by office staff.
Are you not using the solution from Passio Technologies anymore?	No, we are not currently under contract with Passio Technologies.
Are you seriously considering buying a new APC software?	Yes.
What CAD/AVL system are you currently using on your buses?	None
What are the reasons that there is a need of a new APC software?	We are currently not under contract for APC software.
What is the current accuracy of the APC sensors/ systems on your buses?	We are currently using hand-counting method because the APCs are not operational due to a lack of software.

Photos of existing hardware:

Bus T700:

System: Hella APS-B
SN: ACP1-A3156C

Pepwave MAX Transit (router)

Bus T701:

System: Hella APS-B
SN: ACP1-A313EB

Pepwave MAX Transit (router)

Bus T702:

System: Hella APS-B
SN: ACP1-A31517

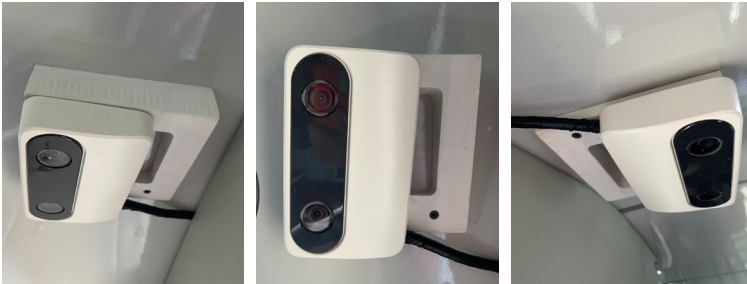Pepwave MAX Transit (router)

Bus T703:

System: Hella APS-B
SN: ACP1-A31A8A

Pepwave MAX Transit (router)

Bus T705:

System: Hella APS-B
SN: ACP1-A31F44

Pepwave MAX Transit (router)

Bus T704 is under repair, unable to get photos of equipment on board

Signature: _____

Date: _____