

REQUEST FOR PROPOSALS

ADDENDUM # 1 Questions and Clarifications

ADA PARATRANSIT AND RURAL TRANIST SERVICE PROVIDER RFP #FED2020-08

TO: Prospective Proposers
FROM: Martha Howarter, Assistant CFO/Special Projects Manager
DATE: July 2, 2020
SUBJECT: Addendum No. 1 – Questions and Clarifications

The following is included as part of Addendum No.1 and supersedes the language/requirements set forth in the original "Request for Proposals".

ADDENDUM # 1 – Questions and Clarifications

#	Questions submitted or asked	Response from GPMTD
1	We understand that the District is currently soliciting proposals for Paratransit Software in addition to this solicitation for an ADA Paratransit and Rural Transit Services Provider. Is the District interested in receiving one proposal from a single, integrated software and operations provider which meets all requirements of both RFPs? By allowing a bid that combines technology and operations, the vendor can quote an operating cost that incorporates substantial efficiency gains from the vendor's technology.	<i>No. Both RFP's will remain separate.</i>
2	Can the District share its total and annual budget for this procurement? Providing Offerors with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as Offerors will compete to provide the greatest value for the District's money.	<i>Budgets vary based on funding availability and service hours proposed and delivered.</i>
3	In addition to submitting a completed version of the District's Proposal Pricing Form, can Proposers include a supplementary pricing form that clarifies the cost structure of the proposed solution?	<i>Yes.</i>

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4	<p>To provide clear estimates of expected efficiency gains, the vendor would like to request demand data from the CountyLink and CityLift services. This will allow vendors to estimate how the service will perform under actual demand patterns. In particular, the vendor would like to request two weeks of the following data in a csv or excel file:</p> <ul style="list-style-type: none"> • Ride request time and date • Request origin address • Request destination address • # of passengers 	<p><i>See attachment Q4</i></p>
5	<p>To provide a more detailed understanding of current service performance, could the the District provide the following data for FY 2018 and FY 2019:</p> <ul style="list-style-type: none"> • Usage - revenue miles, fleet miles, average trip length, peak vehicles (weekday, Saturday, Sunday) • Customer satisfaction - no shows, trip denials, complaints, on-time performance • Customer support - number of calls by call type (booking, “Where’s my ride” calls), average hold time, % answered • Financial - cost per trip, cost per revenue hour, cost per revenue mile 	<p><i>Attachments Q5 City and Q5 County</i></p> <p><i>Weekday City: 32</i> <i>Saturday City: 13</i> <i>Sunday City 7</i> <i>Weekday County: 7</i></p> <p><i>Unable to provide customer support etc.</i></p>
6	<p>Can the District please provide a map defining the service zone(s) for the Paratransit and Rural Transit Services?</p>	<p><i>See attachment Q6 – Green is rural, Light gray is urban, Pink is para for PEORIA COUNTY</i></p> <p><i>East Peoria and Pekin are Citywide with Pekin being only within city limits and CountyLink does not travel to those locations.</i></p>
7	<p>We read the RFP to understand that trip reservations currently may be made from 14 days in advance up until 5:00PM the day prior to the ride date. Would the District be interested in responses that propose allowing customers to schedule same-day bookings, in which customers would request rides for that day in real-time using a mobile application or phone booking?</p>	<p><i>New software will have same day capability and taking same day trips based on availability is acceptable.</i></p>
8	<p>In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will the District accept digital signatures (verified through Docusign)?</p>	<p><i>No. Please submit as per RFP.</i></p>

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9	Further, considering business closures in response to the COVID-19 pandemic, will the District accept proposal submissions via email?	<i>No. Please submit as per RFP.</i>
10	Does the District use the same fleet for both the CityLift and CountyLink services, or are vehicles only used for one service or the other?	<i>No. Each fleet is separate.</i>
11	Are the same drivers used for both services, or is the driver pool distinct for each service?	<i>As of now drivers are assigned to a service but often rotate to pitch in as demand arises. Negotiation with union needed if you are looking to alter.</i>
12	Are contract requirements (i.e. liquidated damages) for CityLift and CountyLink the same?	<i>Most are, some are not, refer to section 2-21.</i>
13	Could the District provide the mileage for each fleet vehicle?	<i>See Q75</i>
14	Does the District have call center performance targets?	<i>Yes. Refer to section 2-13</i>
15	Is it possible for the District to share the Collective Bargaining Agreement for the current operator?	<i>See attachment Q15 (x2)</i>
16	In order to compose a thorough and thoughtful response to the District's RFP, we respectfully request a 2-week extension of the proposal deadline to August 6th.	<i>Proposals are due July 23, 20220 by 4:00 pm (CST)</i>
17	What is the current hourly rate the Greater Peoria Mass Transit District is being charged for each of the services for this contract? Is there an additional fixed fee?	<i>City: \$39.56 per hr with \$77,740 per month fixed County: \$59.37 per hr with no fixed rate</i>
18	Would the District provide the LD's for the last 3 months?	<i>Waived due to COVID with exception of May. See Q20 for LD</i>
19	Has the District provided any waivers to the current provider in regards to LD's?	<i>Yes.</i>
20	Would the District provide the last 6 month of billings for the current provider?	<i>See attachment Q5 for billing</i>
21	Please indicate the percentage that the current positions are dedicated to the current contract.	<i>Currently it is 84% to City and remainder to county for all managers and supervisors.</i>
22	Would you please provide your fuel costs per gallon and an average of the mpg?	<i>Avg for 5/1/19-5/1/20 is \$1.63 per gallon City MPG 7.4 County MPG 8.2</i>
23	With fuel being such a large and variable expense would the District consider specifying a baseline fuel costs and adding a protection clause?	<i>No</i>
24	Will there be an opportunity for a fleet inspection prior to bid submittal?	<i>Yes</i>

#	Questions submitted or asked	Response from GPMTD
25	Will there be a turn over inspection of the fleet and how will that be handled?	<i>Inspections and repairs will be handled prior to contract completion and acceptance inspection by new contractor or retained contractor will be completed prior to contract start</i>
26	For clarification, will the vehicles the District furnishes to the contractor have fare boxes included in them?	<i>No – however, we are applying for grants to try to obtain fareboxes in all CityLift and CountyLink vehicles</i>
27	Will the contractor be responsible for the dumping of fareboxes and taking to the bank?	<i>Yes and will be delivered to GPMTD administration facility as it stands.</i>
28	May we receive a copy of the current union agreements?	<i>See Q 15</i>
29	May we receive a current seniority list with dates of hire and pay rates?	<i>See attachment Q29 CityLift and Q29 CountyLink</i>
30	Are non-incumbent proposers required to comply with Section 13 (c) /5333(b)?	<i>Review 2-3-3 of the RFP dealing with current labor agreements and section 13(c). Additional information is being provided in response to other questions and requests for documents. Proposers should make their own legal determinations as to the triggering of 13(c) protections for existing workers but there are broad indemnification provisions to the District if a dispute occurs as to a triggering event.</i>
31	Can we receive the turnover rate the past 12 months?	<i>Contractor declines to share – ATU 416 Estimates at roughly 25%</i>
32	May we receive a breakdown of revenue miles, deadhead miles, revenue hours and deadhead hours for the last 3 years?	<i>See Q5. FY 18 and FY 19 provided</i>
33	With this being a five year contract and GPMTD having the option of moving the contractor to a GPMTD facility would the GPMTD pay the lease out on a contractor provided facility?	<i>Negotiation at that time based on current conditions. Refer to 2-14.1</i>
34	In light of the Coronavirus (COVID-19) pandemic and the quarantine mandates affecting much of the U.S., we respectfully request that you allow bidders to submit proposals electronically via email, Dropbox link and/or USB drive in lieu of providing printed copies. This would allow us to submit a compliant document within the RFP deadlines, and minimize in-person exposure for both your agency’s employees and our company’s employees.	<i>Please submit as per RFP.</i>

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35	Will the District consider negotiations with the selected contractor for unforeseen costs to health care due to federal and state governments can mandate changes to health insurance during the term of this contract?	<i>Yes, consider.</i>
36	Page 15, 1-3 Proposal Submission: Would GPMTD accept an all-electronic response given the environment around COVID-19?	<i>Please submit as per RFP.</i>
37	Page 16, 1-4 Proposal Format and Required Content: This section states "...pages should be numbered in each section." Are bidders required to add page numbers to the signed forms (Cover Page and Attachments A-P)?	<i>No need to re-number the page numbers for the Forms listed on the Vendor Check List that are required to be executed and returned.</i>
38	Page 17, 1-4 Proposal Format and Required Content, F. Technical Proposal: This section states "The proposer will identify the response to each line item in the order the line item appears in the Scope of Work." As many line items in Section 2, Scope of Work are background information and not requirements for the contractor, please clarify whether this includes all line items in Section 2, or only those in Sections 2-9 Statement of Work.	<i>Acknowledgement and/or response</i>
39	Page 19, 1-11 Disadvantaged Business Enterprise (DBE) Participation: Please provide a list of all DBE vendors the current contractor is using. Please confirm whether the current contractor is meeting the DBE goals.	<i>None and N/A</i>
40	Page 23, 2-3 Current Service Agreements and Service Provider Collective Bargaining Agreements: Please provide the following related to the two union agreements: a. Copies of the current collective bargaining agreement(s) b. Any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor c. The job classifications that participate d. Contact information for the local union representative	<i>A: See Q15 B: NA C: See Q15 D: Ronald Cox, President ATU 416 President416@gmail.com</i>
41	Page 23, 2-3 Current Service Agreements and Service Provider Collective Bargaining Agreements: As our company would like to retain as many of the current employees as possible, please provide a staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Driver1, Dispatcher1, Dispatcher2, etc.).	<i>See Q29</i>

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42	Page 23, 2-3 Current Service Agreements and Service Provider Collective Bargaining Agreements: To ensure none of the current employees go backwards in benefits should a transition occur, please provide information regarding the current rates/benefits for employees. Please include specific information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by employer.	<i>Contractor declines to provide citing "proprietary information"</i>
43	Page 23, 2-5 ADA Paratransit Certification: Would GPMTD be open to allowing the contractor to perform the certification process?	<i>No</i>
44	Page 24, 2-6.5 Service Levels and Performance: What is the average productivity per year for each of the past three years?	<i>City</i> <i>Fy17 – 2.02</i> <i>18 – 2.09</i> <i>19 – 2.07</i> <i>County</i> <i>Fy17 – 1.43</i> <i>18 – 1.64</i> <i>19 – 1.98</i>
45	Page 24, 2-6.7 Fuel and Fueling: If the contractor chooses to purchase fuel directly from GPMTD, will the fuel remain tax free?	<i>Yes, with exception of underground storage tax and environmental impact fee.</i>
46	Page 26, 2-8 Current ADA Paratransit and Rural Transit Staffing: In light of COVID-19, has the number of utility/service attendants increased to accommodate any increased cleaning requirements? Does GPMTD anticipate a need for such a staffing increase in the future?	<i>No, routes/vehicles in service have gone down as many social service agencies are still closed. There may be a need once full service is restored.</i>
47	Page 27, 2-9 Statement of Work, B. Vehicle Maintenance, Servicing, and Storage: Can GPMTD please state who is currently performing the daily vehicle cleaning? If outside firm, please provide the name of the firm.	<i>MV Transportation as part of contract.</i>
48	Page 29, 2-10.3 Vehicle Service Hours: This section states "The Contractor shall set aside one percent (1%) of its Vehicle Service Hours for use by the GPMTD at no additional charge." Please clarify the intent of this requirement.	<i>ADA eligibility assessments, community events, etc.</i>
49	Page 29, 2-10.4 Daily Service Levels: GPMTD's performance standard for productivity for CityLift is 2.25 with a \$1,200 penalty per month for not achieving this goal. However, Section 2-6.5 indicates that for FY19, the current contractor achieved a productivity of 2.07. Please confirm that this standard is achievable.	<i>Yes. It has been achieved and can again by creating efficiencies by eliminating unnecessary vehicles on road as well as staff accuracy and detail and creativity with schedules.</i>

#	Questions submitted or asked	Response from GPMTD
50	Page 30, 2-10.5 Terms of Payment: If there are factors beyond the control of the contractor such as traffic, weather delays, etc. that cause a route to continue past scheduled hours, will the contractor be compensated for this time, or will GPMTD only allow the contractor to bill for the scheduled hours?	<i>Contractor can request waiver for specific instances.</i>
51	Page 30, 2-10.6 Fare Revenues: What is GPMTD's policy regarding passengers who do not pay the fare?	<i>All passengers are to pay fare unless directed to by GPMTD. Contractor will be responsible to offset any shortage.</i>
52	Page 30, 2-10.6 Fare Revenues: How does GPMTD reconcile fares? What is the process?	<i>Via software and any billing arrangements in place via 3rd party contract.</i>
53	Page 31, 2-12.2 Required Positions: If local, state, or federal governments change the laws, rules, or regulations that affect minimum wages and/or benefits that are mandated for the employees of this contract, and this event was not known at the time of bidding, how will GPMTD respond to a potential request for increased compensation?	<i>Negotiation using data provided for profit margins, operating expenses, etc. as a basis for discussion of justification.</i>
54	Page 33, 2-12.3, F. On-Street Supervision: Is there a type of service monitoring (road supervision) vehicle that must be used?	<i>No. Contractor's choice but must represent both GPMTD and contractor in positive professional manner.</i>
55	Page 35, 2-12.4 Personnel Policies, F. Digital monitoring of employee licenses: Please provide the name of the vendor currently in place to provide the Driver's License Monitoring Solution.	<i>None for CityLift or CountyLink but District uses Supervision</i>
56	Page 35, 2-12.5 Safety and Training: In relation to COVID-19, will the contractor be expected to provide all PPE that may be mandatory in the future?	<i>District will work with contractor to offset costs by reimbursement or delivery of equipment under the CARES ACT</i>
57	Page 35, 2-12.5 Safety and Training, A. Drivers' Training: If a new contractor is selected, can the contractor provide modified driver training for any incumbent drivers that is less than 80 hours?	<i>Yes, program must be agreed to and viewed by district.</i>
58	Page 36, 2-13.1 Reservations: This section states "Furthermore, software expansion to cover self-scheduling, SMS scheduling, mobile fare collection, and other potential new technologies will also be handled by these professional staff." Please clarify what is meant by software expansion.	<i>The items listed and any ancillary duties that may come with.</i>

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59	Page 37, 2-13.1 Reservations: This section states: “Reservations will be taken, at a minimum, from 8:00 a.m. to 5:00 p.m. daily, however, customer service is important and scheduling outside of those hours requested as dispatch staff are available and able to complete the request.” Please clarify expectations around taking reservations outside regular business hours.	<i>In certain situations, a person may need a ride last minute or first thing the next morning and our directive is for our contractor to be helpful, thoughtful and able to handle requests such as this. Dispatch staff will be available in the office to assist operators on the road and can field these additional requests to provide better customer service to our clientele</i>
60	Page 39, 2-13.4 Vehicle Operations, D. Pre-Trip/Post-Trip Inspection Program: This section states: “District is requiring a digital inspection and record retention process that the District staff will have access to.” Please provide more information about the requirements for digital inspections. How is this currently being done?	<i>Zonar is used by contractor to ensure inspections are occurring at all required intervals with district staff having capability to view defects and ensure compliance per contract.</i>
61	Page 39, 2.13.4 Vehicle Operations, F. Vehicle Cleaning: Does GPMTD anticipate implementing more stringent vehicle cleaning requirements in light of COVID-19? Will GPMTD work with the selected contractor to reimburse for extraordinary cleaning costs that may become common practice in the future?	<i>Yes</i>
62	Page 41, 2-13.11 Fleet Characteristics: What are the average miles between road calls for the service types, per year, for each of the past three years?	<i>CITY ONLY 119,203 AVG over 3 years</i>
63	Page 41, 2-13.11 Fleet Characteristics, B. Fleet Replacement Schedule: If vehicles are not replaced according to the estimated replacement plan, would GPMTD work with contractor on additional maintenance costs?	<i>Possibly</i>
64	Page 42, 2-14.1 Operating Facility: What is the likelihood of GPMTD providing a facility to the provider during the term of the contract? Will GPMTD assist the contractor with exiting their current lease prior to transitioning to the GPMTD facility?	<i>Unknown at this time. Negotiation would allow for some costs to be recouped via reimbursement or lack of rent, coupled with adjustments as district would take on cost for utilities and site maintenance.</i>
65	Page 42, 2-14.2 Telephone Equipment: Please provide average call volume, by day of the week if possible, to include total calls received, total abandoned calls, average time on hold, maximum time on hold, and average handle time.	<i>See attachment Q65</i>

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66	Page 44, 2-15.2, Daily Records, B. Daily Summary: Please provide all bidders with an electronic copy of the daily summary report.	<i>We currently do not employ, will be developed with selected contractor</i>
67	Page 45, 2-15.3, A. Monthly Summary Report: Please provide all bidders with an electronic copy of the monthly summary report.	<i>This is current form, requirements will alter slightly under new contract.</i>
68	Page 48, 2-17 Insurance: In order for all bidders to accurately gauge the cost of insurance, please provide data regarding the last year's: <ul style="list-style-type: none"> a. Revenue miles and revenue hours b. Total miles and total hours c. Current deadhead miles and deadhead hours 	<i>See Q5</i>
69	Page 49, 2-18 Complaints: This section states that responses to complaints are due within two business days unless they are extraordinary and require a 24-hour response. However, the non-performance penalties in <i>Section 2-21, G. Failure to Respond to Complaints</i> state the contractor must respond in writing within 24 hours to customers complaints or will be assessed a \$100 charge per incident. Please confirm that the penalty only applies to complaints deemed extraordinary.	<i>Will amend to all complaints at 48 hours and in writing is to district with phone follow-up to customer unless extreme, in which case a letter may be necessary.</i>
70	Page 50, 2-21 Non-Performance Penalties: Would GPMTD consider waiving all non-performance penalties for the first three months of operation in the event a new contractor is selected?	<i>Possibly, dependent upon situation</i>

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71	<p>Page 50, 2-21 Non-Performance Penalties: Please provide the amount of non-performance penalties charged to the current contractor for each month over the past year, specified by category or type.</p>	<p>CityLift May- \$6525 April-Waived March- \$5975 February-\$8495 January- \$7345 December-\$5065 November- \$4820 October- \$3415 September- \$5615 August- \$4225 July- \$4315 June- \$3075</p> <p><i>All are combination of late or missed trips as well as days below 98% OTP</i></p> <p>CountyLink May- \$590 April-Waived March- \$1830 February-\$3040 January- \$2740 December-\$3070 November- \$2270 October- \$3170 September- \$2790 August- \$270 July- \$420 June- \$310</p>
72	<p>Page 61, 4-4 Scoring and Evaluation Criteria: Will pricing be evaluated based on the year one price only, or will GPMTD be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?</p>	<p><i>All are included</i></p>
73	<p>Page 70, Section 6- Specific Contractual Terms and Conditions: Will GPMTD consider including a fuel escalation clause in the contract? This will help minimize the difference in costs proposed by all bidders.</p>	<p><i>No</i></p>
74	<p>Page 70, Section 6- Specific Contractual Terms and Conditions: Will GPMTD will consider adding a termination for convenience clause to the contract whereby the Contractor can terminate the contract at any time for convenience by providing GPMTD prior written notice?</p>	<p><i>No</i></p>

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75	<p>Page 101, Attachment N: Please clarify the following information for each vehicle in the provided fleet:</p> <ul style="list-style-type: none"> a. Engine type b. Fuel type c. Current odometer reading d. Average miles per year e. Miles per gallon 	<p><i>A. See attachment Q75</i> <i>B. Gas</i> <i>C. See Q13</i> <i>D. See attachment Q75</i> <i>E. See q22</i></p>
76	<p>Page 101, Attachment N: Please provide all bidders with the history of major component replacement and repair for the provided fleet over the past 12 months.</p>	<p><i>See attachment Q76 City and Q76 County</i></p>
77	<p>Page 101, Attachment N: Does GPMTD have any remaining or extended warranties that apply to the provided fleet</p>	<p><i>Warranties have expired</i></p>
78	<p>Page 105, Attachment P, Proposal Pricing Form: How would the City like to receive start-up costs? In an effort to get an “apples to apples” comparison with all bidders, we would recommend having those costs separate, as the incumbent would not have any start-up costs.</p>	<p><i>Start up costs should be listed separately and as a one time cost.</i></p>
79	<p>Page 105, Attachment P, Proposal Pricing Form: Please confirm that the last date of each contract year will expire on November 30 of that year, not November 20.</p>	<p><i>November 30 is correct for each contract year. Revised Attachment P – Price Proposal</i></p>
80	<p>Page 105, Attachment P, Proposal Pricing Form: Please confirm that GPMTD is only looking for a total cost, not a breakout of the fixed costs and the rate per vehicle service hour.</p>	<p><i>See section 2-10.5 “propose fixed cost and identify those costs for each period of contract.”</i></p> <p><i>District requires cost per hour as well as monthly fixed cost proposed with supporting documentation that break down the fixed costs.</i></p>
81	<p>Page 105, Attachment P, Proposal Pricing Form: Please clarify whether the rates that bidders propose is the rate for Year 1, the rate for the base term, or the rate for base term and options.</p> <ul style="list-style-type: none"> a. If bidders should provide just the rate for Year 1 or the base term, how are rates determined in subsequent years? 	<p><i>The rate for base term and options</i></p>
82	<p>General: What is the current contractor’s overall accident frequency rate (AFR) for the past two years per 100,000 miles of service operated?</p>	<p><i>City</i> <i>18- .40</i> <i>19- .76</i></p> <p><i>County</i> <i>18- .45</i> <i>19- .60</i></p>

#	Questions submitted or asked	Response from GPMTD
83	General: What are the three biggest challenges that GPMTD faces in regards to the services being procured?	<i>Customer service, by both dispatcher and driver, on time performance and productivity, accuracy of reporting</i>
84	General: What are GPMTD's main goals for the next contract term?	<i>Same as Q83</i>
85	General: What does GPMTD wish to accomplish over the next decade for these services?	<i>Future expansion to include self-schedule, TNC subcontracting, expansion to general public, creating a model for a hybrid system or urban and rural to model other regions in Illinois after.</i>
86	General: What was the total amount paid to the incumbent contractor for the last two fiscal years (by year and for each contract)?	<i>See attachment Q5 City and Q5 County</i>
87	General: Please provide all bidders with copies of the last three months of: a. Monthly invoices b. Monthly management reports	<i>See attachment Q87 March City, Q87 April City, and Q87 May City, Q87 March County, Q87 April County, and Q87 May County</i>
88	General: What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings per year for each of the past three years?	<i>We average around 150 to 200 complaints per year. We do not track in the manner you requested. Ridership is around 175K combined.</i>
89	General: What is the current on time performance for each of the service types provided? What is the average on time performance per year for each of the three past years?	<i>City</i> <i>Current – 92.8</i> <i>17 – 99.53</i> <i>18 – 99.04</i> <i>19 – 98.3</i> <i>County</i> <i>Current – 94.93</i> <i>17 – 96.62</i> <i>18 – 94.45</i> <i>19 – 98.27</i>

#	Questions submitted or asked	Response from GPMTD
90	General: If non-revenue vehicles such as relief, supervisor, or shop vehicles are currently being provided by the contractor, what is the number and type of these vehicles? Does GPMTD have requirements for the specifications of non-revenue vehicles?	<i>6 Support and 1 truck. See Q54</i>
91	General: Will GPMTD make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?	<i>Yes and TBD</i>
92	General: Can the contractor use GPMTD's tax-exempt certificate for purchasing goods and/or materials associated with this contract?	<i>No</i>
93	General: Can you please provide the current reservations and dispatch employee schedule to review?	<i>See attachment Q93</i>
94	For the Current Fiscal Year, please provide the price billed by the Current Contractor including any fixed monthly fees, variable per hour or per trip rates, and any other contracted service categories or rates charged by the Contractor	<i>See Q17</i>
95	Please indicate the current value of penalties assessed to the current provider per year of the contract for not meeting performance standards. Please also provide the value of incentives per year of the contract provided by to the contractor for meeting or exceeding performance standards.	<i>See Q71 No incentives</i>
96	Please clarify whether the GPMTD will provide supervisor vehicles for this service, and if so, please indicate the number of vehicles, year, make, model and current miles.	<i>No</i>
97	Please clarify whether the GPMTD will provide a maintenance service vehicle for this service and if so, please indicate the number of vehicles, year, make, model and current miles.	<i>No</i>
98	Please verify that there is no bid bond or performance bond required for this contract.	<i>Correct. No Bid or Performance Bond.</i>

#	Questions submitted or asked	Response from GPMTD
99	<p>Please provide the following information for the prior fiscal year for each service:</p> <ul style="list-style-type: none"> a. Eligible ridership each month b. Number of late cancels and passenger no-shows per month c. Revenue hours per month d. Non-revenue (deadhead) hours per month e. Revenue Miles per month f. Non-revenue (deadhead) miles per month g. On-time performance per month h. The number of trips by people using wheelchairs or other mobility devices per day/month/year. i. The current number of miles between roadcalls. 	<p><i>A: see attachments Q5 City and Q5 County</i> <i>B see attachments Q5 City and Q5 County</i> <i>C see attachments Q5 City and Q5 County</i> <i>D see attachments Q5 City and Q5 County</i> <i>E see attachments Q5 City and Q5 County</i> <i>F see attachments Q5 City and Q5 County</i> <i>G see Q89</i> <i>H Approx 25% WC, no data other mobility devices</i> <i>I See Q62</i></p>
100	<p>Please indicate the top 5 passenger destinations for the CityLift service and the top 5 passenger destinations for the CountyLink service.</p>	<p><i>Seniorworld, EP!C, CWTC, Peoria Production and then too close to call.</i></p>
101	<p>Please provide the average call volume to reservations per weekday, Saturday and Sunday and average month.</p>	<p><i>See Attachment Q5 City and Q5 County. No other data available</i></p>
102	<p>Please provide the average calls per each hour of the workday.</p>	<p><i>N/A</i></p>
103	<p>Does the GPMTD provide an IVR system to be used by the Contractor?</p>	<p><i>Not currently</i></p>
104	<p>Does the GPMTD or the incumbent provider currently use an on-board camera system on its buses?</p>	<p><i>Yes. Drivecam. District also planning for camera system in future.</i></p>
105	<p>Are there other technologies are currently provided by the contractor that are not listed in the RFP?</p> <ul style="list-style-type: none"> a. The Pick-up (origin) and Drop-off (destination) addresses, including City and Zip and ambulatory requirements for a typical day or week of service in a Microsoft Excel format. b. The Cost and Price Forms in a Microsoft Excel format 	<p><i>A. Software provides</i> <i>B. Unable to answer</i></p>
106	<p>Please clarify the responsibility for the cost of Mobilitat License Fees and maintenance.</p>	<p><i>District responsible</i></p>

#	Questions submitted or asked	Response from GPMTD
107	Please clarify whether the District provides the hardware (workstations, server, monitors, etc.) and other equipment needed to use the Mobilitat or future scheduling software.	<i>No. Contractor will provide with exception of tablets for in vehicle use</i>
108	Please clarify whether the District provides maintenance information system (MMIS) software to the contractor. If so, please indicate the name and version of the software.	<i>No</i>
109	Please indicate the number of vehicles that will be made available to an incoming contractor to perform training during the start-up period.	<i>TBD</i>
110	Please describe the current fare administration procedure.	<i>Fares collected and verified by contractor and delivered to district via sealed back with verification paperwork for accuracy</i>
111	Please provide a standard format for the pricing detail requirement, with the categories or line-items that should be included in the fixed costs versus variable costs to allow the district to compare "apples to apples" pricing.	<i>District declines, please provide best proposal format for your submission</i>
112	Please indicate whether passengers using CountyLink are required to transfer to the CityLift vehicles and vice versa.	<i>No.</i>
113	Please clarify the extent to which the CountyLink service operates in the City of Peoria and the extent to which CityLift operates in Peoria County, outside of the City limits. Please define any limitations for each service pertaining to the service area, type of passengers they are allowed to carry or other transportation policy differences.	<i>Trips to and from CityLift service area traveling to Urbanized area or Rural area.</i> <i>County – General public and all trips must begin or end in rural or urbanized area but can travel to CityLift service area</i> <i>Citylift must begin or end in Urbanized or Paratransit service area, cannot go rural.</i>
114	Please clarify whether start-up costs should be included in the hourly rate, which provides an advantage to the incumbent, or will be considered separately to allow for an even playing field among competitors.	<i>List separate</i>
115	Please provide the average miles per gallon (MPG) for the CountyLink and the average MPG for the CityLift vehicles.	<i>See Q 22</i>
116	Given the variability of fuel costs in recent years, please consider setting a fuel price for this proposal so all competitors use the same baseline cost to allow the District to better evaluate costs. Actual fuel costs can be negotiated at the time of contract signing.	<i>Unable to answer, not a question</i>

#	Questions submitted or asked	Response from GPMTD
117	Please consider including a fuel escalation/reduction clause in the contract to protect the District in the event of lower fuel costs, and protect contractors in the event fuel costs exceed budgeted expectations.	<i>Unable to answer, not a question</i>
118	Due to Covid-19, will productivity goals be relaxed to account for social distancing?	<i>Yes</i>
119	The pandemic has had a profound effect on ridership and revenue hours in virtually every paratransit system nationwide. Will you change your revenue hour assumptions to account for service reductions caused by Covid-19?	<i>Yes</i>
120	Is a bid bond required? If yes, amount?	<i>No</i>
121	Is a performance bond required? If yes, amount?	<i>No</i>
122	What is the current budget for this service?	<i>Decline to share</i>
123	Contractors will have a large amount of fixed costs to operate the services provided in the RFP. Would the Agency be open to and accept contract language that allows for price renegotiation if hours were to increase or decrease by 15% increase or decrease in hours versus the 25% noted in the RFP?	<i>Negotiable</i>
124	Please provide the current providers performance as they relate to the Performance Standards for the services as listed in the RFP for the past 12 months.	<i>Please see Q5 and Q71</i>
125	Please verify the Disadvantaged Business Enterprise (DBE) goal established for this procurement. In section 8.7 it states that there is no DBE goal for this contract.	<i>10% district wide but no specific goal for this project.</i>
126	Please provide the names of any current DBE vendors including the service provided and rates.	<i>N/A</i>
127	Please provide the number of calls by hour and by type (reservations, where's my ride, etc.) for each day of the week.	<i>Only total number of calls are logged or by day</i>
128	Call Center - calls anticipated (quantity and peak)	<i>Refer to Q5</i>
129	Call Center - please provide average hold time, talk time, and handle time.	<i>Refer to Q5</i>
130	Call Center - please provide call abandon rate.	<i>Refer to Q5</i>
131	What is the current percentage of "Subscription Service" trips compared to the total number of trips?	<i>Approximately 70% of all trips scheduled are generated on subscription.</i>

#	Questions submitted or asked	Response from GPMTD
132	Are proposer required to identify their own facility or will the facility be provided by GPMDT?	<i>Identify own</i>
133	If GPMDT provides facility: Is there a lease required for the facility? If yes, is there any cost associated with the lease?	<i>N/A at this time.</i>
134	If GPMDT provides facility: Is the contractor responsible for any taxes, licenses, or utilities? If yes, please provide the cost for last 12 months for taxes, licenses, and utilities.	<i>N/A at this time.</i>
135	If GPMDT provides the facility: Will the contractor be responsible for any costs associated with leasehold improvements?	<i>N/A at this time.</i>
136	What is the process for fare collection? Is use of an armored car service allowed to count the fares?	<i>Yes, up to bidder</i>
137	What type of fareboxes are currently utilized within the revenue vehicles? If none, please provide fare collection process.	<i>N/A</i>
138	Please provide the total dollar amount of cash fares paid for the past 12 months.	<i>CityLift - FY20 approximately \$53,500 (July to March). No collections since March 17, 2020 CountyLink – FY20 approximately \$21,700 (July to March). No collections since March 17, 2020</i>
139	Please provide information on the Agency provided fleet to include engine type, fuel type, current odometer readings, average miles operated per year. Please advise if the contractor is required to provide any items on the bus [fareboxes, radios, MDT, etc.].	<i>Refer to Q75</i>
140	Does the Agency have a vehicle replacement schedule that can be shared? Are any new buses in the process of being procured for either replacement or expansion?	<i>6 new Citylift busses within calendar year to replace oldest. 5 new CountyLink buses to arrive this year as well to replace oldest.</i>
141	Please provide any required vehicle specification's for non-revenue vehicles.	<i>N/A</i>
142	Please provide the current total number of revenue vehicles. Please include spare ratio. Please explain any differences between the current fleet and the vehicles in the provided fleet list.	<i>36 with 4 spare – City 13 with 5 spare - County</i>
143	Please clarify the number of vehicles used in revenue service by day of week, the peak service hours and number of buses in service at these times.	<i>Refer to Q5</i>
144	Will the agency require that operations be performed with the current fleet of vehicles as provided within the RFP?	<i>Yes</i>
145	How is vehicle cleaning currently accomplished? (onsite, offsite, outsourced)	<i>Onsite</i>

#	Questions submitted or asked	Response from GPMTD
146	Where is the fueling facility located where contractor can utilize GPMDT fuel?	<i>Contractor has fuel bay on their premise, contractor has option to purchase bulk fuel from district.</i>
147	Please provide historical price per gallon costs for GPMDT fuel for the past 12 months.	<i>See Q22</i>
148	If the Contractor is responsible for providing fuel and given historical volatility of fuel costs, will the Agency include a fuel escalator clause in the contract?	<i>No</i>
149	Please provide a productivity report from the dispatching software: Breakdown of hours covering: a. Total vehicle hours; b. Service/Live hours; c. Deadhead hours; d. Break/Lunch hours; e. Refuel hours; f. and Any other hours.	<i>Refer to Q5</i>
150	Please provide a breakdown of miles daily for one week and monthly for the last 12 months that shows data that includes a. Total miles; b. Service/Live miles; c. Deadhead miles; d. Break/Lunch miles; e. Refuel miles; f. and Any other miles.	<i>Refer to Q5 – Do not track other</i>
151	Please provide the average distance in miles per trip; average length in minutes per trip; trips per revenue hour.	<i>Refer to Q5</i>
152	Please provide/confirm the revenue miles and hours; deadhead miles and hours; and total miles and hours for these services for the past 12 months.	<i>Refer to Q5</i>
153	Please provide the average number of revenue hours for each day of the week.	<i>Refer to Q5</i>
154	Please provide the average number of deadhead hours for each day of the week.	<i>Refer to Q5</i>
155	Please provide the average revenue miles for each day of the week.	<i>Refer to Q5</i>
156	Please provide the average dead head miles for each day of the week.	<i>Refer to Q5</i>
157	Please provide the revenue service hour definition for each of the services listed in the RFP.	<i>Please see definition “vehicle service hour”, page 12</i>
158	For paratransit service, please clarify if revenue hours begins at the first pick-up, even if that pick up is a no show.	<i>Please see definition “vehicle service hour”, page 12</i>

#	Questions submitted or asked	Response from GPMTD
159	Does the Contractor need to provide any network cabling or facility IT upgrades?	<i>Contractor would need to make that determination when looking for a facility</i>
160	Does the Contractor network need to support a facility camera system? If so, please provide details on the system	<i>Refer to 2-9. B "The Contractor will provide fenced, well lit, and video surveilled (with 14 day storage minimum and coverage area to ensure all vehicles are in view while in lot from multiple angles) storage space for all GPMTD vehicles at a facility of the Contractor's choice."</i>
161	Are there any non-standard system applications that need to be installed on Contractor's workstations?	<i>No</i>
162	What systems, applications or on-bus technology does the Contractor need to provide computers or servers for?	<i>None.</i>
163	Will we need to host or support any application, web, or database servers?	<i>Potentially on vehicle camera server in future</i>
164	Will the contractor need to provide tablets, iPads, Wi-Fi, or cellular service?	<i>Not for revenue service. Support services is up to contractor.</i>
165	Will the contractor be required to host or support any applications or services?	<i>RDS only currently</i>
166	Are there any other on-board applications we will be required to support (hardware or software) for passenger WIFI, AVL, passenger counting, farebox, etc.?	<i>Not currently.</i>
167	Infrastructure/Networking/Telephony: Will advanced call management features be required? (Call Recording, Call Reporting, IVR menus)	<i>Refer to 2-13.1</i>
168	Application Support: Are there any applications or systems that need to transitioned from the current contractors system to the new contractors system?	<i>No</i>
169	Any mobile phones, Push-To-Talk Radios, tablets, etc. that we need to provide and/or support?	<i>Radios and tablets provided for revenue vehicles as well as additional radios for support staff.</i>
170	Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth.	<i>No</i>
171	Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).	<i>Infrastructure will need to be in place to handle all administrative duties as well as all calls, workstations for dispatching and reservations as well as any additional pulls on a network by contractor</i>

#	Questions submitted or asked	Response from GPMTD
172	Please provide detail on the current provider's office/facility phone and internet lines/connections in each work area	<i>2 data providers with VOIP phone solution. With adequate wiring for each dispatcher, manager and staff member who requires access to have a hard line. Totaling approximately 15 stations or locations.</i>
173	Call Recordings – Are Contractors required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process	<i>District will have access to call recording for complaint process and live call monitoring for quality assurances.</i>
174	For the Agency provided telephone system, are there Service Level Agreements (SLA), Business Continuity Plans (BCP) or Disaster Recovery (DR) plans that Contractors need to follow? If so, please provide copies.	<i>Contractor will secure their own providers but should have built in redundancy to eliminate outages should one connect sever</i>
175	Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.	<i>Radio system is independent and software system is accessed via RDS to GPMTD's secure data site.</i>
176	Is there currently a Collective Bargaining Agreement in place? If so, please provide a copy of the current CBA or a contact at the local union.	<i>See Q15</i>
177	We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.	<i>See Q29</i>
178	What is the current starting wage for drivers and hourly staff positions?	<i>See Q15</i>
179	Due to the industry wide labor shortages, would the agency include a minimum wage requirement for this procurement?	<i>See 2-3.3 of RFP</i>
180	Please provide the current seniority lists for all employees, and if each position is full-time or part-time.	<i>See Q29</i>
181	What is the current benefit participation?	<i>See Q42</i>
182	Do the current labor contract(s) include a pension plan? If so, please provide any details surrounding this plan. i.e. Defined Benefit, Defined Contribution, Under-funded liability.	<i>See Q15</i>
183	Are the current transit employees covered by 49 USC 5333(b) (also known as Section 13c of the Urban Mass Transportation Act of 1964)? If yes, please provide a copy of this agreement.	<i>Refer to Q30</i>

#	Questions submitted or asked	Response from GPMTD
184	At various times, state, federal, and local governments change laws, rules and regulations which require a company to increase the wages or benefits for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation. For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations.	<i>We would entertain a discussion or negotiation towards a reasonable solution.</i>
185	Paratransit: Is any part of the program funded by a Covered Entity (as defined under HIPAA), including Medicare and Medicaid?	<i>No</i>
186	Paratransit: Will Contractor be required to enter into a HIPAA Business Associate Agreement to provide some of the contracted services?	<i>No</i>
187	Would County consider an assignment provision that allows Contractor to assign the Contract to another FirstGroup entity without prior written consent of the County? If so, may First Transit present sample language in its proposal?	<i>No, not "without prior written consent"</i>
188	Would the County consider an assignment provision that allows Contractor to assign the Contract in the instance of a merger, acquisition, corporate reorganization, public stock offering, or sale of all or substantially all of its assets with reasonable notice to but without prior written consent of the County? If so, may First Transit present sample language in its proposal?	<i>Yes, consider but not guarantee. Also, would be with negotiation and agreement</i>
189	Who currently performs vehicle maintenance?	<i>Contracted with current provider for CityLift and by district for County</i>
190	Would the Agency allow for maintenance of Agency owned vehicles to be outsourced and performed at an alternative location to the current operating and maintenance facility?	<i>Yes</i>
191	Is a shop truck provided by the agency or contractor? How many shop trucks are currently utilized in this service? Please provide details of any attachments currently used on the shop truck. i.e. snow plow, salt hopper, etc...	<i>Contractor</i>
192	Please confirm whether the Contractor is responsible for engine and transmission overhauls for the vehicles?	<i>Yes</i>

#	Questions submitted or asked	Response from GPMTD
193	Please provide the last 12 months history for major component replacement and repair for the Agency provided fleet.	<i>Refer to Q76</i>
194	Are there any remaining warranties for the fleet or provided equipment? If so, please provide warranty information.	<i>No</i>
195	Please provide a list of the positions currently provided by the contractor for this operation. Please indicate whether these positions are 100% dedicated to this contract.	<i>Refer to Q21 and Q29 as well as: GM AGM Safety Manager Dispatch manager 2 Road Supervisors HR/payroll</i>
196	Please provide a current organization chart to include management, staff and drivers.	<i>Refer to Q195</i>
197	Please confirm required named personnel for proposal.	<i>GM and AGM required with Safety, Dispatch, and Maintenance managers preferred.</i>
198	Please provide any required experience needed for named personnel.	<i>See 2-12.3</i>
199	What is the position of the Agency on driver requirements for TNC/Taxi operators as it relates to background screening and drug testing?	<i>We currently do not operate in that capacity and it is not pertinent at this time.</i>
200	Does the GPMDT require all Reservationists/Call Center to be located in contractor's proposed facility within the service area? Or is a remote (out of state) location for these functions permissible?	<i>Yes. As Reservationists and dispatcher field all types of calls and must be in contact 2with operators via radio.</i>
201	Does the GPMDT require all Dispatchers to be located in contractor's proposed facility within the service area?	<i>See Q200</i>
202	Is the current provider partnering with a TNC or Taxi provider? If yes, please provide the name of the provider(s).	<i>No</i>
203	Please provide details regarding any subcontractors being used in this service currently, and which services they are providing.	<i>None</i>
204	Are all positions required to be 100% dedicated to this contract and located at the contractor provided facility?	<i>Yes</i>
205	Do all positions working on this contract need to be located within the service area?	<i>Not all, but most.</i>
206	What is the current pre-trip and post-trip time per driver?	<i>10 pre and 5 post by contractor. District does not control.</i>
207	How many standby hours is the current operator incurring?	<i>Contractor declines to provide as it is their "proprietary information"</i>
208	Please provide current run cut for this service.	<i>Contractor declines to provide as it is their "proprietary information"</i>

#	Questions submitted or asked	Response from GPMTD
209	What performance standards will be used for measuring the Contractor's performance? Please provide the current contractor's performance in relation to these standards.	<i>See section 2-21. And Q5 and Q71</i>
210	Please provide the performance statistics of the current contractor for the past 12 months for accidents (preventable and non-preventable), on-time performance, total operational complaints.	<i>Accident-preventable: Accident- Non-preventable: See Q89 for OTP</i>
211	What is the current level of productivity for each of the services? Please provide for weekday, Saturday and Sunday by service.	<i>See Q44. Only broken down by month</i>
212	On-Time Performance -- Is sampling accepted or 100% of trips?; Is a pickup before the window still considered on-time?	<i>100% of trips – Yes, but passenger not required to come out before window. Cannot mark NS before 5 minutes into window</i>
213	How many years has the existing contractor held this contract including extensions?	<i>19</i>
214	Please provide copies of the last three months of management reports from the Contractor.	<i>See Q87</i>
215	Please provide copies of the last twelve months of invoices from the Contractor.	<i>See attachment Q215 City and Q215 County</i>
216	Please provide a copy of the current contract for these services.	<i>See attached Q216 RFP City, Q216 RFP County, Q216 Contract City, and Q216 Contract County</i>
217	Please provide detail if any of the current vehicles are operating at "overcapacity," and which routes, and time of day the overcapacity is occurring.	<i>N/A</i>
218	Who handles passenger certifications? Please describe any responsibilities the contractor has for this process.	<i>Taking applicants to and from Certification appointment should they be referred for assessment.</i>
219	What are 3 things that the agency would like to see improved in the current service?	<i>See Q83</i>
220	What are the top 3 complaints received by passengers on this service?	<i>Where's my bus, rudeness of dispatcher, operator driving or behavior</i>
221	Please provide a listing of any penalties charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current contract.	<i>See Q71</i>
222	Are there any changes in the penalties for this new RFP from what is currently in place with the current contract?	<i>Yes – Please refer to Non- performance penalty section of this RFP and same section in Attachments of Q216</i>
223	Would the agency consider postponing performance penalties during the first 90 days of the new contract period for a new contractor?	<i>See Q 70</i>
224	Please provide the actual performance for each performance standard listed by month for the past 12 months	<i>See Q5</i>

#	Questions submitted or asked	Response from GPMTD
225	<p>Penalties: Would the agency consider setting the penalties to be calculated based on actual performance data over the last 12 months from the incumbent provider? With an appropriate measure of actual performance for a long-term provider that has been achieved throughout the existing contract term this can provide a reasonable level of performance expectations.</p> <p>a. For example, if the on-time performance over the last 12 months has been 84%, then the minimum standard is set at 84% with no penalty, incentives for every 1% increase in on-time performance and penalties should be assessed for any on-time performance below 84%.</p> <p>b. What this does is sets the standard of performance that is currently being achieved, setting a better performance path into the future and ultimately will support the overall mission of the agency in ensuring the highest level of customer service to the community. This measurement will allow for vendors to reduce their budgetary allocations for anticipated penalty assessments and ultimately places additional dollars into delivering the high level of quality service that the agency desires.</p>	<i>No.</i>
226	Please provide the current rates paid to the existing contractor for variable and fixed costs. Also, please indicate the total amount paid to the contractor for the last fiscal year.	<i>See Q17 and Q5</i>
227	Please confirm the volume of hours and/or trips on which proposers should base their proposals. Please describe plans for any changes to the volume of hours in the next 12 months.	<i>See section 2-10.3</i>
228	Please clarify how the prices will be evaluated; will the full contract term be considered or only the Year 1 price?	<i>Full term</i>
229	Is the agency open to alternative price proposals?	<i>No. Bid per RFP</i>
230	What is the current turnover rate for drivers?	<i>ATU 416 estimates it is at 25%.</i>

#	Questions submitted or asked	Response from GPMTD
231	Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include as many specifics as possible.	<i>See Q42</i>
232	Please provide the last 12 months of historical price per gallon for the GPMTD provided fuel available to the contractor.	<i>See Q 22</i>
233	Sec. 2-10.3 – “The Contractor shall set aside one percent (1%) of its Vehicle Service Hours for use by the GPMTD at no additional charge.” Please clarify what this is for and how it should be incorporated into our pricing and price pages.	<i>See Q48</i>
234	Software: Please describe, including manufacturer product name and version number, the scheduling and dispatching products currently in place or being considered.	<i>Mobilitat. Unable to give considered at this time</i>
235	Software: Please describe any additional modules in place to supplement the scheduling and dispatching system. For example, tools for call management, complaint management, rider communication via IVR or text, etc.	<i>None. Complaint management system is separate and owned by district and used by contracted staff.</i>
236	Software: Please indicate whether these products are hosted by the Client, software manufacturer or if First Transit would be required to provided hosting services.	<i>Hosted by client</i>
237	Hardware: Please describe the manufacturer make and model of any equipment currently in use or planned for use on the vehicles including cameras, safety/security systems, routers, signs, passenger counters, tablets and fare boxes.	<i>LG and Samsung tabs. Camera System planned. Fare box system planned as well. Contractor provides their own system, “DriveCam” currently.</i>
238	Hardware: Is there a requirement for integration of tablets, signage, passenger counters with the dispatching system?	<i>Yes. For tablets. Passenger counts will be handled by software with verification from operator.</i>
239	Please provide a list of radios provided by GPMDT including make, model, and age	<i>APX6500 7/800 MHZ MID POWER MOBILE - Bus APX6000 700/800 MODEL 1.5 PORTABLE – Mobile APX7500 SINGLE BAND 7/800 – Base All are approx. 3 years old with extended warranty purchased thru April 21</i>
240	Is the agency open to integration of TNC or taxi providers? If yes, would the agency be open to limiting driver requirements such at drug and alcohol testing, etc.?	<i>Yes and perhaps</i>
241	During the transition, how many vehicles will be made available to the incoming contractor to perform training?	<i>See Q91</i>

#	Questions submitted or asked	Response from GPMTD
242	Will the GPMDT consider a full electronic submission in lieu of hard copies due to the current state of covid19 and the social distancing restrictions?	<i>No. Please submit as per RFP.</i>
243	Given the uncertainty around service levels during and after the current pandemic situation, would the District entertain language in any resulting contract that protects the District and the contractor if service levels do not return to the level outlined in this RFP?	<i>Yes</i>
244	What positions should be listed under the key personnel section?	<i>GM, AGM, with Safety, Dispatch, and Maintenance managers preferred.</i>
245	What DBE providers does the current contractor use for these services?	<i>None</i>
246	Can you please confirm that references must be contracts that were awarded within the last two years?	<i>Yes</i>
247	Will the district be providing non-revenue vehicles for contract requirements such as road supervision? If so, are those vehicles among those listed in attachment N.	<i>No</i>
248	Can you confirm that the DBE goal for the contractor is 10% or is that goal only for the district?	<i>Yes</i>
249	Can you clarify on whether or not the district will provide on vehicle devices such as MDTs/tablets?	<i>Yes, district will provide driver tablets</i>
250	Can the District confirm if proposers should provide a response to each line item in Section 2-9 Statement of Work?	<i>See Q38</i>
251	Please provide the annual mileage, including deadhead miles for the fleet in 2019.	<i>See Q5</i>
252	Please provide current odometer readings for the vehicles listed.	<i>See Q13</i>
253	Please provide major component replacement for the vehicles listed, including the date and odometer in which the engine or transmission was replaced.	<i>See Q76</i>
254	What was the miles between mechanical road failure for the fleet in 2019?	<i>See Q62</i>
255	Does the District permit recapped tires?	<i>No</i>
256	Please provide copies of the CBA(s) for the two bargaining units, and any other TA's or addenda to those CBAs.	<i>See Q15</i>

#	Questions submitted or asked	Response from GPMTD
257	What Retirement Benefits are currently offered for union and nonunion employees (i.e. 401(k), pension, 457 Plan, retiree medical, retiree life, etc.)?	<i>Contractor decline to provide based on "proprietary information"</i> <i>Please refer to Q15</i>
258	What is the current employer contribution, vesting schedule and waiting periods for any plans offered?	<i>Contractor decline to provide based on "proprietary information"</i> <i>Please refer to Q15</i>
259	Please provide a chart or table illustrating the total number of employees in the current contract, and please explain if they are union vs. nonunion?	<i>See Q29 and Q15 as well as section 2-8</i>
260	Is there any current benefit plan design (medical, dental, vision, life and disability insurance) information?	<i>See Q42</i>
261	Can you provide the employer/employee cost-sharing for health benefits for all coverage tiers?	<i>30 days See article 25 of CBA</i>
262	What is the benefit eligibility waiting period (i.e. 0, 30, 60, 90 days)?	<i>30 days See article 25 of CBA</i>
263	Please provide any census information (demographic information specifically employee date of birth, gender, home zip code, current benefit plan coverage tier)?	<i>Contractor decline to provide based on "proprietary information"</i>
264	Please confirm that GPMTD will accept a Certificate of Insurance evidencing the required coverage as is standard in the industry (Section 3-14).	<i>GPMTD will initially accept certificates of insurance but after acceptance the contractor will need to promptly provide the required endorsements required in the RFP. A certificate of insurance does not provide coverage benefits to the certificate holder; the certificate merely confirms that the subject company carries insurance. An endorsement on the policy of GPMTD as an additional insured on the required forms provides us the coverage GPMTD is seeking from you as a contractor.</i>
265	Will there be additional opportunity to submit further questions for clarification?	<i>TBD</i>
266	Page 24: CityLift Operational Profile Section 2-6.1 Service Description The current service allows CityLift reservations to be made 14 days in advance and the RFP states seven (7). Please confirm	<i>14</i>
267	Page 24: CityLift Operational Profile Section 2-6.3 Hours and Days of Service The current service is closed on Easter. Please confirm if Easter is considered a non-service holiday.	<i>Closed on Easter</i>

#	Questions submitted or asked	Response from GPMTD
268	<p>Page 25: CountyLink Operational Profile Section 2-7.3 Hours and Days of Service The current service operates from 5:00 a.m. to 6:00 p.m., however the RFP states the service will begin at 6:00 a.m. Please confirm the hours of service for CountyLink.</p>	<i>SAM</i>
269	<p>Page 27: Statement of Work Section 2-9.1 Administration, Management, and Operations Who will be responsible for providing the desk, phone, computer, etc., for the GPMTD staff member who will be located on site at the contractor location?</p>	<i>GPMTD should we decide to embed a person</i>
270	<p>Page 32: Minimum Qualifications for Required Positions 2-12.3c Scheduling and Dispatching Supervisor or Equivalent The RFP states the Scheduling and Dispatching Supervisor or Equivalent must be available and within the paratransit service area at all times, when vehicles are in service. Can this individual live within the rural area and be available, or is it a requirement to live in the ADA paratransit area?</p>	<i>Within whole service area, rural included</i>
271	<p>Page 39: Vehicle Operations 2-13.4d Pre-Trip/Post Trip Inspection Program The District is requiring a digital inspection and record retention process that the District staff will have access to. Currently, Zonar is in place. Would this product be acceptable to comply with this requirement?</p>	<i>Yes</i>
272	<p>Page 49: Complaints 2-18 Complaints In Section 2-21 of the RFP, it states that the contractor must provide response to complaints within 48 hours. In Section 2-21g, the non-performance penalties state contractors will have 24 hours to respond or face a \$100 Non-Performance penalty. Please confirm.</p>	<i>See Q69</i>
273	<p>Page 20: Non-Performance Penalties 2-21c The current window for a missed trip is set at 30 minutes past the pick-up window. The RFP states that this window has now changed to 20 minutes past the pick-up window. Please confirm this new service parameter.</p>	<i>Confirmed</i>
274	<p>Page 50 and 51: Non- Performance Penalties Section 2-21m Please confirm if more time would be allowed for complicated repairs, such as an engine, even if the replacement part costs could be minimal.</p>	<i>Yes</i>

#	Questions submitted or asked	Response from GPMTD
275	<p>Page 29: Service Description Section 2-10.3 Vehicle Service Hours</p> <p>Please confirm that there is a reduction in service hours from the current levels in CityLift (69,000 to 68,500) and CountyLink (13,230 to 12,250).</p>	<p><i>69,000 for period 1 then 68,500 thereafter for CityLift.</i></p> <p><i>13,260 was the maximum approved per last contract on CountyLink. Please bid 12,500 for county at this time. Option period 6 and 7 would list the same hours as period 5 for both services unless noted by district.</i></p> <p><i>Based on first 6 months of FY2020(Approx 6,200 hours) and all of FY 2019(12,969), this number is realistic with KPI in place.</i></p>
276	<p>Page 50: Non-Performance Penalties Section 2-21 Daily Service Levels</p> <p>Currently, there is no liquidated damage penalty for productivity. Please confirm that in the new term, liquidated damages will be assessed for productivity levels falling below 2.25 (CityLift) and 2.0 (CountyLink).</p>	<p><i>Confirmed</i></p>
277	<p>Please confirm how price will be evaluated. Will GPMTD consider all years plus options? Please confirm that the start-up cost will be factored into this analysis.</p>	<p><i>Yes and yes, list start-up separately</i></p>
278	<p>Page 15 of 105: Section 1-3</p> <p>Currently, our organization is experiencing delays in the hand binding process related to COVID-19. Accordingly, we respectfully request that GPMTD consider proposal submittals in electronic format only.</p>	<p><i>Please submit as per RFP.</i></p>
279	<p>Page 24</p> <p>Currently, GPMTD provides for the cost of fuel to the contractor. Please confirm that the Contractor will be responsible for the cost of all fuel under the new RFP.</p>	<p><i>Incorrect. GPMTD provides fuel for CountyLink and then allows purchase of fuel for CityLift at cost that district purchases via contract. All fuel will be purchased by contractor AND will have option to purchase fuel from district as cost from seller</i></p>
280	<p>Page 50</p> <p>Currently a trip is considered late if it is 15 minutes beyond the allowable pick-up window. Please confirm that a trip will be considered late if it is five (5) minutes beyond the allowable pick-up window in the new contract.</p>	<p><i>Confirm</i></p>
281	<p>Page 50</p> <p>Given that services are provided in a shared ride system for CityLift and CountyLink, would GPMTD consider having the same productivity requirements for the system versus separate goals for the ADA Paratransit and Rural Transit services?</p>	<p><i>No</i></p>

#	Questions submitted or asked	Response from GPMTD
282	Due to the difficulties with positive financial performance, please confirm that bidders can submit their total cost that is comprised of a monthly fixed fee and a variable rate per service hour.	<i>Refer to revised Attachment P – Price Proposal</i>
283	Please indicate whether GPMTD would adjust the productivity goal of 2.25 for CityLift given the mandate for social distancing.	<i>Yes, or waiver until guidelines are restored.</i>
284	Please indicate whether all bidders will be required to sanitize the interior of the vehicles every day due to COVID-19.	<i>Yes. GPMTD currently works with provider on providing or assisting with payment for said supplies</i>
285	In order for all bidders to develop a consistent cost and provide a comparable basis for cost evaluation, please provide the annual amount of billable hours all bidders should use to develop their cost proposal.	<i>See section 2-10.3</i>
286	Page 29 Please confirm set aside hours will be limited to one (1) percent.	<i>Confirm</i>
287	Currently, our company installs DriveCam (an event triggered device that records sudden stops, aggressive turning, or an accident) on all vehicles to manage unsafe driving habits and minimize accidents. Please confirm that GPMTD would not object to the continued used of DriveCam on the vehicles.	<i>Confirm</i>
288	Please confirm that the option years will be based on mutual consent.	<i>District consent.</i>
289	Please indicate whether all bidders will need to prepare a detailed cost proposal form.	<i>Yes</i>
290	Page 50 Please indicate if GPMTD would consider a productivity goal of 1.86 for the CountyLink, which is consistent with the 12-month average.	<i>No.</i>
291	Page 26 Please confirm all bidders should develop their staffing plan based on levels needed to provide the services (e.g. the need to add road supervisors, mechanics, and utility).	<i>Yes, while meeting all requirements set for in scope of work.</i>
292	COVID-19 Please provide any policies and requirements regarding COVID-19-related operating procedures.	<i>Vehicles to be sanitized daily, 1 household or destination location per vehicle (if possible), Extra service allowed for essential workers to utilize service, no fare collection at this time, passengers required to wear masks as well as operators.</i>

#	Questions submitted or asked	Response from GPMTD
293	<p>COVID-19 Will GPMTD consider indemnifying and reimbursing the selected contractor for all COVID-19 related claims, or reimbursing the provider for any costs related to quarantines?</p>	<p><i>As to COVID 19 claims the contractor will have worker's compensation coverage for it's employees and liability coverage for other claims so there is no need for GPMTD to indemnify the contractor. Any other issues related to employee absences due to COVID 19 will be determined on an as needed basis and at our discretion after considering all issues including funding available to the District.</i></p>
294	<p>COVID-19 What is GPMTD policy for the number of passengers on the vehicle in light of social distancing mandates?</p>	<p><i>See Q 292</i></p>
295	<p>COVID-19 Do the required productivity KPIs consider social distancing?</p>	<p><i>No, but considerations will be made and agreed upon at onset based on current conditions</i></p>
296	<p>At various times, federal, state and local governments consider laws, rules and regulations which require an increase to wages or benefits mandated for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for an application for increased compensation?</p>	<p><i>See Q184</i></p>
297	<p>Does GPMTD require financial statements to evaluate financial viability of the firm? If so, please confirm that the financial statements submitted must be audited and they must be specific to the entity submitting the proposal.</p>	<p><i>GPMTD encourages the proposer to submit the most current financial statements to demonstrate their Financial stability and strength.</i></p>
298	<p>To ensure proper notification of all parties, would the GPMTD modify the Termination for Convenience language to allow for a minimum 60-day notice period?</p>	<p><i>No</i></p>
299	<p>Please provide all proposers with the desired pricing sheet for these services so that all bidders may propose their costs in the same manner. Please provide this information electronically.</p>	<p><i>Decline, please propose in manner that best suits bidder</i></p>