



Addendum # 1

TO: All Vendors

From: Jason McGarry, Procurement/ Contracts Administrator

Date: January 13, 2022

This Addendum No. 1 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein:

Dropbox Link - <https://www.dropbox.com/sh/567plet6f0qnwki/AAA0-Efrk0z1FpRe8kVrwMh9a?dl=0>

- 1) We would like to formally request a 30-day extension of the proposal due date.**
 - a) The deadline will be extended until February 14, 2023. Proposals are due by 3:00 PM to 5790 Casper Padgett Way North Charleston, SC 29406.

- 2) Please consider responding to questions from bidders as they are submitted, rather than wait to issue an addendum with all responses.**
 - a) Agreed.

- 3) Please confirm that the Employee Handbook, Maintenance Manual, and sample reports may be submitted electronically on a USB Appendix and are excluded from the 50-page limit.**
 - a) Confirmed. Supplemental material may be submitted electronically on a USB.

- 4) Please confirm that the resumes, sample accident investigation form, organizational chart, transition schedule, evidence(s) of good standing may be submitted in the Appendix section and are excluded from the 50-page limit.**
 - a) Confirmed.

- 5) Please confirm the number of printed proposal copies to be submitted; the RFP notes four copies in one section and five copies in another section.**
 - a) 4 copies.

- 6) Please provide copies of the following CARTA Management, Operations and Maintenance Services: Fixed Route & Paratransit documents:**
 - i) A complete copy of the current service contact with the incumbent provider.**
 - (a) This information can be requested after any resulting Notice of Intent to Award.

- ii) **All invoices submitted by the incumbent Provider for the most recent 36-month period.**
 - (a) This information can be requested after any resulting Notice of Intent to Award.
 - iii) **Current Collective Bargaining Agreements (CBA's) for all contracted union members providing these services.**
 - (a) This is not a CARTA agreement.
 - iv) **A current staffing chart for the incumbent Provider. Please include all operating functions (operations, administration, maintenance, safety, etc.).**
 - (a) This information is held by the incumbent provider.
 - v) **A current organizational chart**
 - (a) This information is held by the incumbent provider.
 - vi) **Active seniority list(s) (include current position titles and date of hire only).**
 - (a) This information is held by the incumbent provider.
 - vii) **A summary of all Liquidated Damages assessed to the incumbent Provider during the most recent 36-month period.**
 - (a) No Liquidated Damages have been assessed.
 - viii) **A summary of operating performance results (i.e., key performance indicators, monthly operating reports, board reports, executive reports, etc.) for the incumbent Provider during the most recent 36-month service period.**
 - (a) This information can be requested after any resulting Notice of Intent to Award.
- 7) **Are the service hour and mile projections on page 20 of the RFP (Section 2 - Scope of Work fixed route and paratransit services), inclusive of both revenue or in-service and non-revenue or out of service hours and miles? Is the Contractor compensated for gate-to-gate hours/miles?**
 - a) Yes, the service hour and mile projections on page 20 of the RFP are inclusive of both revenue and non-revenue service hours and miles. The contractor is compensated for gate-to-gate hours/miles in the revenue and deadhead categories.
- 8) **Please provide a summary of total non-revenue(deadhead) hours provided during the most recent 3-year period. Page 20, Section 2.1 (Service Levels at Issuance of the RFP) includes in service hours but no "out of service" hours.**
 - a) The total non-revenue (deadhead) hours have been included on Page 20, Section 2.1. Additional hours can include transportation to warming centers, government officials, Agency promotional events, and emergency response support to our community. These hours are billable at the established rate.
- 9) **Please provide a "heat map" highlighting all Paratransit trips provided (by pickup and drop off locations) during a typical service weekday.**
 - a) Please see dropbox link.
- 10) **Please provide a summary of current Van Services and Broker Services turnover rates for the incumbent Provider.**
 - a) This information is held by the incumbent provider.

11) What are the primary operating/contractual issues with the incumbent Providers performance?
a) This information can be discussed after any resulting Notice of Intent to Award.

12) Is the incumbent Provider experiencing Bus Operator shortages? If so, what is the current shortage level?
a) The industry as a whole is experiencing Bus Operator Shortages.

13) What are the current Paratransit trip productivity rates in terms of passengers per hour (pph)? Please provide copies of any operating reports highlighting the passenger per hour productivity rates during the most recent 36-month period.

<u>Customers Per Hour</u>			
	<u>2020</u>	<u>2021</u>	<u>2022</u>
AVERAGE	1.77	1.77	1.89

a)

14) Page 34, Section 4.0 Proposal Contents: Can CARTA please clarify what is included in the 50-page limit? E.g. required forms, covers, tabs, and resumes.
a) This is outlined in section 4.0 and 4.1 of the RFP.

15) Page 2 of the RFP states that proposers must submit one original, one digital, and four copies of the proposal. Page 34 states proposers must submit one original, five copies, and one USB. Please confirm which is correct.
a) 4 copies.

16) Would CARTA consider allowing electronic submissions in lieu of hard copies?
a) No, hard copies are required.

17) Please confirm that there are only two forms to submit with the proposal – Certification and Restrictions on Lobbying and Government-Wide Debarment and Suspension.
a) Correct, plus a signed copy of this Addendum.

18) Page 39 references a bid bond. Please confirm whether or not a bid bond is required with the proposal and if so, please provide details.
a) A bid bond is not required.

19) Page 35 references the section “Requirements and Certifications” where proposers are asked to submit “insurance policy requirements”. Please clarify whether or not a Certificate of Insurance would satisfy this requirement.
a) Yes, this would satisfy the requirement. Additional insurance information may be requested after Notice of Intent to Award.

20) Page 35 references the section “Requirements and Certifications” where proposers are asked to submit “Cost Proposal” in this section. Page 34 states that the cost proposal should be separate. Please confirm if the cost proposal should be included within the technical or submitted separately.

- a) The cost proposal should be submitted in a separate envelope.
- 21) Performance Bond: A Performance Bond will be required for the full term of this award, including renewals, if applicable. What amount?**
- a) No Performance Bond is required.
- 22) As only 4 years of projected fixed route and paratransit service delivery data was provided on page 20, Section 2 Scope of Work, of the RFP, and assuming CARTA is requesting a 10-year pricing schedule from all Proposers, how many hours miles should bidders project/assume for years 5 – 10 of the service contract?**
- a) Please provide pricing for the initial 3-year term and any projections you can provide for the years following.
- b) Projections included on dropbox link.
- 23) Is the “fixed cost” referenced in page 39, Section 4.2 Price Proposal, a total annual cost? Will CARTA consider a fixed + variable or hourly rate pricing model?**
- a) CARTA is requesting an hourly rate pricing model.
- 24) Can CARTA please respond to all Proposers questions asap to allow sufficient time to prepare our proposals and pricings without the need to extend the proposal due date of January 24, 2023.**
- a) Acknowledged.
- 25) Section 1.12 Service Hour Cost. CARTA is requesting the Service Provider provide additional separate charge for Preventative Vehicle Maintenance. Does this mean the vehicle maintenance cost is not provided in the Service Hour Cost? The price sheet does not have an input for Preventive Vehicle Maintenance.**
- a) Maintenance cost should be included in hourly cost.
- 26) Please provide the monthly mileage statistics report by vehicle and type of bus service for the past 12 months**
- a) Please see dropbox link.
- 27) Regarding Section 8, Price Proposal, is the amount to be put in here the Gross Dollar amount for each respective service?**
- a) Hourly cost per service.
- 28) Please provide a summary that includes the volume of Tel-A-Ride Paratransit calls received for the previous 12-month period? This information is needed to estimate the number of Calltakers/Reservationists, schedulers and dispatchers needed to complete CARTA’s option pricing request.**
- a) Please see dropbox link.
- 29) Please provide a vehicle repair history report for major component replacement?**
- a) CARTA is responsible for major component replacement and will continue this practice under the new award.

- 30) Please provide a list of all Agency owned shop equipment, vehicle lifts, jacks, support stands, parts shelving, farebox bench test equipment/tooling?**
- a) This information can be requested after any resulting Notice of Intent to Award.
- 31) Please provide an anticipated 10-year fleet replacement schedule (to match the potential term of the new service contract).**
- a) This information is not available currently. Please refer to question 23.
- 32) Please confirm that the revenue/service hour rate includes deadhead miles and hours (i.e., gate to gate).**
- a) Yes.
- 33) What is the name of the current scheduling software used for Paratransit Tel-A-Ride scheduling services?**
- a) Easy Rides by Syncromatics.
- 34) Sect 1.12 Service Hour Cost, "CARTA also requests that the Service Provider provide an additional separate charge for Preventative Vehicle Maintenance, which is not to be included in the Service Hour Cost,....". Does this mean that no vehicle maintenance cost should not be included in our Price Proposal amount? Would this also include Mechanic Labor wages and benefits?**
- a) Maintenance should be included in the hourly cost.
- 35) Section 1.12 Service Hour Cost. CARTA is requesting the Service Provider provide additional separate charge for Preventative Vehicle Maintenance. Does this mean the vehicle maintenance cost in not provided in the Service Hour Cost? The price sheet does not have an input for Preventive Vehicle Maintenance. Where are these costs to be included?**
- a) Maintenance should be included in the hourly cost.
- 36) Can CARTA provide monthly mileage statistics report by vehicle and type of bus service for the past 12 months**
- a) Please see dropbox link.
- 37) Regarding Section 3.7, Performance Bond, what is the amount or percentage of the performance bond required?**
- a) See Question 21.
- 38) Regarding Section 8, Price Proposal, is the amount to be put in here the Gross Dollar amount for each respective service?**
- a) Hourly cost.
- 39) Can you provide a roster of Drivers for each service, Fixed & Para along with their hire dates?**
- a) As of 1/5/23, there are 129 drivers employed with the current provider. Hiring information is not available since they are not CARTA employees.
- 40) In the booking section of the RFP, it states that CARTA staff will be responsible for booking trips in the Tel-A-Ride system. However, CARTA is also requesting that proposers provide an estimated cost to provide "these services" as an option. Our question concerns the interpretation of the**

words ‘these services’ in the above language. Is CARTA requesting that Proposers offer a price that includes a reservations and scheduling system (like Spare, Ecolane etc) only or is CARTA seeking pricing that includes a scheduling system and reservation staff to build the daily manifest to replace all the services currently performed by CARTA?

a) The request is to furnish the staffing, CARTA will provide the software.

41) Will CARTA please consider extending the due date by two weeks?

a) Please see question 1.

42) Bonds - Is a bid bond required? If yes, amount?

a) See Question 19.

43) Bonds - RFP states a performance bond is required, please confirm for what amount?

a) See Question 21.

44) Bus Stops and Shelters - Is the contractor required to maintain the bus stops or bus stations? If yes, please provide the frequency required.

a) No, BCDCOG staff maintains the bus stops and bus stations.

45) Bus Stops and Shelters - Please provide the last 12 months of expenses for bus stop and shelter maintenance and repairs.

a) N/A

46) Bus Stops and Shelters - Please provide the number of bus stops and bus stations.

a) 848 active bus stops and owns 2 bus stations (Superstop and Rivers Park & Ride)

47) Contractual - What is the current budget for this service?

a) \$14,266,085

48) Contractual - Contractors will have a large amount of fixed costs to operate the services provided in the RFP. Would CARTA consider allowing bidders to provide pricing with a fixed monthly fee and variable hourly basis?

a) No, hourly rate only.

49) Current KPI's - 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.

a) This information will be provided after Notice of Intent to Award.

50) Disadvantaged Business - Please verify if there is a minimum DBE participation required of contractors? RFP states that the overall agency goal is 5%, but is there is a specific requirement for this RFP?

a) There is no specific goal related to this RFP but the use of DBE's is encouraged.

51) Disadvantaged Business - Please provide the names of any current DBE vendors including the service provided and rates.

a) These contracts would be with the incumbent provider.

- 52) Dispatch / Reservations - RFP requests that bidders provide an optional cost for inclusion of scheduling within their price. Please confirm if CARTA would like bidders to just include scheduling? Or is the anticipation that bidders include reservations and scheduling as part of this optional costs?**
- a) This includes reservations and scheduling.
- 53) Dispatch / Reservations - If reservations and scheduling should be included as part of the optional cost, will CARTA provide phone system? Or should the cost of this be included by Contractor?**
- a) Contractor.
- 54) Dispatch / Reservations - Please provide the number of calls by hour and by type (reservations, where's my ride, etc.) for each day of the week.**
- a) Please see dropbox link.
- 55) Dispatch / Reservations - Call Center - calls anticipated (quantity and peak)**
- a) 602 calls the week of 1/2/23. The average is 700 calls per week.
- 56) Dispatch / Reservations Call Center - please provide average hold time, talk time, and handle time.**
- a) Please see dropbox link.
- 57) Dispatch / Reservations Call Center - please provide call abandon rate.**
- a) Please see dropbox link.
- 58) Dispatch / Reservations - What is the current percentage of "Subscription Service" trips compared to the total number of trips?**
- a) Please see dropbox link.
- 59) Electronic Submission Request - Would CARTA consider allowing proposed to submit proposal electronically? This can be done via email through a secured file sharing link, or alternatively in any way preferred by CARTA.**
- a) Hard copies are required.
- 60) Facilities - Does the facility currently have or require an oil-water separator?**
- a) Yes.
- 61) Facilities - What brand and model number bus wash system is currently in use at the facility?**
- a) Westmatic 4 Brush Transit Master.
- 62) Facilities - 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.**
- a) Contractor is responsible for all utilities, except BEB charging.
- i) Ex. Electricity, water, internet, lawn maintenance, janitorial services.
- ii) There are no taxes.
- iii) CARTA pays the stormwater utility fee.
- 63) Facilities - Will the contractor be responsible for any costs associated with leasehold improvements or will CARTA assume responsibility for all major facility repairs and upgrades?**

- a) CARTA is responsible for major repairs & upgrades. The contractor is responsible for general maintenance of the facility.

64) Facilities - Is there a secure fare collection room at the facility?

- a) Yes.

65) Facilities - Please provide historical annual costs for all contractor related facility expenses, including maintenance, landscaping, and any other requirements?

- a) This information is held by the incumbent provider.

66) Fare Collection - What is the process for fare collection? Is use of an armored car service allowed to count the fares?

- a) Contractor is responsible for probing and dumping into the vault. Contractor is also responsible for preventative maintenance of Fareboxes. CARTA handles the counting and transportation.

67) Fare Collection - What type of fareboxes are currently utilized within the revenue vehicles? If none, please provide fare collection process.

- a) Genfare Fast Fare.

68) Fare Collection - Please provide the total dollar amount of cash fares paid for the past 12 months.

- a) \$1,286,862

69) Fare Collection - What is the process for fare reconciliation? Does Contractor retain fare value? Or alternatively is this deposited into a CARTA account or retained by Contractor and deducted from monthly invoice?

- a) N/A – Please see question 66.

70) Fleet - 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.].

- a) Please see dropbox link.

71) Fleet - 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?

- a) CARTA has recently updated the majority of the fleet with Battery Electric Vehicles. CARTA is in the process of updating the replacement plan.

72) Fleet - Please confirm that contractor is not required to provide any non-revenue vehicles for this service?

- a) Correct.

73) Fleet - 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.

- a) Fixed Route VOM's at peak is 65.
- b) Paratransit VOMS at peak is 20.
- c) Peak service times are weekdays at 4:15pm.

74) Fleet - Please provide the number of non-revenue vehicles used for driver reliefs.

a) Please see dropbox link.

75) Fleet - Please confirm which vehicles are designated for paratransit service?

a) Please see dropbox link.

76) Fleet - Fleet lists indicates the MV1 vehicles are being replaced in 2023, what vehicle type of vehicles will these replacements be?

a) Similar vehicle size (e.g. Ford Transit).

77) Fleet - Fleet list indicates 10 of the 1996 New Flyer vehicles were retired in 2022, please advise if these vehicles were replaced, or if total fleet count would decrease by 10 vehicles?

a) These vehicles were replaced with Battery Electric Buses.

78) Fueling and Cleaning - Are the vehicles fueled onsite? If not, how many minutes does it take to fuel the bus?

a) Vehicles are fueled & cleaned on-site.

79) Fueling and Cleaning - What is the required schedule for vehicle exterior cleaning?

a) Daily.

80) Fueling and Cleaning - How is vehicle cleaning currently accomplished? (Onsite, offsite, outsourced)

a) Interior cleaning is provided onsite and is contracted through the incumbent provider. Exterior cleaning is performed by the contractor using the bus wash.

81) Fueling and Cleaning - Please confirm CARTA provides all fuel for both revenue and non-revenue vehicles within the operation?

a) CARTA provides fuel for both revenue and non-revenue vehicles.

82) Hours and Miles - Available NTD data for the service contradicts information within RFP, so can CARTA 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.

a) Please see dropbox link.

83) Hours and Miles - Please provide the average number of revenue hours for each day of the week.

- a) average number of revenue hours:
- i) M-F - 685 for fixed Route and 120 for Paratransit
 - ii) Sat - 421 for fixed Route and 59 for Paratransit
 - iii) Sun - 227 for fixed Route and 39 for Paratransit

84) Hours and Miles - Please provide the average number of deadhead hours for each day of the week.

- a) Average number of deadhead hours:
- i) M-F - 46 for fixed Route and 15 for Paratransit
 - ii) Sat - 16 for fixed Route and 1 for Paratransit
 - iii) Sun - 12 for fixed Route and 2 for Paratransit

85) Hours and Miles - Please provide the average revenue miles for each day of the week.

- a) average number of revenue miles
 - i) M-F - 9,109 for fixed Route and 1,968 for Paratransit
 - ii) Sat - 5,925 for fixed Route and 845 for Paratransit
 - iii) Sun - 3,233 for fixed Route and 607 for Paratransit

86) Hours and Miles - Please provide the revenue service hour definition for each of the services listed in the RFP.

- a) Service hours include Hours operated while carrying passengers (expectation of carrying revenue passengers) and associated deadhead hours.

87) Hours and Miles For fixed route service, please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather, incidents, etc.).

- a) Yes.

88) Hours and Miles - For paratransit service, please clarify if revenue hours begin at the first pick-up, even if that pick up is a no show.

- a) Yes.

89) IT - Does the Contractor need to provide any network cabling or facility IT upgrades?

- a) All IT hardware is provided by CARTA.

90) IT - Does the Contractor network need to support a facility camera system? If so, please provide details on the system.

- a) CARTA provides camera system.

91) IT - Are there any non-standard system applications that need to be installed on Contractor's workstations?

- a) No.

92) IT - What systems, applications or on-bus technology does the Contractor need to provide computers or servers for?

- a) Any third-party software not provided by CARTA.

93) IT - Will contractor need to host or support any application, web, or database servers?

- a) Any third-party software not provided by CARTA.

94) IT - Will the contractor be required to host or support any applications or services?

- a) Any third-party software not provided by CARTA.

95) IT - Are there any other on-board applications we will be required to support (hardware or software) for passenger WIFI, AVL, passenger counting, farebox, etc.?

- a) No.

96) IT – Infrastructure/Networking/Telephony: Who will be supporting the phone system?

- a) Contractor.

97) IT - Infrastructure/Networking/Telephony: Qty of New Telephone Sets Needed

- a) 17.

- 98) IT - Infrastructure/Networking/Telephony: Will advanced call management features be required? (Call Recording, Call Reporting, IVR menus)**
a) Yes.
- 99) IT - Application Support: Are there any applications or systems that need to be transitioned from the current contractor's system to the new contractor's system?**
a) No.
- 100) IT - Any mobile phones, Push-To-Talk Radios, tablets, etc. that we need to provide and/or support?**
a) No, unless required by contractor.
- 101) IT - 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.**
a) No.
- 102) IT - Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).**
a) CARTA handles all data & phone lines.
- 103) IT - Who is required to provide the internet circuit for the facility?**
a) CARTA.
- 104) IT - Is the Contractor able to segment a separate VLAN off the Agency internet service?**
a) Yes.
- 105) IT - What up/down bandwidth is available to the Contractor on the Agency internet service?**
a) There is a 50MB Circuit in the building.
- 106) IT - Please confirm Contractor can install their own managed router and switch for segmented VLAN.**
a) Yes.
- 107) IT - Please provide detail on the office/facility phone and internet lines/connections in each work area.**
a) Desktop phone and CAT5 connection.
- 108) IT - Is there rack space available for Contractor servers, switch, routers, etc.?**
a) Yes.
- 109) IT - 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**
a) No.
- 110) IT - 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.**

- a) Yes, and will be provided upon issuance of Notice of Intent to Award.
- 111) IT - Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.**
- a) This will be provided upon issuance of Notice of Intent to Award.
- 112) Labor Relations - Are there currently any Collective Bargaining Agreements in place? If so, please provide a copy of the current CBA or a contact at the local union.**
- a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.
- 113) Labor Relations - 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.**
- a) This information is held by the incumbent provider.
- 114) Labor Relations - What is the current starting wage for drivers and hourly staff positions?**
- a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.
- 115) Labor Relations - Due to the industry wide labor shortages, would the agency include a minimum wage requirement for this procurement?**
- a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.
- 116) Labor Relations - Please provide the current seniority lists for all employees, and if each position is full-time or part-time.**
- a) This information is held by the incumbent provider.
- 117) Labor Relations - What is the current benefit participation?**
- a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.
- 118) Labor Relations 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.**
- a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.
- 119) Labor Relations - Are the current transit employees covered by 49 USC 5333(b) (also known as Section 13c of the Urban Mass Transportation Act of 1964)?**
- a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.
- 120) Legal - 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.**
- a) The contractor needs to plan for these changes within their hourly rate each year.

- 121) Legal - Paratransit: Is any part of the program funded by a Covered Entity (as defined under HIPAA), including Medicare and Medicaid?**
a) No.
- 122) Legal - Paratransit: Will Contractor be required to enter into a HIPAA Business Associate Agreement to provide some of the contracted services?**
a) No.
- 123) Legal - Would CARTA consider an assignment provision that allows Contractor to assign the Contract to another entity without prior written consent of the County? If so, may we present sample language in its proposal?**
a) Prior written consent would be required. The County is not involved in consent for CARTA.
- 124) Legal - Would CARTA 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 we present sample language in its proposal?**
a) Prior written consent would be required. The County is not involved in consent for CARTA.
- 125) Maintenance - Please provide a detailed list of all maintenance equipment that will be provided to the contractor by CARTA.**
a) This list will be provided to the contractor after issuance of Notice of Intent to Award
- 126) Maintenance - Please provide a list of all Engine Serial Numbers (ESNs) for the current fleet.**
a) CARTA does not track ESN's.
- 127) Maintenance - 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.**
a) Yes, 2 vehicles. Information provided on dropbox link.
- 128) Maintenance - Please confirm whether the Contractor is responsible for engine and transmission overhauls for the vehicles?**
a) The contractor is responsible for seeking competitive quotes for engine & transmission replacements & overhauls from third-party.
- 129) Maintenance - Please provide the last 12 months history for major component replacement and repair for the Agency provided fleet.**
a) This information will be provided after issuance of Notice of Intent to Award.
- 130) Maintenance - Are there any remaining warranties for the fleet or provided equipment? If so, please provide warranty information.**
a) This information will be provided after issuance of Notice of Intent to Award.
- 131) Management and Support Staff - 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.**
a) This information is held by the incumbent provider.

- 132) Management and Support Staff - Please provide a current organization chart to include management, staff, and drivers.**
a) This information is held by the incumbent provider.
- 133) Management and Support Staff - Please confirm required named personnel for proposal.**
a) This information may be requested at Notice of Intent to Award.
- 134) Management and Support Staff - Please provide any required experience needed for named personnel.**
a) This information is held by the incumbent provider.
- 135) Operations - Please provide details regarding any subcontractors being used in this service currently, and which services they are providing.**
a) This information is held by the incumbent provider.
- 136) Operations - Are all positions required to be 100% dedicated to this contract?**
a) Yes
- 137) Operations What is the current pre-trip and post-trip time per driver?**
a) This is determined by the contractor with CARTA's approval. 10 minutes in the standard.
- 138) Operations What is the current plan for driver reliefs?**
a) There are designated locations along the route in coordination with layover points.
- 139) Operations - How many extra board hours is the current operator incurring?**
a) CARTA holds ten (10) one hour board meeting per year. The contractor is required to be present, but does not have a role in board presentations.
- 140) Operations - Please provide detailed information for each Fixed Route to help with blocking and scheduling in Excel format. Please include deadhead hours and miles, number of buses currently used on each route, pull-out and return-to-yard times, etc.No,**
a) This information will be provided upon Notice of Intent to Award.
- 141) Operations - Please provide current run cut for this service.**
a) Please see dropbox link.
- 142) Operations - Are the current performance standards and unsatisfactory performance fees included in Attachment A in place within the current contract? Please provide detail on the current contractor's performance and incurred penalties by month for the past 24 months.**
a) Yes. This information will be provided upon Notice of Intent to Award.
- 143) Operations - 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.**
a) This information will be provided upon Notice of Intent to Award.

- 144) Operations - Attachment A states that an incomplete trip (\$200 penalty) will be considered a missed trip (\$500) - please confirm if contractor will be assessed a penalty for both incomplete and missed trip in the case of an incomplete trip?**
- a) No, these are not additive.
- 145) Operations - What is the current level of productivity for each of the services? Please provide for weekday, Saturday, and Sunday by service.**
- a) CARTA monitors this data and will work closely with the successful proposer. There is no overcapacity based on industry standards. Please see dropbox link for more detail.
- 146) Operations On-Time Performance -- Is sampling accepted or 100% of trips?; Is a pickup before the window still considered on-time?**
- a) 100% count. For paratransit, it must be in the window.
- 147) Operations - How many years has the existing contractor held this contract including extensions?**
- a) This is not relevant to the SOW. We are seeking the best provider for our region.
- 148) Operations - Please provide copies of the last three months of management reports from the Contractor.**
- a) This information may be provided after Notice of Intent to Award.
- 149) Operations - Please provide copies of the last twelve months of invoices from the Contractor.**
- a) This information will be provided upon Notice of Intent to Award
- 150) Operations - Please provide a copy of the current contract for these services.**
- a) The current contract is outdated and will be updated during this procurement
- 151) Operations - Please provide detail if any of the current vehicles are operating at "overcapacity," and which routes, and time of day the overcapacity is occurring.**
- a) Please see response to question 145.
- 152) Operations - Is the current contractor staging vehicles on any of the routes, and if so, please provide details on the routes that require the staged vehicles to maintain OTP?**
- a) No.
- 153) Operations - RFP requires that contractor provide picture badges for Paratransit passengers. Please provide the anticipated number of badges required annually as well as the currently incurred costs for this by contractor for the past 3 years by year.**
- a) There were 746 passengers last year.
- 154) Operations - What are 3 things that the agency would like to see improved in the current service?**
- a) N/A.
- 155) Operations - What are the top 3 complaints received by passengers on this service?**
- a) On-time performance, facilities, and frequency.

- 156) Operations - Is a CDL required for both fixed and paratransit operators? Or would CARTA allow contractor to hire non-CDL operators for the paratransit service?**
- a) CDL is required for all fixed route service. CDL & Non-CDL are required for Paratransit services.
- 157) Paratransit Hours and Miles**
- a) **If Trapeze currently in use: Please provide the "Route Productivity Report" from the Trapeze software daily for one week and monthly for the last 12 months.**
 - i) Trapeze is not used by CARTA or current contractor.
 - b) **If software other than Trapeze in use: please provide a productivity report from the dispatching software daily for one week and monthly for the last 12 months that shows data that includes: 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) This information will be provided upon Notice of Intent to Award.
 - c) **Breakdown of Miles covering; a. Total Miles; b. Service/Live Miles; c. Deadhead Miles; d. Break/Lunch Miles; e. Refuel; Miles; f. and Any Other Miles;**
 - i) This information will be provided upon Notice of Intent to Award.
 - d) **Average Distance in miles per Trip; Average Length in minutes per trip; Trips per Revenue Hour.**
 - i) This information will be provided upon Notice of Intent to Award.
- 158) Penalties and Incentives - 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.**
- a) There have been no penalties or incentives charged over the past 12 months. The RFP does not specify liquidated damages.
- 159) Penalties and Incentives - Are there any changes in the penalties for this new RFP from what is currently in place with the current contract?**
- a) There are not penalties in this RFP or current contract.
- 160) Penalties and Incentives - Would the agency consider postponing performance penalties during the first 90 days of the new contract period for a new contractor?**
- a) There are not penalties in the RFP.
- 161) Penalties and Incentives - Please provide the actual performance for each performance standard listed in Attachment A by month for the past 12 months.**
- a) This information may be requested after Notice of Intent to Award.
- 162) Penalties and Incentives - 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.**

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%.
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.

a) No.

163) Pricing - 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.

a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.

164) Pricing - Please confirm the volume of hours and/or trips on which proposers should base their proposals. While RFP contains estimated operational data through 2026, the price pages require pricing for 10 years. Can CARTA please update price pages to include estimated annual revenue hours (by service type) for each year pricing is required?

a) Please see dropbox file.

165) Pricing - Please clarify how the prices will be evaluated; will the full contract term be considered or only the Year 1 price?

a) 3 years.

166) Pricing Is the agency open to alternative price proposals?

a) No.

167) Pricing What is the current turnover rate for drivers?

a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.

168) Pricing - 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.

a) CARTA is not involved in labor contracts; therefore, we cannot answer this question.

169) Proposal Would CARTA consider extending the page limit to 100 pages to allow proposers to respond adequately to all RFP requirements?

a) No.

170) Proposal - Please confirm that proposers are able to include additional attachments to their proposals outside of the page limit to the technical proposal?

a) Confirmed.

171) Proposal - Please confirm that required resumes are excluded from the total page count of the proposal?

a) Confirmed.

- 172) Proposal - Pdf page 11 of the RFP states that confidential pages must be indicated at the bottom, however pdf page 2 states that relevant pages must be denoted at the upper right-hand corner. Where would the Authority like Confidential pages to be identified?**
- a) Upper right-hand corner.
- 173) Safety and Training - What is the required number of training hours for new drivers and all other positions within the operation? Please also identify any other required training.**
- a) This is determined by the contractor with CARTA's approval.
- 174) Technology - Please confirm what technology is expected to be provided by the contractor within the new contract? i.e. paratransit scheduling software, fixed route ITS etc.**
- a) None.
- 175) Technology - Software: Please describe, including manufacturer product name and version number, the scheduling and dispatching products in place.**
- a) Syncromatics Easy Rides.
- 176) Technology - 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.**
- a) No additional modules.
- 177) Technology Software: Please indicate whether these products are hosted by the Client, software manufacturer or if we would be required to provide hosting services.**
- a) Hosted by CARTA.
- 178) Technology - 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.**
- a) CARTA currently has the following hardware utilized in their operations:
 - i) AngelTrax Cameras
 - ii) Cradlepoint Routers
 - iii) Syncromatics CAD/AVL
 - iv) Hella APC
 - v) Hanover and Luminator signs
 - vi) Genfare Fareboxes
- 179) Technology - Hardware: Is there a requirement for integration of tablets, signage, passenger counters with the dispatching system?**
- a) Yes, dispatch must be able to see the info.
- 180) Timeline - Can CARTA please provide a timeline that details anticipated post-proposal events (such as interviews and BAFO submission) as well as anticipated award timeline?**
- a) Within the next 60 days.
- 181) Timeline - Would CARTA please extend the due date for this procurement until 2/21 to allow for QA responses to be released and adequately incorporated within each bidder's proposal?**
- a) Please see question 1.

- 182) Timeline - Will CARTA allow for additional questions to be submitted following release of initial QA to clarify any responses?**
a) No.
- 183) Transition - During the transition, how many vehicles will be made available to the incoming contractor to perform training?**
a) This cannot be determined as we are not sure what type of training is referenced.
- 184) Transition - During the transition, will there be space available at the facility to conduct start up activities?**
a) Yes.
- 185) Transition - When does the agency expect to award this contract?**
a) March 2023.
- 186) What is the total Sqft of office space within the Leeds Ave. facility?**
a) 16,148.
- 187) Section 1.1 General Description of Tasks – “The Service Provider(s) shall coordinate, manage, and control all necessary service activities, which shall include, but not be limited to.....Provide office equipment needed for operation of the Fixed Route System including, but not limited to, computers, including hardware, software, and peripherals, furniture, fax machines, and copiers, except for the equipment provided by CARTA under inventory under this RFP.” Please clarify what is included as "equipment provided by CARTA under Inventory of RFP".**
a) Please see dropbox link.
- 188) Section 4.3 Bond - If CARTA selects a Proposer for contract award and the Proposer does not honor its binding offer, CARTA may pursue any remedy permitted by law and will execute condemnation of the bid bond. Is a bid bond required and if so, how much?**
a) Requirement for bid bond is waived.
- 189) Section 3.7 Insurance Requirements, Performance Bond: A Performance Bond will be required for the full term of this award, including renewals, if applicable. Please confirm the performance bond amount required.**
a) Requirement for performance bond is waived.