



Addendum # 2

TO: All Vendors

From: Jason McGarry, Procurement/ Contracts Administrator

Date: June 11, 2025

This Addendum No. 2 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein:

OneDrive Link: [CARTA Management, Operations, and Maintenance](#)

- 1) Will CARTA please consider a proposal due date extension of two to four weeks to allow the proposers time to process the Authority's response to questions and integrate the new information and clarifications into their proposals?**
 - a) A 3-week extension has been granted. The Proposals are due by 3:00 PM on June 25, 2025. The delivery address is 5790 Casper Padgett Way North Charleston, SC 29406.
- 2) RFP Section 3.7 states: "Performance Bond: A Performance Bond will be required for the full term of this award, including renewals, if applicable." Will CARTA please declare an amount for the Performance Bond?**
 - a) Please disregard. Performance Bond not required
- 3) Will CARTA please share a detailed listing of equipment, software, hardware, and other property, excluding vehicles, provided by CARTA?**
 - a) Please see attached link
- 4) Will CARTA please provide an electronic copy of the Contract, including all amendments, between CARTA and the current Management, Operations, and Maintenance contractor?**
 - a) Please see attached link
- 5) Will CARTA please provide a five-year history of any Worker's Compensation and Auto/accident claims or losses?**
 - a) This information can be provided after Notice of Intent to Award.
- 6) Will CARTA please confirm if the Service Provider will be required to provide cellular service or data coverage for all software / hardware?**
 - a) Service Provider doesn't need to provide cellular services for on-vehicle applications but Yes, for building network connectivity.

- 7) **Will CARTA please provide the last 24 months of Unsatisfactory Performance Fees imposed on the incumbent contractor?**
a) This information can be provided after Notice of Intent to Award.
- 8) **Will CARTA please consider a nine-month moratorium on Unsatisfactory Performance Fees, to allow the incoming Service Provider to address any remaining issues or challenges with service delivery?**
a) This can be discussed during contract negotiations.
- 9) **Will CARTA please provide the names and contact information for all DBE and non-DBE subcontractors the incumbent contractor currently utilizes and holds contractual arrangements with?**
a) All contractual relationships are not known between the incumbent contractor and their subcontractors. There is one DBE currently supporting the prime contractor and they are the Nissi Group, Inc., Kenneth Gordon, Post Office Box 169 Port Tobacco, MD 20677
- 10) **Will CARTA please confirm how much DBE participation is the incumbent contractor currently achieving towards CARTA's 5% DBE goal?**
a) The incumbent contractor is contributing 0.5% towards CARTA's DBE usage goal.
- 11) **RFP Section 2.8 states the Service Provider will "Provide daily cleaning inside and out with paid janitorial service for all space. Will CARTA please detail the last 12 months of costs the incumbent has expended for the paid janitorial services? Will CARTA please also name the vendor or vendors utilized for janitorial services?**
a) This information is held by the incumbent contractor.
- 12) **Will CARTA please provide the last 12 months of incumbent contractor invoices?**
a) This information can be requested after Notice of Intent to Award.
- 13) **Will CARTA please explain if there have been any challenges due to the incumbent contractor having employee shortages?**
a) Yes.
- 14) **We intend to employ as many of the current employees as possible at their current wage and benefit levels. In order to do so, will CARTA please provide:**
a) *The current Collective Bargaining Agreement (CBA), including the current benefits listed for all employees under the current CBA.*
i) This is not a CARTA agreement. The Union President is Sharon Broderick and can be contacted at Sharon.yates@comcast.com . The information provided is at her discretion and cannot be confirmed or verified by CARTA as we are not party to this agreement.
b) *Current head count, wage rate, and seniority list of all current employees.*
i) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
c) *Incumbent's complete Organization Chart with both filled and vacant positions listed.*
i) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.

- 15) To ensure proposers are able to bid responsibly and maintain all employees' benefits costs, will CARTA please provide the following:**
- a) Summary benefits plan descriptions,**
 - i) CARTA cannot provide this information. Staffing and insurance needs are at the discretion of the contractor/operator. The Union President is Sharon Broderick and can be contacted at Sharon.yates@comcast.com . The information provided is at her discretion and cannot be confirmed or verified by CARTA as we are not party to this agreement.
 - b) Employee census information including employee ID, gender, DOB, zip code, plan election, tier election, and employee groups (union, non-union, etc.).**
 - i) CARTA cannot provide this information. Staffing and insurance needs are at the discretion of the contractor/operator.
 - c) Monthly premiums (employer cost, employee cost, total).**
 - i) CARTA cannot provide this information. Staffing and insurance needs are at the discretion of the contractor/operator.
 - d) Whether fully insured or self-insured.**
 - i) CARTA cannot provide this information. Staffing and insurance needs are at the discretion of the contractor/operator.
- 16) Will CARTA please indicate whether there are benefits plans besides medical, dental, vision, and retirement that the employer contributes to (for example, life insurance)?**
- a) CARTA cannot provide this information. Staffing and insurance needs are at the discretion of the contractor/operator.
- 17) Will CARTA please confirm that the incoming contractor will not be responsible for assuming the current retirement program(s)?**
- a) CARTA cannot provide this information. Staffing and insurance needs are at the discretion of the contractor/operator.
- 18) Will CARTA please confirm that any accrued paid time-off earned through the conclusion of the current contract will be paid out by the current contractor?**
- a) CARTA cannot provide this information.
- 19) Will CARTA please provide the number of open or vacant positions by employee classification?**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 20) Will CARTA please provide the annual employee turnover rate?**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 21) Will CARTA please provide the annual overtime rates for all employment classifications?**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 22) Will CARTA please verify if the incumbent contractor employs SmartDrive, DriveCam, or similar system?**
- a) Samsara

23) Will CARTA please specify how and where operator reliefs are currently conducted?

- a) These locations include Mary St. @ Meeting St., Tanger Outlets, the CARTA Superstop, at the Leeds Avenue garage, and the Citadel Mall. Support vehicles are provided by CARTA unless the relief uses a revenue vehicle.

24) Will CARTA please provide the current count of daily pullouts for fixed route services and paratransit services?

- a) For fixed route service, there are 79 vehicle blocks on weekdays, 38 vehicle blocks on Saturday, and 26 on Sunday. Paratransit service has 20 vehicle blocks on weekdays, 9 on Saturday, and 4 on Sunday.

25) Will CARTA please provide a three-year history of expenses for maintenance parts, tires, materials, supplies, and outside repairs?

- a) Please see attached link

26) Will CARTA please provide the Authority's fleet replacement schedule?

- a) Please see attached link

27) Will CARTA please confirm the Service Provider will not have to provide any support vehicles over the term of the contract?

- a) Support vehicles are currently provided by CARTA.

28) Will CARTA please clarify if the contractor will be responsible for engine and transmission rebuilds?

- a) The contractor is responsible for seeking competitive quotes for engine & transmission replacements & overhauls.

29) Will CARTA please provide information on mid-life performed on the fleet or scheduled to be performed?

- a) Mid-life service is not routinely performed on the CARTA fleet. Major components are replaced as required. The average age of the fleet is 5.6 years and a replacement schedule has been established to sustain this aging trajectory.

30) Will CARTA please provide an estimated Notice to Proceed date so we can develop an accurate Start-Up and Transition schedule for the October 1, 2025 Contract Commencement?

- a) July 2025

31) Will CARTA please provide the current work schedules for incumbent contractor's dispatchers and road supervisors?

- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator. Adequate staffing is required throughout the entire day of service. The service area is 138 square miles and staffing to provide reasonable response times to incidents, road calls, or general operator support is expected. The exact schedules are not known by CARTA.

32) The RFP states: A Performance Bond will be required for the full term of this award, including renewals, if applicable.

- a) Please disregard. Performance bond not required.

- 33) Please confirm that a bid bond is not required to be submitted with the proposal. If a bid bond is required, please provide the bond amount and terms.**
a) Please disregard. Bid bond not required.
- 34) Will CARTA accept electronic signatures?**
a) Yes.
- 35) Please confirm that the title page, table of contents, resumes, start-up schedule, and other required attachments are excluded from the page count.**
a) Confirmed.
- 36) Please confirm that proposal charts and graphs may have font sizes smaller than 11 point.**
a) Confirmed.
- 37) Will CARTA accept a corporate secretary's certificate for the authorized execution requirement for proposers to submit a resolution of its governing body?**
a) Yes.
- 38) Please clarify what documents are to be submitted for the Bond Requirements and Insurance Policy Requirements.**
a) Please disregard.
- 39) Our company's audited financial statements are consolidated for the corporation and its subsidiaries. Please confirm acceptance.**
a) Accepted.
- 40) Will CARTA increase the 50-page limit to 100 pages to allow proposers to respond fully to all of the RFP requirements?**
a) Accepted.
- 41) Will CARTA accept a copy of a submitted application for registration with the SC Secretary of State for the requirement of evidence that the proposer is qualified to do business in the State of South Carolina?**
a) Contractor must be qualified to do business by proposal due date.
- 42) Given the scope of work this size, to digest the information from the Authority, respond to questions, and develop the most responsible and competitive proposal possible, we respectfully request a two-week extension to the current proposal due date.**
a) See Addendum 1.
- 43) So that it is clear to all bidders, please confirm the volume of HOURS/TRIPS on which all bidders are expected to base their proposal. Are there any plans to change the volume of hours in the next 12 months? The next 24 months?**
a) Service hours are listed in Section 2.1 of the RFP. There are no current plans to change the number of hours in the next 12-24 months but that is always subject to change based upon need.

- 44) Will pricing be evaluated based on the Year 1 price only, or will the Authority be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?**
a) Pricing will be evaluated based upon the initial contract term.
- 45) What are the current rates paid to the current contractor(s) for all components of service?**
a) This information can be provided after Notice of Intent to Award.
- 46) What was the total amount paid to the incumbent contractor(s) for the last two fiscal years (by year)?**
a) This information is not available.
- 47) Please provide all bidders with copies of the last six months of:**
a. Monthly invoices – This information can be provided after Notice of Intent to Award
b. Monthly management reports - This information can be provided after Notice of Intent to Award
- 48) Please provide a copy of the current contract for each incumbent contractor for these services.**
a) This information can be provided after Notice of Intent to Award
- 49) Please confirm that there is a 5% Disadvantaged Business Enterprise goal for this contract. Please verify if there is a goal, and if documentation of a good-faith effort is required.**
a) Yes, CARTA will evaluate the Proposer's plan to incorporate and use Disadvantaged Business Enterprises in support of CARTA's 5% goal.
- 50) Will the Authority accept DBE good faith effort that includes DBEs certified by other states, as long as this acceptance is contingent on completion of the process for the State in question?**
a) No.
- 51) Is the current provider meeting the DBE goals for this contract? Who are the current DBE vendors on the contract?**
a) See questions 9 & 10.
- 52) Please provide a current list of Technology that the Contractor will have access to.**
a) CARTA-provided technology includes Swiftly (CAD/AVL), GMV Syncromatics (CAD/AVL), on-vehicle and building camera footage, Genfare farebox, VAL100 mobile ticketing terminal, Spare (Paratransit scheduling), building access control, vehicle maintenance laptops and software, Chargepoint (Charge management). Contractor to provide human resource software, fuel tracking software, maintenance software, dispatch management software, and runcutting software
- 53) What are the current pull-out and return-to-yard times for each route?**
a) Please see OneDrive Link
- 54) Please clarify the operating hours of service for each day of the week. If there are seasonal changes, please include details about those changes as well.**
a) Please see OneDrive Link
- 55) Please clarify if the financial statements that are required to be submitted must be certified by a third party.**

- a) Yes, they should be certified.
- 56) Please consider adding “Strikes” to the Force Majeure clause of the contract, or will the Authority clearly outline the level of service expected of the Contractor if there were a strike?**
- a) This may be discussed after Notice of Intent to Award.
- 57) Please provide all bidders with a copy of the 5333(b) or 13(c) agreement.**
- a) This is not a CARTA agreement.
- 58) As our company would like to hire as many of the employees that make up the current workforce as possible, it is important to us to ensure that they make at least as much as they do now. Please provide a current seniority list (names can be stricken to protect privacy – perhaps just list position name and number (Driver 1, Dispatcher 1, Dispatcher 2, etc.) along with seniority date. Please also indicate if these positions are full-time or part-time, and the current rate of pay.**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 59) Are any of the current employees part of a labor union? If they are, please indicate for which service, as well as copies of the current collective bargaining agreement, any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor.**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 60) Please provide contact information for any local union representative who currently represents any of the current employees.**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 61) To ensure that none of the current employees go backward in benefits should a transition occur, please provide information regarding the current rates/benefits for these employees. Please include specific information, such as a rate sheet, regarding co-pays, dependent coverage, and the amount of premium to be paid by the employer.**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 62) Please provide a list of current positions provided by the current contractor or an organizational chart outlining these positions. Please indicate the percentage of these positions that are dedicated to the current contract.**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 63) Please explain if there have been any challenges due to the incumbent contractor having driver shortages.**
- a) Yes, this is an industry-wide challenge.
- 64) Please provide any information about current incentive programs that are offered to the current employees of this contract.**

- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 65) Please provide the number of vehicles used at peak time for each of the services contemplated by the RFP. If this information is available by day of the week, please provide it in that format.**
 - a) Please see OneDrive Link.
- 66) What is the current level of productivity for each of the service types provided? What is the average productivity per year for each of the three past years?**
 - a) Please see OneDrive Link
- 67) 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?**
 - a) Please see OneDrive Link
- 68) 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 three past years?**
 - a) Please see OneDrive Link.
- 69) What are the current miles between road calls for each of the service types provided? What are the average miles between road calls per year for each of the past three years?**
 - a) Please see OneDrive Link.
- 70) Is trip editing required for the paratransit service? If yes, is the contractor required to conduct 100% trip edits for this service? If not, what are the expectations of the contractor for this task?**
 - a) Contractor is required to manage all aspects in the delivery of paratransit service expect for client certification.
- 71) How does the Authority determine on-time performance? Is sampling acceptable, or is 100% verification required?**
 - a) 100% verification.
- 72) If a passenger is picked up early or before the window, does this count against on-time performance for this contract?**
 - a) Yes.
- 73) What is the number of telephone lines required? What kind of data lines are required (i.e., T-1, standard, or other)?**
 - a) This is at the contractors discretion.
- 74) Please provide the current call volume, broken down by weekday, Saturday, and Sunday, to include hourly levels if possible.**
 - a) Please see OneDrive Link.
- 75) Please provide a list of all the technologies in the fixed route and paratransit vehicles, including the age and model.**
 - a) Please see OneDrive Link.

- 76) Please provide the amount of liquidated damages (and what categories those damages were assessed to) for each month over the past year that were charged to the current contractor.**
a) No Liquidated Damages have not assessed.
- 77) Will the Authority make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?**
a) Yes, this can be discussed after Notice of Intent to Award.
- 78) Please clarify the following information for the Authority-provided fleet:**
a. **Engine type** – Please see fleet report on OneDrive Link
b. **Fuel type** - Please see fleet report on OneDrive Link
c. **Current odometer reading** - Please see fleet report on OneDrive Link
d. **Average miles per year** - Please see fleet report on OneDrive Link
- 79) Is the contractor responsible for the costs of major components for the revenue fleet? If yes, which major components (engine and transmission overhauls, turbos, etc.)?**
a) The contractor is responsible for seeking competitive quotes for engine & transmission replacements & overhauls.
- 80) Please provide all bidders with the history of major component replacement and repair for the fleet provided over the past 12 months.**
a) Please see OneDrive Link.
- 81) Does the Authority have any remaining or extended warranties that apply to the provided fleet?**
a) Yes.
- 82) Please clarify the Authority's planned replacement schedule for the provided fleet. What are the life mile goals for each vehicle type?**
a) Please see OneDrive link. Goals are the FTA standards for vehicle type.
- 83) What is the current spare ratio for the revenue fleet?**
a) Please see OneDrive Link.
- 84) What is the average annual cost of towing for the past 3 years?**
a) This information is not available.
- 85) What are the 3 biggest challenges that Authority faces for the services contemplated by this RFP?**
a) This can be discussed after Notice of Intent to Award.
- 86) What are the Authority's main goals for the next contract term?**
a) This can be discussed after Notice of Intent to Award.
- 87) What does the Authority wish to accomplish over the next decade for these services?**
a) This can be discussed after Notice of Intent to Award.
- 88) Does the Authority have a minimum for training hours for new hires?**
a) This is at the discretion of the Contractor.

- 89) Please provide the number of miles currently on each engine and transmission, along with the types (engine/transmission) per vehicle. Please also provide the last OD reading and date of the last engine and/or transmission replacement/rebuild.**
a) Please see OneDrive Link
- 90) Does the Authority allow the use of recaps?**
a) Yes.
- 91) Please provide a current maintenance organization chart, listing positions, number of personnel, length of service, and current employee ASE certifications.**
a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 92) Please provide the last four PMI inspection dates and mileage.**
a) Please see OneDrive Link
- 93) Please provide copies of the most recent engine oil and other fluid sampling analysis for the fleet.**
a) This information is not available.
- 94) What is the frequency of cleaning, minor, and major?**
a) This is at the discrepancy of the Contractor.
- 95) Vehicle Cleaning: Please provide a detailed breakdown of cleaning and servicing requirements.**
a. **Exterior washing:** This is at the discrepancy of the Contractor.
b. **Interior cleaning:** This is at the discrepancy of the Contractor.
c. **Interior detailing:** This is at the discrepancy of the Contractor.
d. **Waxing/Buffering/Seat shampoo:** This is at the discrepancy of the Contractor.
- 96) Please provide a current listing of Authority-owned shop equipment. Will the contractor be able to use this equipment?**
a) Yes, please see asset inventory on OneDrive Link.
- 97) Is the Authority currently utilizing a link to any other maintenance management software? If yes, which programs are being interfaced?**
a) No
- 98) Please provide the last twelve months' parts usage by system.**
a) This information is not available.
- 99) Is there a current (180 days or less) Phase I Site Assessment report available?**
a) No.
- 100) Are there any other environmental reports, including Phase II Subsurface Investigations, available?**
a) UST inspection reports are available.
- 101) Is the facility located in a protected watershed?**

- a) No.
- 102) Where does the wastewater from vehicle washing facilities discharge to?**
- a) Sewer.
- 103) Are there existing fuel tanks? Please list the capacity and type of fuel above or below ground.**
- a) Yes, above ground. 20,000 Gal Diesel and 10,000 Gasoline
- 104) To ensure that all bidders have the same information as is readily available to the current incumbent contractor and in an effort to provide maximum cost savings to the Authority and assist bidders in assessing call center agent schedules and productivity we would like to receive telephone system reports for a fairly representative week for the service which excludes holidays or unusual weather or events which might have impacted service levels:**
- a) Inbound and outbound calls by time of day – Please see OneDrive Link
- b) Total inbound calls abandoned by time of day - Please see OneDrive Link
- c) Average time to answer by time of day - Please see OneDrive Link
- d) Longest wait time - Please see OneDrive Link
- e) Average call length - Please see OneDrive Link
- f) Agents logged in by time of day - Please see OneDrive Link
- g) Average agent availability - Please see OneDrive Link
- 105) To ensure that all bidders have the same information as is readily available to the current incumbent contractor and in an effort to provide maximum cost savings to the Authority and assist bidders in assessing system trip-making patterns, we would like to receive the following data in excel for a recent seven-day period. We would like this data to be drawn from a fairly representative week for the service which excludes holidays or unusual trip-making patterns associated with adverse weather or special events.**
- a) Please see OneDrive Link
- a) Origin and destination latitude and longitude coordinates for each scheduled trip
- b) Final status of each scheduled trip, e.g. whether the trip was provided, cancelled or no-showed
- c) Scheduled and actual pick-up and drop-off times for each performed and no-showed trip
- d) Passengers transported, broken down by riders, attendants, companions, children and any other passenger categories tracked by the system
- e) For each trip, whether the rider used a mobility device, service animal or any other equipment codes
- f) Number of trips denied, broken down by capacity, eligibility and rider refusals as well as by any other category currently tracked
- g) Number of complaints received
- 106) If a passenger is picked up early, or prior to the window, is this counted against the contractor for purposes of determining on-time performance?**
- a) Yes.
- 107) Please clarify if the contractor must conduct 100% trip reconciliation (or the equivalent) for the paratransit service. If not, please clarify the contractor's expectations relative to trip edits.**
- a) 100%.

- 108) Please describe the exact methodology used to determine on-time performance. For example, will sampling be acceptable, or will the Authority require 100% verification to determine?**
- a) 100% verification.
- 109) What is the maximum number of trips performed in a given day?**
- a) 109
- 110) Please provide the current driver bid sheets for Drivers, and and Maintenance Services: Fixed Route and Paratransit, showing all bid and open runs, and the total hours for each operator per week. Are the blocks subject to manipulation? For example, would the Authority permit interline deadheading in order to possibly reduce the peak vehicle requirement?**
- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 111) In order to provide best pricing to the Authority and reduce the need for assumptions that may increase the price of services please provide information on the current operation regarding driver reliefs- locations and how they are completed, how operators are paid for reliefs along with the number and use of shuttle vehicles/relief cars, etc. If a new provider is selected to be the next contractor, do they have to adhere to your current relief points?**
- a) See Question 23. CARTA is open to discussing any approach to service delivery that improves efficiency.
- 112) The RFP states that 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, in order to submit requests for reimbursement under its annual Federal Transit Administration Urban Formula Grant. These expenses must be submitted for reimbursement with a full detail of expenses along with the regular monthly invoice for service. Will CARTA reimburse the contractor for maintenance costs? If yes, please provide eligible reimbursements (i.e., parts, labor, etc.)**
- a) We accept pass through costs for major component replacements.
- 113) Please provide a vehicle repair history report for major component replacement.**
- a) This can be provided after Notice of Intent to Award.
- 114) Does the revenue/service hour rate include deadhead miles and hours? (i.e., from gate to gate)**
- a) Yes.
- 115) What is the name of the current scheduling software used for Paratransit Tel-A-Ride scheduling services?**
- a) Currently Easy Rides and in the process of transitioning to Spare Labs.
- 116) 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.

- 117) Will the contractor be required to staff and provide Tel-A-Ride and On-Demand reservations and scheduling?**
a) Yes, Tel-A-Ride. No, On-Demand.
- 118) Dispatch / Reservations - Please provide the number of calls by hour and by type (i.e., reservations, where's my ride, etc.) for each day of the week.**
a) Please see OneDrive Link.
- 119) For the Dispatch and Reservations Call Center - please provide average hold time, talk time, and handle time.**
a) Please see OneDrive Link
- 120) 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 will be responsible for major facility repairs and upgrades.
- 121) Does CARTA have a vehicle replacement schedule that can be shared? Are there any new buses in the process of being procured for either replacement or expansion?**
a) Please see OneDrive Link
- 122) Please confirm that the contractor is not required to provide any non-revenue vehicles for this service.**
a) Confirmed.
- 123) Will the contractor be required to provide a telephone system? If yes, please provide the current number of telephone sets required.**
a) Yes, Contractor should provide and there are currently 18 sets.
- 124) Will advanced call management features be required of the contractor provided telephone system? (i.e., call Recording, call Reporting, IVR menus)**
a) Yes
- 125) Please provide the ratio of CDL and non CDL operators currently in place today.**
a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator.
- 126) Please confirm that proposers can include additional attachments to their proposals outside of the page limit to the technical proposal.**
a) Confirmed.
- 127) 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) Maintenance software and those needed to perform day-to-day functions such as Office, HR Software etc.
- 128) 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) Please disregard. Performance Bond not required
- 129) 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, what is the bid bond value requirement?**
 - a) Please disregard. Bond not required
- 130) Will CARTA please provide the volume of hours and miles that bidders should use for the full contract term to allow for an apples-to-apples comparison?**
 - a) Please see section 2.1 of RFP.
- 131) Does the volume of hours represent a calendar year or fiscal year? If there is a fiscal year, please provide the fiscal year month and year.**
 - a) Fiscal. October – September.
- 132) Will paratransit drivers be required to maintain a CDL?**
 - a) No, unless the vehicle type dictates it. Staffing needs are at the discretion of the contractor/operator.
- 133) Please provide a breakdown of utility costs for the last 24 months.**
 - a) This information is not available since utilities are paid by the contractor.
- 134) Please provide a list of all maintenance equipment provided by CARTA that is not affixed to the building.**
 - a) Please see asset list on OneDrive Link.
- 135) Please provide a copy of any CBAs, MOUs, or side letters.**
 - a) This information is not available. This is not a CARTA agreement.
- 136) Who covers the electrical utility costs related to the electric buses?**
 - a) CARTA pays of the electric charging stations.
- 137) Please provide the current software and hardware used to schedule, monitor, and report the fixed route performance. Is this supplied by CARTA? If not, please provide any requirements of the contractor.**
 - a) Swiftly and it is provided by CARTA.
- 138) Please provide the current software and hardware used to schedule, monitor, and report the Tel-A-Ride and On-Demand service performance. Is this supplied by CARTA? If not, please provide any requirements of the contractor.**
 - a) Spare Labs is provided by the contract. The contractor is not responsible for On-Demand Service.
- 139) Please provide the historical trips, ridership, on time performance and productivity for the past 12 months of service separated by service type.**
 - a) Please see OneDrive Link

- 140) Please provide the average weekday and weekend trips for the on demand and paratransit services.**
a) Please see OneDrive Link.
- 141) Please provide a vehicle down list for the past six months of service.**
a) Please see OneDrive Link
- 142) With the Proterra buses, are there any challenges to obtaining parts for repairs with this company going out of business? If yes, please provide any solutions that have been identified to address this.**
a) Yes, this is an industry issue.
- 143) Please provide the last year of unsatisfactory performance fees assessed to the current contractor.**
a) The goal is that the contractor not have any unsatisfactory performance fees.
- 144) For Fixed Route service: Is CARTA willing to waive unsatisfactory performance fees initially until routes can be evaluated by CARTA and the contractor to ensure feasibility to meet current established time points?**
a) This can be discussed after Notice of Intent to Award.
- 145) What is the current scheduling and dispatch platform used for the on-demand system. Please specify any modules licensed, integrations with the system, and the current version of software.**
a) The transit operator will not be responsible for CARTA On-demand.
- 146) What is the current CAD/AVL system used to manage the fixed route service? Please specify any modules licensed, integrations with the system, and the current version of software.**
a) GMV Syncromatics
- 147) Is CARTA planning any new services or introducing any new modes of transportation (for example, microtransit) in the upcoming term?**
a) No.
- 148) What are CARTA's top 3 key objectives for the service in the coming term?**
a) This can be discussed after Notice of Intent to Award.
- 149) Are the fixed route buses currently equipped with electronic registering fareboxes? If yes, please provide the make and model of the fareboxes.**
a) Yes, Genfare FastFare
- 150) The RFP states "CARTA also provides Tel-A-Ride and OnDemand for senior and paratransit riders." Are Tel-A-Ride and On Demand two distinct services or is this just one paratransit service. If there are two services, do these service share any resources (vehicles, drivers)?**
a) Separate services and the contractor is not responsible for CARTA On-demand and no shared resources.
- 151) Are there any passenger-facing applications or websites that allow Rider Self Service available for either the fixed route or paratransit services?**

- a) Yes.
- 152) What is the average daily call volume for “where’s my ride” calls on the paratransit service?**
a) Please see attached OneDrive link.
- 153) Is there currently a complaint management database system in place? How are complaints assigned to the contractor for investigation/feedback?**
a) It is tracked in a spreadsheet.
- 154) This section states that “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, in order to submit requests for reimbursement under its annual Federal Transit Administration Urban Formula Grant. These expenses must be submitted for reimbursement with a full detail of expenses along with the regular monthly invoice for service.” Please confirm that the cost of maintenance is billed as a service, and not as a pass-through cost.**
a) Correct. It is billed as a service and not as a pass through.
- 155) Please clarify if CARTA requires one original and 4 copies, or 1 original and 5 copies of the technical proposal.**
a) One original and 4 copies
- 156) Please confirm if the same requirement applies to the price proposal.**
a) One original and 1 digital copy of the price proposal.
- 157) Apart from intra-vehicle communication, what onboard technology (hardware/software), if any, is the Service Provider responsible for providing?**
a) Runcutting Software. The current contractor also provides a drivecam (samsara) and a pre-trip inspection tablet.
- 158) What issues (if any) do CARTA have with the CAD/AVL software platform that is currently in place for the fixed routes services?**
a) NA
- 159) What issues (if any) do CARTA have with the scheduling and dispatch software platform that is currently in place for the on-demand services?**
a) NA
- 160) Please provide the projected service hours for Fixed Route and for Paratransit for all 10 years bidders are asked to provide pricing.**
a) Please see attached OneDrive Link
- 161) How many pullouts are there currently for Fixed Route on Weekdays, Saturdays and Sundays?**
a) Please see attached OneDrive Link.
- 162) How many pullouts are there currently for Paratransit on Weekdays, Saturdays and Sundays?**
a) Please see NTD report on OneDrive Link.
- 163) Please provide deadhead hours for paratransit service for the past 3 years.**

- a) It's built into the service hours.
- 164) Please provide a fleet replacement schedule that covers the full 10 years of the contract.**
a) Please see attached OneDrive Link
- 165) Please confirm that bidders are to provide the hourly service rate for each year on the price proposal form.**
a) Confirmed.
- 166) Will CARTA allow startup costs to be billed separately and upfront (outside of the hourly service rate)?**
a) Startup costs should be incorporated into your hourly rate
- 167) Will CARTA agree to revised pricing if service hours increase or decrease by more than 10%?**
a) Yes, that would be specified during contract negotiations.
- 168) Who is responsible for high voltage PPE, insulated tools, fall protection, and high voltage safety equipment (ex. AED, safety hook, barriers, signage, etc.)?**
a) Contractor
- 169) Who is responsible for the electricity to charge the battery electric buses?**
a) CARTA
- 170) Have you developed a Zero Emissions Transition Plan?**
a) Yes.
- 171) In addition to the existing battery electric vehicles, are any additional ones expected in this contract?**
a) Potentially but not at the current moment.
- 172) Please provide the following information for the battery electric vehicles:**
 Make / Model : **Please see fleet list. Vehicle inspections can be completed after Notice of Intent to Award.**
 Range Assumption
 Battery Capacity (kWh)
 Battery Consumption (kWh)
 Battery Warranty
 Battery cell chemistry and manufacturer
 Will there be access to/software for the battery monitoring and reporting system? - **Yes**
 Please provide warranty information, including when the warranty expires
 Who will be responsible for battery replacements, if needed (CARTA or Contractor)? - **CARTA**
 Will OEM driver and maintenance training be provided to the incoming Contractor? – **If available**
- 173) Please provide the following information on the infrastructure/charging equipment for the Battery-Electric buses (BEBs): Please see Fleet List.**
 Number of chargers: **46**
 OEM: **Proterra/Power Electronics**
 Level 1, Level 2, or DC fast chargers: **Level 2**

Rated Power (kW):

Access to charger monitoring and reporting system: **Yes**

Charger compatibility standard: **J1772**

Power source: fully utility or microgrid **Microgrid**

174) Are the chargers installed? Will any additional chargers be added during this contract?

a) Yes. No current plans for expansion.

175) Is there in-route charging? If so, what type (depot, inductive, or pantograph) and at what locations/addresses?

a) Yes, 1 pantograph that is not in service.

176) Do you have a resiliency solution identified or in place if the grid goes down?

a) This can be discussed after Notice of Intent to Award.

177) Regarding the facilities provided:

**Is the contractor responsible for separator cleanout and ground environmental concerns? No
Please explain any facility taxes or licenses.**

Please explain garbage, fuel, oil storage, charging stations, emergency plan costs, and concerns.

- Not responsible, unless there is negligence or neglect. A garbage dumpster may be necessary at the contractor's discretion. Fuel and oil storage apparatus is provided on site and shall be operated by contractor. Emergency planning will be a contractor activity, but may be billable in a named storm event.

178) Please provide garage deadhead and distance calculations by route. We need this to verify assumptions pertaining to runtypes, relief points, travel times, payments, and other premiums paid to drivers. This information is critical for firms to provide the Authority with their most aggressive and efficient pricing.

a) Please see OneDrive Link.

179) Bidder requires running the bidder's business throughout the day. Can we co-locate network equipment in existing IT closets, or do we need to use separate areas?

a) Space can be shared.

180) If we cannot install our network equipment, would the Agency IT provide a VLAN for Bidder to use?

a) Yes.

181) Please provide a marked-up floor plan with IT Comm closets shown on a floor plan.

a) This information is not available.

182) Please provide pictures of IT closets to determine if there is enough space to co-locate equipment.

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

183) What is the current bandwidth to the facility? Is there a backup circuit? Who is the ISP's?

a) 50MB bandwidth.

- 184) Are there any pain points with the current Wi-Fi? If so, please indicate where they exist on a floor plan.**
a) No.
- 185) Are interior walls cinder block or stud/sheetrock?**
a) Mainly cinder block.
- 186) Are there any existing exterior Wi-Fi access points for the bus parking lot/yard?**
a) Yes.
- 187) Does the facility have Cat 6 wiring throughout?**
a) Yes.
- 188) Is there a need for TDD/TTY?**
a) CARTA handles all data and phone lines.
- 189) Are phone recordings required?**
a) This can be discussed after Notice of Intent to Award.
- 190) What type of in-vehicle radios are used? Please provide the make and model. How old are they?**
a) Motorola APX4500 and newer.
- 191) Will CARTA include a provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of (i) changes to the scope of work/service hours requested by CARTA, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and (iv) costs incurred in response to a federal, state, or local state of emergency (including the COVID-19 pandemic or similar national emergency), including providing personal protective equipment, supplies, staffing, and additional services (including additional health and safety services or requirements)? If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days' written notice to the other party.**
- Contractor needs price protection for changes requested by CARTA or matters that were not contemplated at the time of Contractor's proposal.**
a) This can be discussed after Notice of Intent to Award.
- 192) Will CARTA include Contractor's vehicle acceptance standards as the applicable standard against which all vehicles will be inspected, and include Contractor's vehicle acceptance agreement as an exhibit to the Agreement?**
a) This can be discussed after Notice of Intent to Award.
- 193) Upon delivery of the vehicles to Contractor, the vehicles must be in the same condition as the condition that Contractor is required to maintain. Include that the Authority will be responsible for the cost of major repairs needed during the first 180 days after Contractor begins service under the Agreement.**

a) This can be discussed after Notice of Intent to Award.

194) Will CARTA include a provision to make it clear that Contractor is not responsible for any facility repairs or environmental issues or releases of hazardous materials existing on or prior to the Contractor's occupancy of CARTA's facilities, or caused by any party other than Contractor? Contractor should not be responsible for existing issues or issues caused by other parties.

a) This can be discussed after Notice of Intent to Award.

195) Will CARTA include a force majeure provision relieving both parties from performance under the Contract for circumstances beyond their reasonable control (acts of God, war, labor strikes or disputes, terrorism, etc.)? Contractor should be excused from performance under the contract for circumstances beyond Contractor's control.

a) This can be discussed after Notice of Intent to Award.

196) This section states, The initial term shall be three (3) years, and CARTA, at its sole discretion, may elect to renew the contract for seven (7) consecutive one-year terms.

Will CARTA revise to require mutual agreement for any renewal of the term of the agreement? Renewal or extension of the agreement should require agreement of both parties.

a) This can be discussed after Notice of Intent to Award.

197) Management (Labor Matters)- This section states Contractor shall at all times comply with and shall timely take all steps and do all things necessary and appropriate to assure compliance with the terms and conditions of labor protective arrangements.

Will CARTA revise to clearly acknowledge and agree that Contractor is not a party to and not bound by the terms of any of the City's 13(c) Agreement(s) or any existing CBA? Contractor shall have the ability to determine which employees it will hire and will have the right to set the terms and conditions of employment for its employees.

Contractor must have the ability to negotiate the terms and conditions of employment and shall not be bound by the terms of any of the City's 13(c) Agreements or of any CBA between the employees and the prior contractor.

a) This can be discussed after Notice of Intent to Award

198) Drivers - This section states Minimum requirements: no felony convictions.

Will CARTA revise to provide that Contractor will conduct individual assessments of each applicant/employee in accordance with applicable state and federal laws?

Contractor will make individualized assessments of applicants with criminal histories, but believes automatic disqualification of applicants based on "any criminal conviction" violates federal law. Specifically, the U.S. Equal Employment Opportunity Commission (the "EEOC") has determined that automatically disqualifying applicants based on criminal history may violate Title VII of the Civil Rights Act of 1964. The EEOC's enforcement guidance is found at:

http://www.eeoc.gov/laws/guidance/arrest_conviction.cfm

a) This can be discussed after Notice of Intent to Award

199) This section states CARTA may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Government's best interest. Will CARTA revise to provide for 60 days' prior written notice and payment of Contractor's close-out costs?

Contractor will have contract termination costs as well as employment termination obligations required by law (WARN Act, etc.).

a) Federal Clauses cannot be changed.

200) This section states Disputes will be decided by CARTA, and the decision of CARTA shall be final and binding on Contractor.

Will CARTA revise to provide for resolution of disputes via mediation or other dispute resolution process? Disputes should not be conclusively determined by either party to the dispute.

a) This can be discussed after Notice of Intent to Award

201) Please confirm that resumes are excluded from the page count.

a) Confirmed

202) Please confirm that electronic signatures are acceptable.

a) Acceptable.

203) We respectfully request that CARTA allow for electronic submissions in lieu of hard copy proposals.

a) Hard copies are required.

204) Will CARTA please clarify the requirement for a Bid Bond, as mentioned on RFP Page 39, "CARTA may pursue any remedy permitted by law and will execute condemnation of the bid bond"?

a) No bid bond required.

205) Will CARTA please confirm the number of proposal copies to submit? RFP Page 2 of 60 requests one original with four (4) copies, while Page 34 of 60 requests one original and five (5) copies.

a) One original and 4 copies

206) Will CARTA please clarify the insurance requirements? The RFP Indicates on p. 16 that "basic comprehensive and liability insurance coverage" will be provided by CARTA. Will CARTA provide insurance coverage for the service and facilities? If so, please specify what insurance will be provided and the levels of coverage?

a) Current Insurance levels are 5,000,000 General Liability and 5,000,000 automotive liability

207) Will CARTA please provide the square footage of the operation and maintenance facility at 3664 Leeds Avenue, North Charleston, SC 29405?

a) Please see OneDrive Link

208) Will CARTA please provide the last twelve months of utility costs for the Leeds Avenue facility, including: trash, water, gas, electricity, telephone and landscaping?

a) This information is not available. Contractor is responsible for all utilities, except BEB charging.

i) Ex. Electricity, water, internet, lawn maintenance, janitorial services.

- ii) CARTA pays the stormwater utility fee.
- 209) Will CARTA please confirm that the contractor will not be responsible for any facility maintenance and repairs that are more than \$5,000?**
 - a) This can be discussed after Notice of Intent to Award.
- 210) Will CARTA please clarify who will be responsible for qualifying the eligibility of paratransit customers?**
 - a) CARTA is responsible.
- 211) Will CARTA please specify how bidders should account for start-up costs? Would the Authority please consider allowing for start-up costs being a separate reimbursable, and excluded from the pricing evaluation, so as to ensure a level playing field among all bidders?**
 - a) Yes, these costs should be separate from the service proposal.
- 212) Will CARTA please consider revising the billing basis for the upcoming contract to a fixed and variable structure, with rate renegotiation triggers at +/-10%? Such billing structures are becoming increasingly standard in contracted transit as they reduce costs for client organizations, reduce risk for contractors, and enhance the predictability of service costs for both.**
 - a) No.
- 213) In the event CARTA wishes to hold to the separate billing mechanism for Preventive Vehicle Maintenance described in the RFP, will CARTA please provide additional detail on how the Authority wishes the separate charge for Preventive Vehicle Maintenance to be billed. Should this charge be a straight monthly reimbursable?**
 - a) Please disregard this requirement. The intent was for a billable rate for services performed outside of the contract requirements.
- 214) Section 1.12 of the RFP states: "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." Will CARTA please provide details on the allowable expenses under Preventative Vehicle Maintenance? For example, will the charges include our personnel's time spent on performing preventative maintenance work? Or are the only allowable expenses just the parts, fluids, and the supplies needed to perform the work?**
 - a) Please disregard this requirement
- 215) Will CARTA please provide the last twelve months of unsatisfactory fees assed to the incumbent contractor and the associated KPI metrics?**
 - a) This can be provided after Notice of Intent but the goal is that the contractor not have any unsatisfactory performance fees.
- 216) Will CARTA please consider making the option years of the contract mutually agreed upon?**
 - a) This can be discussed after Notice of Intent to Award.
- 217) Will CARTA please provide details on the status of the vehicles in the fleet, including noting any vehicles that are "down"?**
 - a) Please see OneDrive Link

- 218) Will CARTA please confirm if issues with vehicle operability has had any impact on the current contractor's ability to deliver on planned service levels?**
a) Vehicle availability had no impact on service levels.
- 219) With respect to CARTA's fleet replacement plans, are any procurements for new vehicles currently active or upcoming in the near term? If so, can details please be shared?**
a) Not at the moment but this can be subject to change.
- 220) Will CARTA please confirm if the Authority has a written plan or schedule for mid-life overhauls or other life-extension programs for the fleet?**
a) See Question 29.
- 221) Will CARTA please confirm if the Authority provides funding for high-voltage BEB training for the contractor's personnel?**
a) Potentially depending on the need.
- 222) Will CARTA please confirm that the contractor will not be held responsible for missed service or unsatisfactory fees in the event maintenance and/or vehicle availability issues beyond the control of the contractor should occur?**
a) This can be discussed after Notice of Intent to Award.
- 223) Will CARTA please provide a sample/draft contract?**
a) This can be provided after Notice of Intent to Award.
- 224) In the event the incoming contractor is required to assume sponsorship of the current retirement program(s), will CARTA please provide the following information:**
A copy of the Plan document in its entirety.
Contact information for the current record keeper.
Any Information as to whether they have an advisor currently.
Are they on the record keeper's prototype document.
Who has access to the record keeper website.
Who has the current authority to sign amendments and make decisions for the plan.
This information, if applicable, will help ensure that proposers interested in CARTA's service can budget properly and equally to keep the employees' retirement benefits secure.
a) CARTA does not have this information.
- 225) Does CARTA anticipate awarding multiple contracts for provision of these services?**
a) No.
- 226) Please provide the average trip distance for paratransit trips for both ambulatory and non-ambulatory passengers.**
a) The average trip length is 9.3 miles
- 227) Who are your current providers of these services? Please include any supplemental providers if applicable.**
a) WeDriveU.

- 228) Can CARTA provide paratransit performance data for the previous 12 months, including OTP, ridership data per hour including ambulatory v non ambulatory information?**
a) Please see OneDrive Link. Approximately 19% of paratransit customers are non-ambulatory
- 229) What is your current dispatching software system? What version of it is being used? Is there an API for easier integration?**
a) Currently Easy Rides and in the process of transitioning to Spare Labs.
- 230) Are there any costs for integration and ongoing maintenance?**
a) No
- 231) Will these costs be covered by CARTA?**
a) Not applicable to procurement.
- 232) Can CARTA describe the Tel-a-Ride fare tickets? Are they serialized? Please provide a sample of these tickets.**
a) This can be discussed after Notice of Intent to Award.
- 233) What is CARTA's annual budget for the Tel-a-Ride service?**
a) Not relevant to procurement.
- 234) What are CARTA's biggest pain points with this current paratransit service? What is CARTA hoping to improve upon in the next contract?**
a) This can be discussed after Notice of Intent to Award.
- 235) After CARTA responds to vendors' questions in procurement is there an opportunity to ask clarifying follow up questions?**
a) No.
- 236) Can CARTA make the prices and terms under this Agreement available to any other governmental entity, should any such governmental entity desire to purchase under the terms and conditions of this Agreement?**
a) No.
- 237) Is there an anticipated award date or timeline for the award?**
a) July 2025.
- 238) Can CARTA clarify the reservations process? Do passengers book trips with CARTA or the current provider?**
a) Provider.
- 239) The RFP references "schedules" in section 1.1; will CARTA clarify what these are and how they are created?**
a) This is in reference to fixed route service.
- 240) Understanding the age of vehicles and rising maintenance costs, please describe CARTA's fleet replacement plan for vehicles approaching or beyond the threshold for their useful life.**
a) Please see OneDrive Link.

- 241) Please confirm that attachments, such as manager resumes, bond documents, a transition timeline, a training syllabus, formal safety plans (such as a drug and alcohol plan), and other documents, will not count towards the page limit.**
a) Confirmed.
- 242) Can CARTA provide the last 12 months of invoices for the current provider.**
a) This can be provided after Notice of Intent to Award.
- 243) Can CARTA provide the current CBAs and seniority list(s) and the contact information for the Union president?**
a) This is not a CARTA agreement.
- 244) Can CARTA provide the accidents experienced, including passenger accidents the current contractor reported for the last 24 months.**
a) This can be provided after Notice of Intent to Award.
- 245) Will CARTA permit a six-month waiver of the assessment of Unsatisfactory Performance Fees to allow the contractor time to adjust to daily operations?**
a) This can be discussed after Notice of Intent to Award.
- 246) Would CARTA consider allowing a Cap on Unsatisfactory Performance Fees at \$100,000 per year, or at another level?**
a) This can be discussed after Notice of Intent to Award.
- 247) Would CARTA be open to making the 7 extension periods exercisable by mutual agreement between the Agency and Contractor?**
a) This can be discussed after Notice of Intent to Award.
- 248) Should all maintenance expenses, even those beyond Preventative Vehicle Maintenance expenses, be omitted from the service hour rate and be submitted monthly for reimbursement?**
a) Yes.
- 249) Please confirm bonding documentation does not need to be included with the proposal.**
a) No bond required.
- 250) Please confirm insurance documentation does not need to be provided with the proposal.**
a) Confirmed.
- 251) Will CARTA please allow proposal submission via email in lieu of a physical, shipped package.**
a) Hard copies are required.
- 252) Please confirm: CARTA does not expect any electronic proposal submission, besides a USB drive included with printed proposals.**
a) Confirmed.
- 253) Is the service provider responsible for facility capital expenses including roof replacement, HVAC repairs and replacement and other fueling and other infrastructures?**

- a) No.
- 254) Can CARTA define the amount or percent of the annual contract, for the performance bond?**
a) No bonds required.
- 255) Can CARTA provide the company names, contact information, and work scopes and expenditures for existing DBE providers?**
a) All contractual relationships are not known between the incumbent contractor and their subcontractors. There is one DBE currently supporting the prime contractor and they are the Nissi Group, Inc., Kenneth Gordon, Post Office Box 169 Port Tobacco, MD 20677
- 256) Could CARTA please provide detailed historical Unsatisfactory Performance Fees incurred by the incumbent for the last 3 years?**
a) This information can be provided after Notice of Intent to Award.
- 257) Can CARTA please provide a fleet replacement schedule? Please include the date of replacement, and the replacement vehicle's make, model, and fuel type.**
a) Please see OneDrive Link.
- 258) Could CARTA please provide the Information Management System reports for the last 12 months provided to the agency by the incumbent contractor? (to serve as an example of expected reporting requirements)**
a) This can be provided after Notice of Intent to Award.
- 259) Could CARTA please provide the Collision/Incident Reports for the last 12 months provided to the agency by the incumbent? (to serve as an example of expected reporting requirements)**
a) This can be provided after Notice of Intent to Award.
- 260) Can CARTA provide the current incumbent staffing structure?**
a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator
- 261) Can the Agency please provide a list of all maintenance shop equipment to be made available to the Contractor?**
a) Please see attached OneDrive Link
- 262) Can the Agency please provide a three-year history of utility, maintenance and repair charges incurred by the current Contractor for the current facility? (trash collection, electrical / natural gas service, landscaping, equipment maintenance, telecommunications, and janitorial services)**
a) This information is not available since utilities are paid by the contractor.
- 263) Can the agency provide historical costs or data related to farebox maintenance and repair incurred by the incumbent for the last 1-2 years?**
a) This information is not available.
- 264) Can CARTA please provide detailed information regarding all benefits programs for the current employees, including Medical, Dental, Vision, Pension/401k, including participation rates by tier and employer contribution levels for each category of coverage?**

- a) CARTA cannot provide this information. Staffing needs are at the discretion of the contractor/operator
- 265) To provide accurate collision and comprehensive insurance coverage, can CARTA please provide the insurance value of all assets the Contractor is required to insure (e.g., buses, other vehicles, facility, parts/equipment) and required valuation to be insured (e.g., actual cash value, book value, replacement cost)?**
- a) Current Insurance levels are 5,000,000 General Liability and 5,000,000 automotive liability
- 266) Can CARTA please disclose the last 5 years of loss history for Workers Compensation and Auto Liability (# and type of incidents, financials including paid to date and reserves by year) required to carry, to correctly price insurance coverages?**
- a) This can be provided after Notice of Intent to Award.
- 267) Can CARTA please confirm who is responsible for battery disposal for electric buses?**
- a) We have not had to dispose of batteries to date but this can be discussed during contracting phase.
- 268) Can CARTA please provide 3 years of historical Service Statistics data by mode and route, including Revenue Hours, Revenue Miles, Deadhead Hours, Deadhead Miles, and other hours and miles (ie. Training, Recovery / Layover time)?**
- a) Please see OneDrive Link. Service hours/miles are a combination of revenue hours/miles and deadhead hours/miles. Non-revenue miles, including Training hours/miles and maintenance testing, are highly correlated with staffing levels and staff needed to reach full employment. During the 2024 fiscal year, there were 61,791 non-revenue miles driven across the fleet. Non-revenue hours were not tracked. All Recovery / Layover time is included in the service hours/miles total
- 269) Can CARTA please provide current Line Summary, Rosters, Block Schedules, Driver Paddles and Runcuts for the current services, in Excel format if available?**
- a) This information is not held by CARTA.
- 270) Can CARTA please confirm the duration of the start-up period?**
- a) This can be discussed after Notice of Intent to Award.
- 271) Can CARTA please confirm if office / transition space will be available to the incoming Contractor for start-up activities?**
- a) Yes, space can be made available.
- 272) Can CARTA please explain how start-up costs will be compensated (i.e. monthly during start-up, lump-sum, etc.)**
- a) Start-up costs shall be rolled into the hourly rate.
- 273) Regarding RFP section 2.8 on pg. 25, can CARTA please provide the name, contact information, and cost of the current facility janitorial service provider.**
- a) This information is held by the incumbent contractor.

- 274) Can CARTA please provide a list of currently utilized DBEs, including company name, contact information, and services provided.**
- a) All contractual relationships are not known between the incumbent contractor and their subcontractors. There is one DBE currently supporting the prime contractor and they are the Nissi Group, Inc., Kenneth Gordon, Post Office Box 169 Port Tobacco, MD 20677
- 275) Can CARTA please provide additional detail about the revenue fleet including, but not limited to: vehicle status, previous major component replacements, and issues with maintenance or parts procurement?**
- a) Parts for Proterra vehicles have been difficult to source
- 276) Per RFP section 2.5, Can CARTA please indicate which of the vehicles are dedicated to paratransit vs Fixed Route?**
- a) Please see OneDrive Link.
- 277) Can CARTA please indicate if there is a dollar value threshold for pass-through costs?**
- a) No, but items will encompass all major building and vehicle components.
- 278) Can CARTA please confirm whether major components qualify as a pass-through cost?**
- a) Same as above.
- 279) It is our understanding that the rates per hour provided for Fixed Route and Paratransit services in the pricing forms located in section 8 of the RFP should be net of any insurance costs, capital items, and preventative maintenance. Could CARTA please give more details into specific cost items to include or exclude from the rate. For example, should labor associated with preventative maintenance also be excluded from the rate or only parts and material costs?**
- a) Rates per hour should be all inclusive of the out
- 280) Can CARTA please explain how the Contractor will be compensated for cost components excluded from the service hour costs?**
- a) CARTA will purchase or a pass-through process.
- 281) We understand that the RFP includes section 2.4 pg. 22 to describe the process of revenue services changes. In addition to this section, will CARTA consider instituting a service change threshold of +/- 10% of projected service hours? This clause would be mutually beneficial as it decreases the cost burden to CARTA in the event of an increase in service above the threshold and decreases the risk to the Contractor of a drop in service levels.**
- a) This can be discussed after Notice of Intent to Award.
- 282) It is our understanding that per section 1.11 pg. 16 of the RFP Contractors are responsible for ordering fuel while CARTA will bear the cost burden of that purchase. Can CARTA further confirm that they are responsible for the cost of fuel for the provided support vehicles as well?**
- a) Correct.
- 283) Could CARTA please update pricing forms in Section 8 of the RFP to include start and end dates for each year?**
- a) This would be dependent upon the contract effective date.

- 284) We recognize that CARTA has provided projected Fixed Route Service Statistics through 2028 and Paratransit Service Statistics through 2032 on 2.1 pg. 20 of the RFP. Could CARTA please include service projections for all periods aligning with the fiscal years designated on the pricing forms (i.e., years 1-10).**
- a) Please see attached OneDrive Link.
- 285) Could CARTA please indicate whether the incumbent has experienced any problems with staff shortages? And if so, how many drivers are needed to be fully staffed now?**
- a) The industry as a whole has experienced staffing shortages.
- 286) The Hourly rate is to excluded items, such as basic comprehensive and liability insurance coverage, can CARTA provide the insurance coverage and limits they are providing and is the contractor listed as additional insured?**
- a) This information can be provided after Notice of Intent to Award.
- 287) What is the reason the 2025 service hour projection are lower than 2024?**
- a) The fixed route service hours fell by 0.6% or 1,260 hours from 2024 to 2025. That is attributed to missed service and the removal of pusher buses related to diminished demand. The paratransit hours fell by 6.8% or 2,476. There are several factors contributing to this decrease in service provided that include a modal shift to the TNC on-demand service and a reduction the ratio of deadhead hours to revenue hours.
- 288) Section 3,7 references a Performance Bond will be required, what is the value the bond required?**
- a) Please disregard. No performance bond required.
- 289) Can CARTA confirm that a bid bond is not required?**
- a) Please disregard. No bid bond required.
- 290) Will CARTA extend the proposal page limit to 100? This will allow respondents to provide sufficient detail to answer the RFP's detailed questions.**
- a) Confirmed.
- 291) Can CARTA please provide information on the warranty details for the Proterra HV batteries?**
- a) Warranty information can be provided after Notice of Intent to Award.
- 292) Can CARTA please provide 3-years of historical targets and performance by mode, specifically for mean distance between mechanical road failures?**
- a) CARTA does not have this information.
- 293) Can CARTA please give details over the details and status of engine / transmission warranties?**
- a) This information can be provided after Notice of Intent to Award.
- 294) Can CARTA please provide details of current preventative maintenance program (i.e., intervals and scope of work)?**
- a) PM intervals are based on OEM standards and/or requirements. All vehicles and facilities are serviced on this cycle and cataloged in the Maintenance Plan. For vehicles, PMs are generally performed every 6,000 miles with fareboxes, ADA equipment, etc. on alternating schedules.

295) Can the agency provide the specifications for the bus charging system (including make, model, warranty)?

a) Proterra/Power Electronics. Additional information on Asset Inventory list.

296) Could the agency provide current inventory value and the requirements to purchase the inventory from the incumbent contractor?

a) CARTA does not have this information.

297) Could CARTA please provide the historical data and expected target levels for fleet availability and out-of-service vehicles?

a) Please see OneDrive link for spare ratio and current out of service list.

298) Could CARTA please indicate the current fleet maintenance management system utilized?

a) The current software is Maximo. CARTA is open to discussing software solutions and the organization of systems.

Offeror shall acknowledge receipt of Addendum No. 2 in the space provided below and return with their proposal.

Authorized Signature

Company Name

Date