

**MANAGEMENT AND OPERATION
OF THE
EXPRESS BUS SERVICES
FROM WINSTED AND TORRINGTON TO HARTFORD**

Questions & Answers

CTDOT Response Date: Monday, April 20, 2020

1. Will you be providing a parking, office and maintenance facility?
No. The awardee will provide parking, office and a maintenance facility.
2. How many buses will you provide?
Five (5) buses will be provided.
3. How many buses are you operating at peak time?
Four (4) buses are operated at peak time.
4. How many total buses are required for this service?
Five (5) buses are required for this service.
5. What is the make, model, year, and condition of all buses provided?
The state-owned buses assigned to the selected contractor for this service are model years 2010 to 2020 MCIs in good operating condition. The selected contractor prior to starting the service, will be required to inspect the buses by its own mechanics and sign a document acknowledging their acceptance. The inspection by the contractor's staff will be conducted at a CTDOT designated location.
6. What is the specifications of contractor provided buses?
CTDOT will provide the awardee with state-owned buses.
7. Would you consider renegotiating costs affected by "Change in Law" provisions?
No.
8. What is the turnover rate for the drivers over the last 12 months?
This information is not available.
9. Can you provide a sample contract?
Please refer to the attachment 'Exhibit 1 – Sample Agreement' on the CTDOT website, https://biznet.ct.gov/scp_search/BidResults.aspx?GroupID=64
10. What is the expected annual ratio (percentage) of ambulatory to wheelchair participants?

This service is not ADA Paratransit Complementary Service, it is Commuter Express Service, ambulatory data is not captured. Commuter Express Service Providers/Operators must adhere to all ADA service provisions. Operating kneelers/ramp, wheelchair lifts, PA/Annunciators, destination signs and Title VI notices prior to and during revenue service.

11. Who will be responsible for the cost of fuel?

The contractor will be responsible for the cost of fuel.

12. Can you provide a breakdown of revenue miles, deadhead miles, revenue hours, and deadhead hours for the past 3 years?

The contractor should be able to calculate this information based on the bus service schedule available as part of this RFP and their own deadheading from their facility.

13. Can you provide a three-year history of billing rates and total costs?

The Department will not provide this information for this service procurement.

14. How many buses operate (926) the Winsted Express daily?

Two (2) buses operate (926) the Winsted Express daily.

15. How many buses operate (927) the Torrington Express daily?

Two (2) buses operate (927) the Torrington Express daily.

16. Can you provide the hours of service for all Torrington Express buses?

The contractor should be able to calculate this information based on the bus service schedule available as part of this RFP on the Biznet, Department of Administrative Services (DAS) website.

17. Can you provide the hours of service for all Winsted Express buses?

The contractor should be able to calculate this information based on the bus service scheduled available as part of this RFP at the Biznet, Department of Administrative Services (DAS) website.

18. What is your vehicle replacement policy?

Under normal operating conditions, CTDOT expects the contractor to operate the two routes with the 5 vehicles assigned for these bus services. The fleet of 5 buses includes one vehicle above the 4 needed at peak to provide the proper maintenance of all the fleet and to put in service should a bus break down while in service.

19. Is the contractor responsible for engine, transmission, or other major repair / maintenance costs?

The contract will include additional funding to reimburse the contractor for expenses above and beyond of the normal maintenance cost, which should be

part of the proposed hourly rate. Non-routine-maintenance cost must be approved in advance by CTDOT via an "Authorization for Expenditure" (AFE) form. The contractor must fully adhere to the Federal and State guidelines and requirements as it may be applicable when submitting to CTDOT an AFE for approval.

20. Are the present drivers a unionized work force? If yes, what union?

The contractor is required to hire its own drivers.

21. If there is a presently unionized workforce, can you provide the CBA?

Not applicable.

22. Do you require a unionized workforce?

No.

23. What are your Disadvantaged Business Enterprise goals? And what are your W/MBE goals?

Please be advised that no Disadvantaged Business Enterprise (DBE) or Small Business Enterprise (SBE) goals have been assigned for these projects. If a responding firm determines that subcontracting opportunities exist, the firm must document their good faith effort to provide opportunities to DBE and/or SBE firms to participate. All firms are advised that the contractor must perform the major part of the work with employees of the firm. Joint venturing assignments will not be allowed.

24. How many buses, owned by the contractor, may be required, or necessary, to operate this contract?

None.

25. Article I, 1 – Final Paragraph. Would the Department please explain the intent of the language which would allow them to expand the scope of this service to include "...any other bus operation subsidized by the State of Connecticut, as required by CTDOT." This would seemingly be in direct conflict with certificates issued by the Department to private carriers in the State currently providing such services.

If the Department identifies a need for additional bus service, the contractor may be asked to provide that service.

26. Article 1, 5 – Paragraph 4. Would the Department please provide the list of the US Department of Transportation's "ineligible contractors" or a link to same on the USDOT website?

Contact Connecticut Department of Motor Vehicles for this type of request.

27. Article III, B, 3. Would the Department consider waving the surety requirements, particularly the performance surety of \$ 250,000 for proposers that have a demonstrated history of service operating CTDOT contracted service spanning several decades?

Please disregard this section of the RFP – “All firms proposing must also submit Consent of Surety indicating that a surety acceptable to the State is committed to issuing a Performance Bond upon contract execution in the amount of Two Hundred Fifty Thousand Dollars (\$250,000).”

This does not apply to interested proposers.

28. Attachment A – Scope of Work A, 4 – The contractor is required to “ensure proper operations of the Intelligent Transportation Systems...” Does this include the actual maintenance of these components by the contractor’s staff, or is this completed through coordination with the various component vendors?” If by contractor staff, is this treated as a pass-through expense?

The Contractor is responsible for operating all ITS equipment, ensure the driver are in compliance, and have the ability to trouble shoot. For additional support, HNS Management Company, Inc. can provide the contractor assistance with trouble shooting. The Contractor should include this expense in the budget any expense beyond normal maintenance may be reimbursed by the Department via the AFE process. In order to be considered for reimbursement complete documentation of the additional expense is required.

29. Attachment A – Scope of Work G, 1 – can the Department provide more detail as to this requirement? This paragraph speaks to providing adequate staff at a cost to be determined at the time of the incident.” As written, such responsibility could require time and materials which the proposer has no way to quantify. Would these items, and thus the entirety of any required additional operations, be subject to negotiation of compensation?

Yes, the additional cost necessary to operate service can be negotiated by adjusting the hourly rate for the additional cost, incurred or needed, to cover the additional expense.

30. Agreement – Exhibit 1 – Sample Agreement.

9, Equipment (a) – Would the Department please identify and provide details of the equipment, including spare or reserve vehicles to be provided to the contractor for the provision of this service? At a minimum, please provide the vehicle year, make, model, capacity, current mileage, engine manufacturer, model and current mileage and transmission manufacturer, model and mileage.

The state-owned buses assigned to the selected contractor for this service are model years 2010 to 2020 MCIs in good operating condition. The selected contractor prior to starting the service, will be required to inspect the buses by

its own mechanics and sign a document acknowledging their acceptance. The inspection by the contractor's staff will be conducted at a CTDOT designated location.

31. Will the Contractor be allowed to inspect the vehicles prior to acceptance and require that any identified defects be corrected prior to service commencement? Will the vehicles be provided with tires and what is the estimate remaining life of those tires?

Yes, the Contractor will be able to inspect vehicles prior to acceptance. The Department will have defects repaired that are needed for the safe operation of the vehicles prior to Contractor acceptance of the vehicles. The vehicles will not be provided with tires.

32. Agreement – Exhibit 1 – Sample Agreement. 9, Equipment (b) – At whose expense will the maintenance of electronic equipment identified in this paragraph be maintained? If the Contractor, can the Department provide historical pricing for annual service, adjustment and maintenance and/or replacement of these components?

The Operator in conjunction with HNS Management Company, Inc. will be responsible for the expense and maintenance. The Department will utilize the Authorization for Expenditure (AFE) process to address incidental issues. The Department will not provide historical pricing information.

33. Agreement – Exhibit 1 – Sample Agreement. 9, Equipment (c) – In the event that the contractor must provide service with a vehicle(s) owned and maintained by them, will they be allowed to bill the Department for the fixed revenue vehicle cost associated with that use (depreciation, interest, insurance, excessive maintenance)?

Service must be provided only with state-owned buses.

34. If the contractor must provide service with a vehicle(s) owned and maintained by them, how will they comply with the Intelligent Transportation System requirements of this RFP document?

Service must be provided only with state-owned buses.

Any further questions will be addressed during the scheduled RFP interview.
Thank you.