

**GREATER HARTFORD TRANSIT DISTRICT
GHTD RFP #10-020 (Re-Bid)
ADA PARATRANSIT MANAGEMENT SERVICES**

ADDENDUM #2

May 28, 2020

The Request for Proposal (RFP) is modified/clarified as set forth in this Addendum. The original RFP Documents remain in full force and effect, except as modified/clarified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its proposal.

A Mandatory Pre-Proposal Conference was held on **May 18, 2020 at 10:00 AM EST via GoToMeeting** for the purpose of outlining requirements; discussing the facility, parking area and vehicles; as well as for providing the opportunity for questions. The following individuals were in attendance: Josh Allmayer (Powering Public Mobility), Paul Anziano (Hulmes Transportation Services), Raymond Blethen (First Transit), Jacquelyn Charles (First Transit), Thirstan Falconer (RideCo), Maureen Gibboney (First Transit), Roger Kiessling (National Express), Paul O'Brien (First Transit), Joseph Rubino (National Express), Dennis Safford (Propark), Dan Schlaff (Powering Public Mobility), Tamer Shaban (Propark), Nathan Slater (Intelliride by Transderv), James Tinson (Propark), Mary Deppe (GHTD), LaShaunda Drake (GHTD), DJ Gonzalez (GHTD), Miguel LeFebre (GHTD), and Vicki Shotland (GHTD).

Proposals are due on or before 2:30pm EST., Wednesday, July 15, 2020 at the District offices located at One Union Place, Hartford, CT. All questions and requests for clarification regarding GHTD RFP #10-020 must be submitted in writing to LaShaunda Drake at or before noon, Friday, June 12, 2020.

The following requests for clarification were submitted in writing:

1. **Question: Please provide a copy of the current Contract(s) with any amendments including any recent ones due to COVID-19.**

Answer: Please reference Addendum 2 – Attachments 1-4.

2. **Question: Due to COVID-19, is GHTD paying for drivers that are not working with the reduction in trips?**

Answer: There is no agreement at this time with the Contractor.

3. **Question: Please provide a copy of invoices and all reports submitted from the current contactor for the last 12 months, by month.**

Answer: As a courtesy, attached (Addendum 2 – Attachments 5 and 6) are reports (cover pages only) for the months of December 2019, January 2020, and February 2020, March 2020 (pre-Covid19 billings). If you wish to request additional documentation not in clarification of the terms of this RFP, the District will treat that as a

request pursuant to the CT FOIA and will charge you the appropriate fees for the preparation of the response.

4. Question: Please provide the Contractor’s Monthly Reports submitted to GHTD for 2020.

Answer: As this request is not in clarification of the terms of the RFP, please confirm whether you wish the District to assemble the documentation requested. The District will treat that as a request pursuant to the CT FOIA and will charge you the appropriate fees for the preparation of the response.

5. Question: Are any of the Performance Standards and Penalties new/different from the current contract? If yes, which ones are new?

Answer: The District has stipulated in the RFP the penalties that penalties that will be applicable to the new contract.

6. Question: Please provide a history by month, over the last 12 months, the breakdown of each performance standard and what the penalty (liquidated damages) was for each standard.

Answer: As a courtesy, there follows monthly totals for the past (12) months. If you wish to request additional documentation not in clarification of the terms of this RFP, the District will treat that as a request pursuant to the CT FOIA and will charge you the appropriate fees for the preparation of the response.

Total Penalties			
July-19	7,972.37	7,972.37	
August-19	7,917.84	7,917.84	
September-19	7,515.66	7,515.66	
October-19	7,099.93	7,099.93	
November-19	16,077.50	16,077.50	
December-19	12,399.48	12,399.48	
January-20	6,036.64	6,036.64	
February-20	7,470.00	7,470.00	
March-20	1,000.00	1,000.00	
April-20	500.00	500.00	
May-20			
June-20			
Total	73,989.42	7,398.94	
FY 2020 Total penalties	Total	Average	

7. Question: Please provide a three-year history of revenue hours, deadhead hours, revenue miles, and deadhead miles for this service.

Answer: Attached (Addendum 2 – Attachment 7) you will find the (12) month period from 04/1/2019-3/31/2020 (See attached NTD S-10 reports).

8. **Question:** Please provide the Trapeze “Driver Hours” report for past 12 months by month.

Answer: This information is not provided to the District.

9. **Question:** On page17 it states the equipment, furniture....is owned by the District, with the exception of equipment listed later in the RFP. Can you provide a list of what is not owned by the District?

Answer: Cell phones are provided by the Contractor for the Management/Supervisory staff.

10. **Question:** (A.) On page18 it lists Service Hours in the chart. What is the definition of Service Hour?

Answer: Gate to gate less any slack time 30 minutes or greater.

(B.) Does this Service Hour include the 30 minutes of slack or does this reflect the 30 minutes of slack removed?

Answer: This reflects the slack time removed.

11. **Question:** On page 19 it lists Total Hours in the chart. What is the definition of Total Hours?

Answer: All hours including breaks, or “total actual vehicle hours.”

12. **Question:** On page 20 it states District will provide computer software and hardware.... but on page 21 it states Contractor will provide IVR. Does Contractor provide IVR? If yes, which one is being used? Both are being used.

Answer: The District provides the Trapeze software (reservations, scheduling, dispatch, etc.) The IVR is provided by the Contractor. The District also provides the MDTs and software for those units.

13. **Question:** (A.) What telephone system is provided for the service?

Answer: MITEL.

(B.) Is there a call recording system?

Answer: Yes.

(C.) Is there an ACD?

Answer: Yes, but the caller must push the proper digit on their phone when determining the department that they want to speak to.

14. **Question:** On page 21 it names both software Trapeze 18 and StrataGen 6.... which one is being use?

Answer: Both, Trapeze Version 18 software as noted above, and StrataGen is utilized for the vehicle MDTs.

15. Question: Does the software automatically verify eligibility and trips service addresses (where the ¾ miles is) or is this done manually?

Answer: Passengers that are active will show up in Trapeze. A notification will pop up if a passenger is trying to go outside of the service area, or is booking from a location that is outside of the service area.

16. Question: (A.) How are fares collected?

Answer: Manually by the driver.

(B.) Who is responsible if riders do not have fare?

Answer: If a rider does not have a fare on the first leg of a trip the driver does not transport them. The contractor is responsible for fares not collected.

17. Question: Do the current drivers use paper manifest and write the trip times and mileage on them?

Answer: Yes.

18. Question: Do the vehicles require a CDL license to operate? Under Driver Requirements it states CDL license in not a requirement. But it also states, Valid State of CT driver's license, Class C. Which is correct?

Answer: Currently, a potential applicant needs to have a passenger endorsement in order to pick up passengers. If they have just a regular driver's license then they must have a passenger endorsement of F, A, or V. The current contractor requires an "F" only. If they have a CDL license then their endorsements would be PS, PF, PA, or PV.

19. Question: How many vehicle spares are there?

Answer: 165 Vehicles are available at this time to the Contractor and it is up the Contractor to create schedules that meet the requirements of the District and for service utilization purposes. There are approximately 140-145 vehicles used at peak times, so the spare ratio may vary slightly.

20. Question: We recognize the value of continuing the employment of the current experienced personnel. In order to adequately anticipate the cost of meeting existing wage levels and benefits, can you please provide a list of the number of current Drivers, Reservations, Schedulers, Dispatchers, Road Supervisors, and Office Staff with current salary and current benefit levels?

Answer: We anticipate that the bidders will propose that information, and the District does not have the information available as to salaries and benefits for each position.

21. Question: Is the current employee's part of a workers Union? If so, can you please identify the union and the local, and provide a copy of Collective Bargaining Agreement, with employee seniority list, current compensation and Anniversary dates?

Answer: The District does not have access to this information.

22. Question: If a current employee is hired by a new contractor, will that employee training and pre-employment drug testing be required?

Answer: Yes.

23. Question: Will GHTD provide any office space prior to the contract start date?

Answer: The District has not determined at this time whether or not it will provide pre-start date office space.

24. Question: Does the Contractor have any responsibility to sell on board fare tickets?

Answer: No.

25. Question: Is Slack Time exceeding 30 minutes automatically calculated in Trapeze or is it done manual?

Answer: See response to question #26.

26. Question: How does the current contractor subtract this slack time from their billing?

Answer: The Trip Editors check, time, mileage, fare and then insert the slack time. A report is run thereafter.

27. Question: If there is a cancellation which causes more the 30 minutes' slack time, does this need to be deducted? It varies on the cancellation.

Answer: A late cancellation, no show, medical no show, and cancellation at the door would not require slack time to be put in.

28. Question: Please provide the on-time performance stats for the past 12 months, by month.

Answer: April '19 = 94.4%, May '19=93.3, June '19=93.2%, July '19= 93.2%, August '19= 91.7%, September '19=91.9%, October '19=90.8%, November '19 =90.3%, December '19=91%, January '20 = 93.3%, February '20= 93.1%, March '20= 94.9%.

29. Question: If Federal and/or state governments change laws requiring employers to assume unforeseen costs, would GHTD consider adjustments to the contract rates?

Answer: The RFP does not contemplate such adjustments.

- 30. Question: On page 9 it states All Proposers must be currently licensed to do business in the State..." Is this at the time of submission of RFP or at commencement of contract?**

Answer: Proposers must be licensed at the time of their submission.

- 31. Question: The RFP states the Contractor will pay for damage to the facility or equipment. Can you give an example of past issues where the Contractor had to pay for damage?**

Answer: There have been none to date that can be recounted, but if there is found to be negligence by an employee of the Contractor, the Contractor will be responsible to reimburse the District for damages.

- 32. Question: Does the current contractor provide any of their own support vehicles and if so, how many?**

Answer: Yes, two vehicles. (A service utility vehicle and a supervisor vehicle.) However, this is not required by the District.

- 33. Question: Does GHTD pay for the drug and alcohol program and the SAP program?**

Answer: The Statewide Drug & Alcohol Consortium pays for all tests except: pre-employment alcohol and the "split sample" if an employee tests positive."

- 34. Question: The RFP states the successful Proposer will be responsible for the insurance as outlined. Is there a Statewide Insurance Consortium to be able to purchase it thru?**

Answer: No.

- 35. Question: In reviewing the driving record checks, is there a look back time (6 years)?**

Answer: Based on the current Contractor's policy there is a need for verification of the last (7) years of residency, and (10) years of employment There needs to be an explanation for any gap in employment exceeding (30) calendar days. In addition, the Contractor must have a strict Criminal Conviction History policy.

- 36. Question: What is the current payment timeline for invoices? The RFP states will be made within 120 days.**

Answer: 120 days is correct.

- 37. Question: Please explain how maintenance staff and repairs are supposed to be included with our cost?**

Answer: The District requires preventative maintenance. Parts are a pass through expense, and labor rates for the repairs outside of preventative maintenance should be included in your bid.

38. Question: Who pays for parts and fluids for the vehicles?

Answer: The District pays for parts. Fluids are part of the monthly preventative maintenance fee.

39. Question: (A.) Is the maintenance software provided by GHTD?

Answer: Yes.

(B.) What is the software currently being used for maintenance?

Answer: The District provides Fleetwatch as a maintenance software.

40. Question: Does the District provide uniforms?

Answer: No. The Contractor pays for uniforms.

41. Question: How many pages is the proposal limited to? On page 51 it states the proposal is limited to 25 – 8 ½ x 11 sheets or 50 pages of double sided prints.

Answer: Please see Section III – Submission Requirements.

42. Question: Can GHTD provide the submittal forms and cost forms in Word and Excel?

Answer: No

43. Question: (A.) How many proposals were submitted with the original RFP?

Answer: One.

(B.) Can we get a copy of those proposals submitted including pricing?

Answer: The proposal submitted for the original RFP was not opened, and was returned to the proposer.

44. Question: In light of the Coronavirus (COVID-19) pandemic and the quarantine mandates affecting much of the U.S., we respectfully request that you allow bidders to submit proposals electronically via email, Dropbox link and/or USB drive in lieu of providing printed copies. This would allow us to submit a compliant document within the RFP deadlines, and minimize in-person exposure for both your agency's employees and our company's employees.

Answer: Yes. The District will accept submission via USB or Dropbox link. The electronic proposal MUST be submitted as 2 complete PDFs 1.) The technical proposal 2.) The cost proposal. Proposal submission must include a table of contents.

45. Question: Can you please confirm that Finance Manager is a key position to be named in proposals?

Answer: Yes, the position is required. Please see page 37 of the RFP.

46. Question: Can you please provide the local labor union, collective bargaining agreement, seniority list, and contact information for union leadership?

Answer: The District does not have access to this information.

47. Question: In one section 3 it states the District will pay for tires. In section 13 it says it is the contractor's responsibility, so we need clarification of who is paying for this Tires?

Answer: The District pays for tires.

48. Question: Need a detailed listing of shop equipment the District provides?

Answer: The District provides all equipment except mechanic tools.

49. Question: Need specifics on what the contractor is responsible for regarding the facility?

Answer: Contractor is responsible for maintaining the facility (both inside and out – to include landscaping and janitorial). The District holds all preventative maintenance contracts, however, the Contractor is responsible for notifying the District immediately of any issues requiring repairs.

50. Question: What is the peak vehicle requirement and what times are the peak requirements?

Answer: Between 7 and 9:30am and 2-4:30pm. There are approximately 140-145 vehicles used at peak times.

51. Question: Verify the District supplies the computers, but we provide the maintenance software. Are there any specific fire wall requirements? Who supplies the internet?

Answer: The District provides all software, hardware and internet equipment. The Contractor will work with the District's IT department on any firewall requirements.

52. Question: What is the specific process for vehicle transition?

Answer: The District owns the vehicles but the Contractor is responsible for self-insuring the vehicles at the time of the startup date.

53. Question: What is the Districts definition of normal wear and tear?

Answer: Please refer to page 30 of the RFP.

54. Question: Does the District permit recapped tires?

Answer: No.

55. Question: Most OEM vehicle requirements are now at 5,000-mile PM for this type of vehicle. Will the District accept the new requirements, or must the contractor follow the 3k mileage requirement?

Answer: Must follow the District's current requirement.

56. Question: Does the District provide the fuel tank insurance?

Answer: The Contractor has a separate policy that covers storage tanks and pollution. It is included as a cost in the corporate overhead assigned to the contract operated by the Contractor.

57. Question: What is the current number of mechanics on staff?

Answer: The Contractor determines adequate staffing.

58. Question: What are the specific requirements for the vehicle extermination? How often?

Answer: The Contractor determines the need for extermination.

59. Question: How many ASE techs are currently onsite, and how many certifications do they hold?

Answer: The Contractor determines adequate staffing and certifications.

60. Question: What is the specific definition for Road calls?

Answer: If the bus breaks down on the road.

61. Question: Please provide the Miles between Road Failures for last year?

Answer: The mean distance between major mechanical failures. For 2019, it was 85,493 miles.

62. Question: Please provide specific PMI requirements for the following

- a. 1999 Ford F-450 utility truck
- b. 2015 Ford F550 Dump Truck w/plow
- c. 2015 Caterpillar 242D (Bobcat)
- d. 2019 F350 Pickup Truck w/plow
- e. 2019 Case 321F Front Loader

Answer: Follow manufacturer's recommendations.

- 63. Question: Vehicle Information**
- a. Current Odometer reading**
 - b. Current vehicle life mileage**
 - c. Engine information**
 - i. Date and Mileage at last engine replacement**
 - ii. Life mileage on engine**
 - d. Transmission information**
 - iii. Date and Mileage at last engine replacement**
 - iv. Life mileage on engine**

Answer: If you wish to request additional documentation not in clarification of the terms of this RFP the District will treat that as a request pursuant to the CT FOIA and will charge you the appropriate fees for the preparation of the response.

- 64. Question: Is the current maintenance staff in a bargaining unit**
- a. Name of union**
 - b. Copy of union contract**

Answer: The District does not have access to this information.

- 65. Question: Can the District share its total and annual budget for this procurement? Providing Offerors with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as Offerors will compete to provide the greatest value for the District's money.**

Answer: See below FY'19. Page 35 of the District's published CAFR responds to this question in the first column under ADA Program.

GREATER HARTFORD TRANSIT DISTRICT
 SPECIAL REVENUE FUND
 COMBINING SCHEDULE OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCES BY PROJECT
 FOR THE YEAR ENDED JUNE 30, 2019

	ADA Program	Drug and Alcohol Testing Consortium	Municipal DAR Grants	Buses, Equipment and Property	USTC, Sigourney Street and New Britain Livability	Transportation Improvements Generating Economic Recovery
Revenues:						
Federal grants	\$ -	\$ -	\$ -	\$ 741,507	\$ 1,230,004	\$ -
State grants	17,876,223	385,627	359,590	185,377	643	-
Local share	-	-	-	-	306,858	-
Private contributions	90,638	-	-	-	-	-
Cash fares	143,410	-	-	-	-	-
Miscellaneous	53,016	-	-	-	-	-
Total revenues	18,163,293	385,627	359,590	926,884	1,537,505	-
Expenditures:						
Current:						
Project administration	1,396,959	89,545	20,676	130,090	27,487	-
Professional services	243,188	296,411	-	-	-	-
Purchased transportation	16,520,922	-	338,914	-	-	-
Insurance and claims	-	-	-	-	-	-
Capital outlay - tangible transit property	2,224	-	-	796,794	1,510,017	-
Total expenditures	18,163,293	385,956	359,590	926,884	1,537,504	-
Excess (Deficiency) of Revenues over Expenditures						
	-	(329)	-	-	1	-
Other Financing Sources (Uses):						
Transfers in	-	329	-	-	-	-
Transfers out	-	-	-	-	(1)	-
Total other financing sources (uses)	-	329	-	-	(1)	-
Net Changes in Fund Balances						
	-	-	-	-	-	-
Fund Balance at Beginning of Year						
	-	-	-	-	-	-
Fund Balance at End of Year						
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Continued on next page

66. Question: We read the RFP to understand that the Contractor will be required to work with software provided by the District. Is the District open to proposals in which the Contractor would instead use an alternative software system that a) utilizes rules-based routing algorithms that automate the District's scheduling and dispatch procedures b) maximizes shared rides which enables the District to deploy fewer vehicles to serve current demand levels, thereby maximizing value for money c) seamlessly integrates with the Contractor's own demand-response paratransit service operations and d) meets all reporting and eligibility management requirements? In this case, the Contractor would be willing to pay any and all termination fees associated with the District's existing contracts for demand-response paratransit dispatching and scheduling software.

Answer: We are committed to utilizing Trapeze software for various reasons, but we would consider recommendations of additional software if they integrate with Trapeze's platform.

67. Question: Is the District interested in proposals that recommend a partnership model through which the District and the Contractor engage in close collaboration — which may include changes to service design and the introduction of alternative software — to explore innovative approaches in order to achieve efficiency and quality of service improvements?

Answer: No.

- 68. Question: Will the District consider responses from proposers with less than 10 years of experience in providing passenger transportation and less than 10 years of experience in maintaining a fleet of vehicles similar in size, provided proposers can demonstrate successful, innovative, and efficient paratransit operations at Hartford's scale? A requirement of 10 years of experience would exclude participation from younger, innovative companies with a demonstrated ability to serve the public interest by reducing operating costs and improving the paratransit customer experience.**

Answer: No.

- 69. Question: Is the District interested in a mobile application for riders that allows customers to book trips, monitor their trips in real-time, receive notifications about their trip, and provide electronic fare payment? This mobile application could also be made available as a web-based interface accessible on a desktop or laptop. Such a model would additionally support phone bookings.**

Answer: No, we are working with Trapeze and will be deploying new modules through them.

- 70. Question: Is the District open to using flexible labor models, such as 1099 drivers, that allow operators to dynamically scale up and down vehicles to match demand throughout the day? This operating flexibility generally reduces deadhead hours and vehicles required, reducing the cost to the District.**

Answer: No.

- 71. Question: Is the District willing to accept the Contractor's personnel with fewer years of experience than required in the RFP, if it can be demonstrated that the proposed key staff are experienced and qualified to deliver all elements of the Scope of Work?**

Answer: No.

- 72. Question: In addition to submitting a completed version of the District's Cost Proposal: Detail Form, can Proposers include a supplementary pricing form that clarifies the cost structure of the proposed solution?**

Answer: You must use the form provided but for clarification purposes we will accept additional information to substantiate what is in your cost proposal.

- 73. Question: (A.) In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will the District accept digital signatures (verified through DocuSign)?**

Answer: Yes.

(B.) Further, considering business closures in response to COVID-19 that will limit our ability to print and bind proposals, will the District accept digitally submitted proposals?

Answer: Please reference the response to question #45.

74. Question: Can you please provide loss runs for the past 5 years for the vehicles liability policy?

Answer: The information is the Contractors proprietary information and the District does not have access to it.

75. Question: For the General Liability coverage of \$10,000,000 it states “no general aggregate”. We are being told that this does not exist. The insurance will only provide coverage with a general aggregate. Will GHTD accept with a general aggregate?

Answer: Yes.

End of Addendum 2