

RFP # 105-SOM21-001
Region C
QUESTIONS ANSWERS

As indicated in the subject RFP document, please be reminded that the Department seeks proposals from qualified facility management firms to operate and maintain various station facilities in Connecticut Region "C". While the Department understands the rationale for many requests presented, it is important for proposers to include operational content in their proposal assuming it had full decision making capabilities. In other words, the Department is asking the following question "How would YOU run these facilities?"

Below are all questions and requests for information received by the Department prior to the January 27, 2021 deadline referenced in the RFP. The Department's responses follow.

Questions

Q1: Please provide Exhibits A, A-1, A-2, A-3 and A-4.

A: E-mailed to all on 1/28/2021.

Q2: Please further describe the Amtrak training. What is the cost, is it online or in-person. If in-person where is it held and how much time is required?

A: Annual training is online, takes about 1 hour to complete, and costs about \$35 per individual.

Q3: Please provide insurance loss runs on each of the stations included in this RFP for the last five years.

A: The current facility manager has confirmed that there have been no claims against the Region C facilities within the last 5 years.

Q4: How many hours per week are the Facility Manager and General Maintenance Worker currently assigned to these stations?

A: Facility Manager - 16hrs/week (average)
General Maintenance Worker - 40hrs/week

Q5: What is the projected completion date for Clinton Station?

A: November/December 2021

Q6: Please provide a list of attendees at the mandatory walkthrough.

A: See Attachment 1

Q7: What is the SBE set-aside percentage?

A: 11%

Q8: Please provide the current operating budget for these stations.

A: The current contract is month-to-month, so we are providing actuals from 2019-2020. See Attachment 2

Q9: The DOL rate for the GMW is \$22.88 +\$6.86 for Old Saybrook, Westbrook and Clinton. It is \$24.67 +\$7.41 for Madison, Guilford and Branford. What is the pay rate for the current GMW?

A: \$42/hr

Q10: The Quality Assurance Program described on Page 21 includes several items that may not be applicable to this RFP. Please indicate what you consider to be the most important relevant items.

A: The Contractor is expected to meet all relevant items.

Q11: Please elaborate on the Contractor's responsibility for maintenance of the CCTV systems. How is access to video provided in the event of a request by law enforcement?

A: See Attachment 3

Q12: Please provide CDOT purchasing authorization guidelines with threshold amounts and approval requirements.

A: Office of Rail uses General Letter 71 included as Exhibit H in the Draft Agreement for purchasing guidelines. Approval memorandums are submitted by the Facility Manager to the Office of Rail before purchases are made.

Q13: Please provide a list of vendors and subcontractors currently in use.

RFP # 105-SOM21-001
Region C
QUESTIONS ANSWERS

A: See Attachment 4

Q14: As the parking lots at all stations are free parking for commuters, please advise if GarageKeeper's liability insurance is still required. Typically this insurance is carried by the subcontractor operating fee parking facilities and is not carried by the property management company.

A: Not applicable.

Q15: Please provide a copy of the current contract with the current vendor?

A: See Attachment 5

Q16: Does the current provider outsource the custodial services? If so, what company holds the contract?

A: No.

Q17: Are the current custodial workers part of the SEIU 32 bj Service Workers Union?

A: n/a

Q18: Please provide a copy of the Operating Budget for the Region C locations for 2020 and 2021?

A: See answer to Q8.

Q19: With regard to staffing, on page 17 of the RFP, under II. A. 3, it states that the "Contractor is required to provide a dedicated facility manager for the Facilities. In Part Four, on the Cost Calculations Form, Example, it shows 10 hours per week for a Facility Manager, and 12 hours per week for the General Maintenance Worker. Should we assume that a "dedicated" facility manager means a full-time manager, 40 hours per week? Please clarify.

A: "Dedicated" means a single individual assigned to the task of Facility Manager, not multiple individuals sharing the task. In Part 4, hours provided are, as stated, for example purposes only. We expect that every proposer provide information on how they would run the facilities.

Q20: With regard to cleaning of the buildings, the RFP states on page 19 that the Contractor will utilize Green Cleaning practices. During COVID, we are typically using disinfecting chemicals – we assume this is acceptable?

A: Yes.

Q21: Due to COVID-19 pandemic, is the DOT requesting frequent disinfecting cleaning of high-touch points at the stations? What is the expectation of the State?

A: Currently, high-touch point areas are disinfected once a day during normal hours of operation.

Q22: Can the DOT provide information on the required Task Frequency for the Custodial and Trash

A: See Attachment 6

Q23: With regard to monthly reporting, does the DOT require separate billing packages for each location?

A: Office of Rail will work with the Facility Manager to establish proper billing forms and procedures.

Q24: On page 21, the RFP refers to Tenant Satisfaction Survey information. Does the DOT initiate the surveys or will the Contractor be responsible for developing, and completing this process?

A: Currently, Region C facilities do not have tenants, therefore this task is not required at this time.

Q25: Please explain the "M&V" program as mentioned in the last paragraph on page 21 of the RFP.

A: The mention of a "M&V program" is an example of a possible quality assurance method that may or may not be used by CTDOT.

RFP # 105-SOM21-001
Region C
QUESTIONS ANSWERS

Q26: Does the DOT require daily rounds of each station by a custodial worker and a General Maintenance Worker?

A: The stations are open to the public 24/7. Trash cans and rubbish removal is to be performed on a daily basis. General Maintenance is dependent on the needs of the individual stations and the successful party shall be tasked with deciding how to address those needs.

Q27: During the walk-through, we did not see dumpsters for trash. At each location, what is the DOT requirement for disposal of the trash? How is it being handled currently?

A: Trash cans and rubbish removal is to be performed on a daily basis. The trash is currently disposed of at a central, off-site Sweitzer dumpster location.

Q28: Would it be possible to contract with a DAS approved trash vendor to place a 2-4 yard container at each site for pick-up by the vendor?

A: Further discussion would be needed with the successful party for any on-site containers.

Q29: Is there an estimate on if, and when, the sites may implement a "pay to park" policy?

A: There is no estimate at this time, TBD.

Q30: Would it be possible to install internet or a hot spot at each site to enable users to view the platform cameras remotely?

A: Currently the capability does not exist. Further discussion would be needed with the successful party.

Q31: On the Cost Calculations Form (Part 4, page 2), Table B, please confirm that the Hourly Rate is the hourly rate that will be billed to the DOT and the Annual Rate is the extension of the hourly rate times the estimated hours worked?

A: Yes to both.

Q32: On the Cost Calculations Form, Part 4, Page 3, Table C, please confirm that the \$ amounts requested on this table, under Year 1, are the hourly billable cost, or the estimated annual cost?

A: As stated in the chart - "hourly cost including benefits"

Q33: On the Cost Calculations Form, Part 4, Page 3, Table D, this space is included to include the name of our subcontracts that we intend to use on the contract.

A: Per the instructions, use Table D to identify which Trades you intend to subcontract.

Q34: What methodology does the current contractor use to perform the services? Is DOT happy with this approach?

A: Currently, both in-house and sub-contracted services are used. DOT is open to all proposed methodologies.

Q35: Does the DOT have a preferred methodology for completing the Scope of Work under the contract?

A: No.

Q36: Is it possible for the Proposal Due Date to be extended to February 12, 2021?

A: No.

Q37: Please provide a copy of the budget for each station.

A: See answer to Q8.

Q38: Please provide a copy of the current management agreement.

A: See answer to Q15.

Q39: What is the current management fee for each station? How much of each management fee is the insurance?

A: The current Management Fee is based on all 6 stations as a whole. The Management Fee remains the same as the previous year. See answer to Q8.

Q40: Please provide the current staffing for each station (hours per station per week).

A: Hours at each station vary depending on daily needs. See answer to Q4.

QUESTIONS ANSWERS

Q41: What is the number of employees assigned to the current contract? Please provide by title and # of weekly hours.

A: See answer to Q4.

Q42: Please provide a list of service contracts in place.

A: See answer to Q13.

Q43: Please provide an inventory of State-owned tools, equipment, office furniture etc. that the Contractor will be responsible for.

A: See Attachment 7

Q44: Please provide a list of all insurance claims/loss runs for the past 3 years – which were submitted to the current contractor or DOT.

A: See answer to Q3.

Q45: What are the daily number of trains that go through each station?

A: Pre-Covid:

Weekday: SLE - 36 revenue trains, 8 non-revenue trains; Amtrak - 37 trains

Weekends: SLE - 21 revenue trains, 1 non-revenue train; Amtrak - Saturday 27 trains, Sunday 30 trains

Current:

Weekday: SLE - 16 revenue trains; Amtrak - 24 trains

Weekends: SLE - 16 revenue trains; Amtrak - Saturday 18 trains, Sunday 22 trains

Q46: What is the maximum speed of trains through each station, including Acela?

A: Max allowable speed (MAS) for Acela trains is 125 mph and 90 mph for CTrail SLE trains while operating on the corridor. MAS for each station is as follows:

Branford: 56mph

Guilford: 121mph

Madison: 85mph

Clinton: 89mph

Westbrook: 77mph

Old Saybrook: 96mph

Q47: How many passengers ride daily (on average – in 2019)?

A: See Attachment 8

Q48: How many freight trains go through each station?

A: P&W operates 1 round trip between New London and New Haven, Monday through Friday, between 10:00 PM and 4:00 AM. They may run extra trains as needed from time to time.

Q49: The RFP lists 10 hours per week for a General Maintenance Worker for the 6 stations. How was this determined? Can the Contractor recommend an alternate number of hours?

A: See answer to Q19.

Q50: Please confirm that the Premises Liability insurance required to be placed by the Contractor is primary.

A: Insurance requirements are outlined in the Draft Agreement, Article 41.

Q51: Which tools are considered a property expense and which tools are considered a Contractor expense?

A: Tools of the trade are considered Contractor expense.

Q52: How many Temporary Rights of Way are in place for each station? With whom?

A: The DOT currently holds no active Right of Entries on Region C facilities.

RFP # 105-SOM21-001
Region C
QUESTIONS ANSWERS

Q53: Please provide the sign in sheets for the mandatory walkthroughs (by station).

A: See answer to Q6.

Q54: Please provide the Cost Calculation Forms (page 2-4 of Part 4 of the RFP) in either Excel or Word format – or in a fillable format.

A: See Attachment 9

Q55: What is the % goal for the Small Business Set-Aside portion of the contract?

A: See answer to Q7.

Q56: Please send the Agreement without DRAFT embedded in the document as it is not possible to print the agreement without words missing.

A: This request was rescinded by the requestor.

Q57: Are the existing subcontracts with the current management company assumable, or will the new management company be required to enter into new agreements for subcontracted services soon after contract award? This is particularly important, as snow removal will continue to be a factor throughout a transition period.

A: For continuity of operations during initial transition, the existing Contractor will assist in transferring/assigning existing subcontracts. The Contractor, under the new Region C agreement, will need to enter into new subcontracts shortly after.

Q58: Will an Amtrak Temporary Permit to Enter be required of the management company? If so, should any associated costs, such as fees, RRPL insurance or a Force Account be included in the proposed Management Fee?

A: Yes and should be factored into the Management Fee. Any Force Account services/expenses will be covered by DOT.

Q59: On page 17, item A.3. the RFP indicates “The contractor should consider these dynamics in their payroll related cost submission and be prepared to routinely document and justify the hours expended.” Does this mean that labor costs attributed to the contractor’s work are to be billed monthly at actual cost incurred, or is the annual cost proposed in the Cost Calculations Form – Table B considered a “fixed” cost, regardless of actual hours worked?

A: Actual hours worked by the Facility Manager are subject to the hourly bill rate as proposed by the Contractor. DOT does not anticipate this being a 40 hours/week assignment for the dedicated Facility Manager.

Q60: Is the Bid Bond amount based on the Year One Management Fee, or the total of the Management Fees for all five years?

A: Based on Total Management Fee for the 5 years.

Q61: Is a Performance, Payment or Surety bond required of the contractor? If so, should this be included in the proposed Management Fee?

A: No.
