



CONNECTING COMMUNITY

Questions and Answers #2

- Can the City confirm that the billing hours are gate-to-gate for both the Fixed Route and Paratransit services? **Fixed Route billing hours are the service hours. Paratransit revenue hours or billable hours are the time that the vehicle is in service excluding non-revenue time such as deadhead, maintenance, training, and any time there is not a passenger trip for 20 minutes or greater.**
- Can the City confirm that the current scheduling software for Fixed Route, Paratransit, and Microtransit (when implemented) is provided by the city? What is the software currently being used, and are there plans to change it? **The Paratransit Software is RideCo and will be provided by the City. There is no plan to change at this time.**
- In initial answers to questions (Addendum 3), the City states it will allow electronic submission of proposals. Will the City confirm bidders **do not** need to submit any additional hard copies if they submit electronically? **If bidders submit electronically, they are not required to submit hard copies, but may submit this if they prefer.**
- *Each Proposer shall submit a copy of their policies and procedures for implementing, documenting and reporting on their program for cost containment and improvement activities that will ensure the lowest possible operating costs while still providing the required level of services as well as effective employee recruiting and retention.*
This requirement is very vague as many policies and procedures could pertain to cost containment and improvement activities. Will the City please clarify what bidders need to submit to satisfy this requirement or remove this requirement? **This is purposely vague due to different cost saving measures/overhead/safety programs/etc. will differ by agency and agency type. Please let us know how you plan to maintain the lowest operating cost possible but still provide the service. We have previously had a concern maintaining operators with low operator pay.**
- *All credit reports, credit bulletins, and any other published statements by the most recognized agencies (ex. Standard & Poors Rating Group, Moody, and Dun & Bradstreet) that have been issued or published within the past five years regarding the Service Provider and any guarantors;*
Will the City please consider changing this requirement for bidders to include a current credit report, as only the latest report accurately represents current credit worthiness? Further, these reports must be requested by bidders for a price, which is cost and time prohibitive given the current timeline and requirements for submittal. **Yes, if this sufficiently shows that the bidder is financially stable.**
- In initial answers to questions, the City provided the following:
Will the City of Concord please provide the current count of daily pullouts for fixed route services and paratransit services? There are daily pull outs on week days and 11 daily pull outs on weekend days for fixed route. Paratransit operates as the schedule requires. This differs from day to day.
It seems the City is missing the number of daily pull outs for week days. Will the City provide this information to all bidders? **There are 14 weekday pull outs and 11 weekend day pull outs.**
- Please provide the rationale for paid lunch breaks in the current system. **Currently, meal breaks are not guaranteed. They are only provided if there is staff available to provide those breaks. Any change in meal break policies will need to be approved by the Union.**



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- To provide full transparency on costs, please confirm that bidders can modify line item titles on the pricing sheet to ensure costs get included in appropriate spots. **Yes, minor changes or clarifications can be modified, but we are utilizing this sheet to compare costs across proposals, so major changes may challenge those comparisons.**
- On the pricing sheet, please clarify if the Total Corporate Overhead and the Total Profit are to be included in the Rate per Hour. Should the rate per hour be at the bottom and calculated by the Total Cost line divided by the number of hours? **This is at the discretion of the proposer. We will not dictate how overhead and profit are included, but putting them in the rate per revenue hour is a reasonable option.**
- Follow Up Question to Answer Regarding Page 19, Video Surveillance (AngelTrax): Approximately how many of these devices have had to be replaced over the past 5 years? **All information about AngelTrax equipment replacement costs that are available are in Addendum 16-Service Provider Costs.**
- Can the City please provide revenue and non-revenue mileage by service? **The current scheduled hours for Fixed Route are 40,644 annually. The Paratransit revenue hours for last FY were 9,944.98. Fixed Route Vehicles approximately accumulate 60-75,000 miles annually and Paratransit vehicles accumulate approximately 30-40,000 miles annually.**
- **Microtransit:** For the new microtransit - Do you intend on using the existing fleet or should we assume additional feet will be added to support this service? If additional, please provide how many additional vehicles. **Unfortunately, we are unable to provide this information at this time. This would entirely depend on the Microtransit service area and number of trips, but likely a few non-ADA accessible vehicles may need to be acquired to service a Microtransit zone along with existing ADA accessible vehicles.**
- **Maintenance of Bus Shelters and Stops:** With the new requirement of repairing and maintaining bus shelters and stops, would the City be willing to provide a three-year historical expense for these functions? **Maintaining bus shelters and stops is not a new requirement. The current service provider maintains and does minor repairs (trash can or schedule holder replacements). Repairing would only be a requirement if the service provider is the one who causes damage to the shelter or stop.**
- **Page Limits:** Are there page limits associated with the information required in the separate sealed envelopes? **No.**
- **ADA Paratransit Specific Components:** The RFP new requirement states, "Sufficient staff must be provided to respond to calls in a timely manner. 95% of all calls should be answered within 3 minutes, and 99% of all calls should be answered within 5 minutes to ensure that passengers do not experience excessively long wait times. Calls must not be placed on hold for longer than 2 minutes. This data should be collected by the service provider and submitted to City of Concord Staff on a monthly basis unless otherwise requested." Currently, the phone system is provided by the City. To meet this new reporting requirement, will bidders be required to provide their own phone system with a reporting system to track data? Or will bidders be able to only provide a reporting system that can integrate with the City's phone system? **This is not a new requirement, it was in the prior contract but had not been enforced. We are open to any options to meet this requirement.**
- **Shelter Maintenance:** The following Q&A was addressed - Can the City clarify, in the event of a shelter getting destroyed (car accident, etc.), who would be financially responsible for the replacement? Only if



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the damage is due to the result of service provider personnel. Please clarify if bidders should consider costs associated with broken glass and graffiti removal. The Service Provider will need to provide regular maintenance such as **trash can or schedule holder replacements, but graffiti would need to be addressed by the Service Provider also. Other repairs would only be if the damage is due to the service provider.**

- **Reporting Requirements and Pricing:** The following Q&Q was addressed - Please outline and non-billable time for both services (example: lunch breaks, vehicle breakdown, fueling) Please also include any growth assumptions after the initial year of service. Non-billable time includes anything outside of scheduled revenue service hours for fixed route. The current scheduled hours for fixed routes are 40,644 annually. Non-billable time for paratransit includes deadhead, non-scheduled or scheduled breaks (more than)19 minutes without a passenger onboard), operator training, vehicle maintenance, road calls, or driver delays in service. The revenue hours for last FY were 9,944.98. Please confirm if the 19 minutes without a passenger onboard is a new process to the billing process as a deduction of billable time in this RFP or if this is a current practice. **This is a current practice.**
- Please confirm if an electronic copy of a bidder's proposal is submitted, a hard copy is not required. **If bidders submit electronically, they are not required to submit hard copies, but may submit this if they prefer.**
- Is the city responsible for the replacement and disposal of the Hybrid Batteries if need replacement? **No. This is the responsibility of the Service Provider.**
- Can the city please provide the name and contact information for the Union representative?
General Chairman – Michael Jenkins 704-791-1151
Local President – Joseph Williams 504-228-2075
Vice President – Glenn Patterson 646-271-8367
- Can the City please outline the current meal break policy? Per the current Service Provider:
Fixed Route – If all shifts are staffed, the EB is utilized to give reliefs during their assigned shift. If not, there are no breaks given. Service must be covered at all times.
Para – if an Operator works more than an 8 hour schedule, the Dispatchers review space on the Operator's schedule would be on Standby to give the Operator a chance to utilize the rest room and grab something to eat. No breaks or reliefs are guaranteed as service comes first.