PARATRANSIT RFP-2022-MA-01

QUESTIONS, ANSWERS, AND CLARIFICATIONS
Part – 3

1. *Will the evaluation committee interview the best value provider(s) to make an informed decision on its provider?*

   Yes

2. *Is the daily vehicle inspection process paper-based?*

   Current Contractor has a paper-based daily vehicle inspection process.

3. *Page 47, Fleet Management: Who is the DBE currently providing fuel, and does this DBE also provide fuel to LAVTA?*

   CCCTA and LAVTA do not have a specified DBE providing fuel.
   If a DBE fuel provider happens to be in close proximity for fueling needs, this would just be a coincidence.

4. *Should the provider plan to update Trapeze to the latest version before the contract starts?*

   A Trapeze update to version 21 is tentatively scheduled for testing in June of 2022 with a go live tentative schedule for September of 2022.

5. *Do all vehicles have an MDT? If so, please provide the make and model, or is the provider to supply the MDTs?*

   All vehicles owned by CCCTA have MDTs- they are Samsung Galaxy A tablets.

6. *Is there a maintenance tool provided by CCCTA?*

   No.

7. *Would you please provide 24 months of historical data for incentives paid by the agency and disincentives (Credits) provided by the contractor?*

   Please see attachment-1 on website

8. *Customer Service Database: Please confirm that CCCTA will provide the customer service database.*

Yes- County Connection maintains a customer service database which captures all complaints and commendations received to which the contractor will have limited access to in order to respond to ADA Paratransit related complaints/commendations.

9. *Please confirm that customer service gets more calls per month than reservations. What are the top five reasons calls are placed to customer service, e.g., where is my ride?*

   Please review data on Enclosure 3 for actual phone data. We distinguish calls for reporting purposes between Reservation Queue calls and Dispatch (Customer Service) Queue calls.
   Main reasons people call Dispatch are:
   - Where's my ride
   - Cancel my ride
   - Lost and Found related questions
   - Make a change on an existing ride on the scheduled day of service
   - Assistance with accessing My Transit App.

10. *Transfer Trips: Which party coordinates transfer trips with East Bay Paratransit and County Connection Link?*

    This is dependent on the origin address- if it is within East Bay Paratransit's service then the customer starts off with that respective agency and vice versa.

11. *Customer Complaints: Will CCCTA and LAVTA have one or two phone numbers for complaints?*

    Two different numbers as LAVTA complaints are managed separate from those of CCCTA/LINK.

12. *How many users does my transit manager have? What are the average trips booked per month by the passenger?*

    Total of 369 registered users (92% are CCCTA users). Currently there is no ability to schedule trips via the MyTransit App.

13. *Do both CCCTA and LAVTA use the My Transit Manager application?*

    Yes

14. *Since fuel is a pass-through expense, are you asking bidders to provide a budgetary estimate for fuel?*

    Yes

15. Are all vehicles to be maintained at the CCCTA facility?

    Only vehicles owned by CCCTA are to be maintained at the CCCTA facility.

16. Attachment V: Would you please note which vehicles are CCCTA and LAVTA?
    Also, please confirm where the vehicles are intended to be parked overnight?

    All vehicles listed in attachment V are CCCTA vehicles and are parked overnight
    at the CCCTA bus yard.
    LAVTA Wheels service is handled by subcontractor (TNC).

17. The RFP refers to Trapeze PASS version 15 here but then refers to version 18
    on page 51 under H. software and technology. Can you confirm the current
    Trapeze PASS version?

    Current Trapeze PASS software in use is version 18.

18. It appears Alamo Creek Demand-Responsive Flex Route and Route 250 are
    supported by paper. Is there any technology being used for the Alamo Creek
    Demand-Responsive Flex Route? If so, what is the technology?

    No. CCCTA is open to use software/technology to manage these routes.

19. Is it CCCTA's desire to continue hosting Trapeze, or would you prefer the
    contractor host and support it?

    CCCTA will host and support it.

20. RFP states that "County Connection anticipates the addition of MDTs will
    enhance data recovery and accuracy…," but on page 33, it refers to DriverMate.
    What is the additional MDT to which CCCTA refers on page 52?

    County Connection currently has all service vehicles outfitted with MDTs and use
    Trapezes' DriverMate software. A reference to additional MDTs on page 52 is an
    error.
21. Will the Contractor be allowed to conduct Contractor-specific business via the
    CCCTA's provided internet, desktops, Microsoft licenses, and phones?

    Contractor will be allowed to conduct CCCTA and LAVTA related business using
    internet, desktops, Microsoft licenses, and phones provided by CCCTA.

22. *It appears the My Transit Manager is a custom-developed app; is that correct? Does CCCTA own the license or IP for that app?*

Correct. CCCTA does not own the license nor IP for the app.

23. *Is the My Agency Portal custom developed or a vendor's product? If a vendor's product, what vendor provides it?*

My Agency Portal like My Transit Manager, is a custom developed app owned by current Contractor.

24. *In reference to Paratransit RFP-2022-MA-01 and Questions, Answers, and Clarifications Part -2: What is the definition of a billable hour?*

Gate to gate minus unproductive time past 90 minutes, minus lunch, breaks, fuel time.

25. *In reference to Paratransit RFP-2022-MA-01 and Questions, Answers, and Clarifications Part -2: What is the definition of a revenue hour?*

Live hours involving Passengers on board, reasonable travel time to pick-up a passenger.

26. *General: Please confirm CCCTA will require its contractor and any subcontractors to comply with the upcoming vaccine mandate.*

Our current mandate is that all new hired employees be fully vaccinated.

27. *Please confirm the desire to add a Dispatch Supervisor.*

Yes

Billable Month	On Time Performance	Productivity	Total	Incentive Amt.
Jul-19				
Aug-19				GRACE PERIOD
Sep-19				
Oct-19	92.5	1.83	94.33	
Nov-19	93.3	1.8	95.1	
Dec-19	91.7	1.86	93.56	
Jan-20	93.2	2	95.2	$2,500
Feb-20	91.4	2.03	93.43	
Mar-20	91.88	1.77	93.65	COVID-19
Apr-20	98.3	1.06	99.36	COVID-19
May-20	97.1	1.04	98.14	
Jun-20	95.6	1.19	96.79	
Jul-20	97	1.1	98.1	
Aug-20	94	1.27	95.27	
Sep-20	94	1.33	95.33	
Oct-20	94	1.3	95.3	
Nov-20	95	1.23	96.23	
Dec-20	95.7	1.06	96.76	
Jan-21	95	1.12	96.12	
Feb-21	96.6	1.09	97.69	
Mar-21	96.9	1.06	97.96	
Apr-21	98.5	1	99.5	
May-21	97.4	1.02	98.42	
Jun-21	97.7	1.09	98.79	
21-Jul	97.6	1.14	98.74	
21-Aug	96.3	1.23	97.53	
21-Sep	93.9	1.32	95.22	
21-Oct	94.4	1.2	95.6	
21-Nov	95.4	1.33	96.73	
21-Dec	97.1	1.22	98.32	
22-Jan	98.5	1.14	99.64	
22-Feb				
22-Mar				
22-Apr				
22-May				
22-Jun				

Billable Month	Late 30-59 mins.	Late 60+ mins.	Missed Trip	Late & Inadequate complaint responses	Dirty Vehicle	Wheelchair/Scooter securement	Out of Uniform	Excessive Ride Times	Late deliverable	Productivity	Total		Disincentive Amt
Jul-19													
Aug-19													
Sep-19													
Oct-19	1775.00	$400.00	2500	$6,150.00						1500	$12,325.00		
Nov-19	1575.00	$300.00	1200								$3,075.00		
Dec-19	1675.00	$500.00	900								$3,075.00		
Jan-20	500.00	$50.00	300						100		$950.00		
Feb-20	1125.00	$150.00	500						150		$1,925.00		
Mar-20	COVID-19										#VALUE!		
Apr-20	COVID-19										#VALUE!		
May-20	COVID-19										#VALUE!		
Jun-20	COVID-19										#VALUE!		
GRACE PERIOD													
Item total	6650.00	1400.00	5400.00	6150.00	0.00	0.00	0.00	0.00	250.00	1500.00	$21,350.00	FY19/20 total	
Jul-20											$0.00		
Aug-20											$0.00		
Sep-20											$0.00		
Oct-20											$0.00		
Nov-20											$0.00		
Dec-20											$0.00		
Jan-21											$0.00		
Feb-21											$0.00		
Mar-21											$0.00		
Apr-21											$0.00		
May-21	375.00	$250.00	200								$825.00		
Jun-21	300.00	$50.00	0								$350.00		
Item total	375.00	250.00	200.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$1,175.00	FY20/21 total	
Jul-21	250.00	$0.00	0						550		800.00		
Aug-21	500.00	$50.00	$ 100.00										
Sep-21	1075.00	$50.00	100										
Oct-21	1075.00	$350.00	300										
Nov-21	425.00	$0.00	200						100		$725.00		
Dec-21	$ 450.00	$0.00	$ -								$450.00		
Jan-22	$ 100.00	$50.00	$ 100.00								$250.00		
Feb-22											$0.00		
Mar-22											$0.00		
Apr-22											$0.00		
May-22											$0.00		
Jun-22											$0.00		
											$0.00		