

PARATRANSIT RFP-2018-MA-03
QUESTIONS, ANSWERS, AND CLARIFICATIONS
NUMBER 2

1. Part I - Proposal; p. 16 given the importance of retaining members of the current workforce, and consistent with the Labor Code Section 1070, please provide the following:
 - Contact information for representatives of the ATU Local 1605.
County Connection for the duration of this process will act as a liaison between the bidders and the ATU. Any questions that bidders have at this moment can be directed to Kevin Finn and we will gather appropriate responses from the ATU to the bidders. When a vendor is selected, then the necessary contact information and documents will be made available.
 - A copy of the current Collective Bargaining Agreement for the employees of the incumbent operator.
See [attachment 1](#) – Benefits First Transit Concord – 1070 Information. The Union is currently in negotiations, to add certain office staff to the agreement. Such as dispatchers and reservationist. This will be incorporated as an amendment to the current CBA not a new CBA.
 - Wage rates, for all current employees of the incumbent operator, hire dates, and staffing levels for all positions.
See [attachment 2](#) – Drivers Names, Dates, Wages

2. Part II - Scope; p. 23. Please provide the number of annual service hours and revenue/service miles for the BART ADA service by day of week and month of year for the past year. Please confirm if service levels are expected to change and on what levels the price proposals should be based.
See [attachment 3](#) – Passenger Count ADA and Hybrid Services. We also expect to see a slight increase in service due to the steady increase we have been experiencing over the years.

3. Part II - Scope; p. 24 please provide the number of service hours and revenue/service miles for the Other Non-ADA Services by day of week and month of year for the past year. Please confirm if service levels are expected to change and on what level of revenue hours the price proposals should be based.
See [attachment 3](#) – Passenger Count ADA and Hybrid Services. We also expect to see a slight increase in service due to the steady increase we have been experiencing over the years.

4. Part II - Scope; p. 24 Regarding the St. Mary's shuttle, the RFP indicates that the service allows for flag stops along the existing route and more importantly may flex off the main route in very limited ways upon request. What are the rules behind this?
St Mary's Shuttle allows for very limited flex drop trips. Passenger may even call and book trips along the route to these pre-selected destinations slightly

off route. Those destinations are Moraga Shopping Center, Rheem Shopping Center and Student Housing on Ascot Drive. See [attachment 4](#) – 250 schedule.

5. Part II - Scope; p. 45 The RFP indicates that the Contractor is responsible for the annual maintenance fee for the Trapeze system. Please confirm the amount of this fee.

Last year's fee for Trapeze Pass, was \$26,741. The fee is normally due in April of every year.

6. Part II - Scope; p. 45 The RFP states that Trapeze is being used for LINK trip scheduling. Please clarify if Trapeze is also used to manage and schedule the other CCCTA services to be provided by the Contractor. If no, please provide information regarding the software system used for those services.

Trapeze is used for LINK ADA and BART ADA service only. The current contractor uses spreadsheets to track trips. County Connection is looking for the proposed contractor to provide innovative ways/technology that is user friendly and cost efficient to allow for trip booking, cancellations, tracking and monitoring service quality.

7. Part II - Scope; p. 45 The RFP indicates that the Contractor is responsible for maintenance, replacement, and shipping costs for the DriverMate units. Please provide the number of units, on average, per year that need to be replaced and the cost of each unit.

We currently have 65 tablets. Because of our on-going relationship with Sprint, Replacement cost, will be \$0-\$250 based on specials Sprint may have at the time. County Connection will work with the contractor to ensure the most cost efficient deal. For the purposes of cost proposal development, proposers should anticipate 30 tablets per year need to be replaced at a cost of \$200.

8. Part II - Scope; p. 46. Please provide copies of all System/Service Reports for the most recent 3 months.

See [attachment 5](#) – MOPS report.

9. Part II - Scope; p. 46 Please provide call volume reports for the call center, by time of day and day of week, for the last three months.

See [attachment 6](#) – Phone Reports.

10. Part II - Scope; p. 52 Regarding the liquidated damage for "Late vehicle 30-59 minutes...", please clarify if this LD will be assessed for all occurrences where the trip performed late within this period, even if the overall service achieves the Performance Criteria for Schedule Adherence of 90%

Yes

11. Exhibit A - Price Proposal for Hourly Rate - Please confirm the definition of the "Hourly Rate", or billable unit, to be used on the price pages.

The hourly rate is the Revenue hour for which the contractor will bill County Connection. Revenue hour is calculated from the time the driver arrives at the first pick-up even if it is a No-Show.

12. Please confirm if the "Hourly Rate" is to be based on Revenue Hours or Service Hours.

Service Hours

13. Please confirm the current fueling location.

See [attachment 7](#) – DBE Contact Information

14. Please provide last 3 months of invoices, including current rates and hour volume information.

See [attachment 8A](#) – October Invoice

See [attachment 8B](#) – November Invoice

See [attachment 8C](#) – December Invoice

15. The RFP references that the Connection has a prepaid account policy, which allows riders to pay in advance for their trips. Please confirm what IT system is used to manage this account.

We do not have an IT system that manages the account. We are looking to the Contractor to come up with innovative ways to streamline this process and make it user friendly for the rider and for the team managing the accounts. The contractor is responsible for deducting the appropriate fare from the prepaid balance, communicating with the customer current account balances and ensuring the prepaid balance is up to date. The pre-paid customers write a check out to County Connection, and the contractor deposits it into a County Connection account.

16. Regarding arrival to pick up a passenger, please clarify what, if any, procedure(s) is (are) used for notifying passengers of the driver's arrival at the pick-up location.

Currently the driver has dispatch call the passenger.

17. Can you confirm the capacity of the fleet?

See [attachment 9](#) – Updated Vehicle List 2019.

18. To allow for additional review, we respectfully request a data dictionary that describes the columns for the content in the data report. For example, 'subtypeabbr' contains values of 'DEM,TRN,REG etc.' and would like to know the explicit definition of the subtypes.

See [attachment 10](#) – Dictionary for Trapeze Query

19. Please confirm that billable revenue hours begin with the first scheduled pick-up, even if the trip turns out to be a "no show" or is cancelled.

Yes

20. Please provide a seniority list for the incumbent mechanics, reservationists, dispatchers and scheduler(s), including DOH and current wage rate.

See [attachment 2](#) – Drivers Names, Dates, Wages

21. Please confirm that a proposal that only includes the resumes for the (1) General Manager/Project Manager, (2) Operations Assistant Manager, and (3) Maintenance Manager would be considered responsive.

Yes

22. Would CCCTA consider a proposal that includes providing a replacement for Trapeze for reservations, scheduling and dispatching?

Yes

23. Can CCCTA provide one weekday of actual trips in excel format and include all trip statistics to include scheduled productivity?

See [attachment 11](#) – Trips by Location Actuals 2018-10-17 RFP

24. Part II, Section 2(C) describes modifications to the number of specified vehicle service hours.

Modifications may include pilot programs with TNC partnerships, or other transit agencies, that may reduce the overall amount of service hours projected for the Contractor to perform. If the reduction in service hours is significant enough, County Connection will work with the contractor to address that. Of course, County Connection is looking for the Contractor to provide such innovative service within their own contract scope, potentially limiting the need for such third party programs.

25. Please confirm the annual vehicle service hours for all services provided under this contract.

Please see report on Passenger, ADA hybrid services

26. Please provide a list of the DBE's, in addition to Walker's Auto Body and Fleet Repair, currently utilized by the incumbent Contractor.

See Response for question 11

27. Part II, Section 3(F) requires the Contractor to acknowledge that vehicles assigned to it have been received in good condition and working order. Is there a specific procedure anticipated for vehicle inspection prior to turnover.

The winning proposer will be provided an opportunity to conduct vehicle inspections and verify conditions. The winning proposer and the Authority will mutually agree on a time to conduct inspections prior to taking responsibility for vehicles.

28. Part II, Section 3(J)(a) details monthly reports showing various measures of service performance. Please provide such historical service performance reports for the past six (6) months.

See [attachment 5](#) – MOP Reports

29. Part II, Section 3(J)(b) describes Maintenance Records. Does the incumbent contractor utilize an electronic Vehicle Maintenance System and please identify that system?

No

30. Does CCCTA have a specific requirement for what VMS is utilized?

No

31. Part II, Section 4 defines the acceptable minimum performance for a series of performance criteria. Please provide at least six months of actual performance for each criteria.

See [attachment 5](#) – MOP Reports

32. What is the turnover rate for drivers over the last 12 months?

See [attachment 5](#) – MOP Reports

33. To ensure accurate insurance costing, please provide:

The dollar values, at the start of the contract, at which the vehicles should be insured (and note whether actual cash values or replacement values),

\$95,000/Cash Value

34. Seating capacity for each vehicle type

See [attachment 9](#) – Updated Vehicle List

35. Three years of loss and accident information, including accident/incident frequencies per 100,000 miles.

See [attachment 12](#) – Accident Frequency Rate.

36. Federal and state governments may mandate changes to health insurance; the federal government made significant modifications to the Affordable Care Act (“Obamacare”) by regulation long after its becoming law, and even now that law’s future is uncertain. New mandates, laws, and regulations sometimes require employers to assume significant unforeseen, unbudgeted costs. In the event such unforeseen cost increases occur or an existing law’s full implementation requires a significant increase to benefits for the employees for this service, would a request for a corresponding adjustment to the contract rates be considered?

The Authority will consider requests for unforeseen cost impacts but reserves the right to reject requests. Proposers should factor all known impacts into cost proposals. See answer to #49.

37. RFP pg. 40, d. Vehicle Fueling:

Aside, from fuel, are there any cost that are currently treated as a pass-thru cost (e.g. the current service provide pays and is then reimbursed outside the hourly rate)

No

38. RFP pg. 21, W. Vehicle Service Hour:

Please clarify the revenue definition for vehicle service hour (e.g. from the time the vehicle leaves the yard to the time the vehicle returns to the yard excluding lunch or breaks or from the time the vehicle arrives at the first timepoint/pick to the vehicle arrives at the last timepoint/drop-off excluding lunch or breaks.)

Service hour starts when the vehicle leaves the yard. Revenue hour starts when the vehicle arrives at the first pick-up even if it's a no-show.

39. RFP pg. 21, W. Vehicle Service Hour:

Please clarify how billing will be handled for ADA trips versus non-ADA trips.

Invoices will provided with back up for each service. Contractor uses Trapeze to generate service, revenue hours and miles for LINK service only. Other hybrid systems use manifest to generate service/revenue hours. County connection receives such invoices from and pays them out accordingly.

40. RFP pg. 51, d. National Transit Database:

Please provide the most recent NTD report for each service.

See [attachment 13](#) – NTD Data

41. General Question:

Please provide the average pullouts for weekdays, Saturday, and Sunday.

See [attachment 14](#) – Average Number of Pull Outs

42. Part II - Scope; p. 22 Please confirm the number of annual revenue hours, service hours, revenue miles, and service miles for the LINK service by day of week, month, and annual for the past year. Please confirm if service levels are expected to change and on what levels the price proposals should be based.

See [attachment 3](#) – Passenger Count ADA and Hybrid Services.

43. RFP pg. 2, Section 1. System Description:

Please provide a copy of the current pull out times and return to yard times for each of the routes and clarify the operating hours for each of the services by day of week.

Please clarify the amount of vehicles used in revenue service by day of week and the maximum amount of vehicles used at peak service time for each of the services described in the RFP

CCCTA has requested the information from the current contractor, but the current contractor has stated that the information is a proprietary trade secret and has declined to provide it.

44. RFP pg. 40, d. Vehicle Fueling:

What has been the annual fuel cost for this operation for the revenue vehicles? Please provide an average miles per gallon estimate for vehicles provided by County Connection.

See [attachment 15](#) – Fuel Summary Report.

45. Given recent volatility of fuel costs, will County Connection include a fuel escalator clause in the contract?

No.

46. RFP pg. 34, e. Road Supervision:

What type and number of support vehicles are currently being provided by the current contractor? Does County Connection have any requirements or specifications regarding any specific age, model or fuel requirement or preferences for such vehicles in the new contract term?

County Connection does not provide support vehicles nor has the Authority provided specifications for contractor provided support vehicles. It is up to proposers to provide the appropriate type and number of vehicles to manage the scope of work defined in the RFP.

47. RFP pg. 45, H. Software and Technology:

So that bidders can factor appropriately for the cost of repair or replacement of the County Connection provided Nextel phones, is there a maintenance or warranty plan in place?

Yes but County Connection purchases the phones and keeps up with the warranty. Nextels will be replaced in June 2019.

48. What model phone will be provided?

Model to be determined.

49. General Question, Compensation:

Effective 2014, the Affordable Health Care Act will incur significant costs to contractors in the area of personnel benefits. Since its signing into law in 2010, the Act has had little impact on bid pricing, and many contractors have chosen to disregard the cost implications of this act in price proposals. While we consistently budget these costs in our operations, our company has been challenged in procurements when competing against those companies whose price has been artificially lowered by failure to comply with the provisions of this law. In an effort to ensure compliance with the Affordable Health Care Act, we respectfully request the CCCTA takes one of the following actions:

- Mandate that all bidders comply (in both technical and price proposals) with the provisions of this act effective January 2014, and submit official certification of compliance; and / or
- Provide benchmark costs per employee for healthcare obtained through the Affordable Health Care Act; thus ensuring that all bidders are using the same per person

costs when projecting participation levels and overall cost relative to benefits; or

- Provide adequate assurances that the CCCTA will open contract negotiations at the time that this Act impacts employers (and not before); thus allowing bidders to submit price proposals based on the current costs of doing business, with this Act not yet set into law.

The RFP is clear that all costs related to providing the services, including all labor costs, must be included in Proposers' proposed costs. Historical increases in employee health benefits costs should be considered by Proposers as they develop cost proposals. The successful Contractor will not be allowed to increase prices as a result of failure to heed the RFP's requirements. The law you reference has been effective for many years, so Proposers should have a realistic expectation of its cost impacts.

In the event that there are any legislative changes in employee health benefits requirements, the Contractor will be required to follow the procedures set forth in the Contract's Changes clause.

50. RFP pg. 22, Section 1. System Description:

Please provide overall percentage of wheelchair trips provided for the last 12 months for the system relative to all trips. What wheelchair size requirements are in place for the riders and/or vehicles for this system?

See [attachment 5](#) – MOP Reports

51. RFP pg. 34, 5. Road Supervision:

If the County Connection determines a given situation warrants additional road supervision, will County Connection negotiate a rate with the Contractor for the added road supervision beyond the staffing plan presented in the Contractor's proposal and pricing?

The Authority will consider requests for unforeseen cost impacts but reserves the right to reject requests.

52. RFP pg. 30, C. Required Key Management Positions:

So that bidders can plan for retention of the existing maintenance manager and project manager, should they choose to remain with the system under the new contractor, would County Connection be able to issue the amount of these employees' salaries and benefits along with their resumes to all bidders?

The current contractor has declined to make known the salaries and resumes of these key positions. Labor Code 1070 does not require retention of executive, administrative, or professional employees exempt from the payment of overtime compensation.

53. RFP pg. 29, B. Personnel Requirements:

Is there a living wage ordinance that all bidders should factor for in their pricing? If so, please provide the most current ordinance and any future projections and increases anticipated.

State of California minimum wage.

54. RFP pg. 58, Section 10. Cost Reduction/Service Improvement Plan:

To ensure that all bidders have the same information as is readily available to the current incumbent contractor and in an effort to provide maximum cost savings to the County Connection and assist bidders in assessing call center agent schedules and productivity we would like to receive telephone system reports for a fairly representative week for the service which excludes holidays or unusual weather or events which might have impacted service levels.

See [attachment 6](#) – Phone Reports

55. RFP pg. 44, G. Fares, Deposits and Transfer Policy:

In regard to the Authority's prepaid account policy, please indicate the number of riders with prepaid accounts and provide County Connection's prepaid account policy inclusive of language regarding how statements sent to passengers. If via mail, please provide the annual amount of postage typically allocated to this function so that all bidders may account for this in their pricing.

We currently have 107 active accounts. See Page 12 of Our Riders Guide, regarding Language on Pre-paid accounts. County connection Pays for postage when corresponding to a passengers.

56. RFP pg. 42, f. Vehicle Washing:

Please provide details regarding the schedules the current contractor uses to use the County provided bus wash facilities to wash the Paratransit vehicles.

The wash bay may be used during the following time periods: 4am-8am and Saturdays.

57. RFP pg. 42, f. Vehicle Washing:

Is the current bus wash an automatic system? Additionally, please describe the current back-up plan used for vehicle washing in the event the wash system is non-operable. Is manual hand washing at the facility allowable?

Hand washing is allowed but only in the wash bay in order to comply with water run-off regulations. The wash bay may be used during the following time periods: 4am-8am Tuesday through Friday and 4am-8am and on Saturdays. The wash bay equipment offers automated vehicle washing requiring an operator to drive the vehicle through the system. The contractor is required to develop a back-up plan.

58. RFP pg. 38, F. Maintenance:

What job position is currently fueling, washing the vehicles?

Utility/ Bus Washer

59. RFP pg. 8, B. Background, Experience, and Financial Stability, ii.

This section requires proposers to list all paratransit facilities it currently operates and provide a brief description of services performed. As a national company who provides more paratransit service than any other firm, providing description of each of our paratransit services would be extremely voluminous. Would the CCCTA consider allowing proposer to instead provide this information for its operations that are most similar to the County Connection (in size and scope)?

Yes, but included in that, please provide descriptions of facilities, that you feel you offer enhanced paratransit services, innovative service deliveries, including pilot programs, new technology and creating employee parking solutions.

60. RFP pg. 44, G. Fares, Deposits and Transfer Policy:

Please provide the type (make/model) of fare boxes in place and the annual amount of cash fares collected.

See [attachment 16](#) – Farebox Specifications

See [attachment 5](#) – MOPS Reports for more information

Fares Collected for FY17/18, \$122,196.06

61. RFP pg. 9, E. Scope of Services, ii:

This section requests that organizations operating in the State of California include a copy of the latest copy of CHP Compliance report for each operating facility. Our company has more than 50 locations in the state; providing these reports for each of our facilities would be an extremely large submittal. Would the CCCTA consider limiting this requirement to a specific number of reports within the past year?

Yes, reports on locations similar to the size and scope of County Connection.

62. Additionally, how will proposers that do not operate in the state of California be evaluated on the requirement?

Proposers that do not currently operate in the state of California shall provide information that demonstrate the proposer's capability in providing quality service in compliance with multiple levels of government regulation. Such proposers should also explain how they will become operational in California, including a timeline for completion of such activities.

63. RFP pg. 46, I. Emergency Management:

It is understood that contractor project staff will be required to participate in the Bay Area Region Emergency Management Program. Can County Connection project the number of hours outside of the standard work week that this will require?

No projections during a normal work week. But we expect the contractor to be engaged on a national and regional emergency planning level, so as to be ready for a disaster. The Authority generally participates in one regional table-top exercise per year (generally a 4 hour commitment on-site) and approximately

two to three additional EOC preparation/training meetings that last one to two hours each.

64. Additionally, will this participation require staff to travel to off-site meetings?
Most likely, to date these off site meetings have been held at the County EOC.

65. If so, how many miles annually would be traveled. Currently unable to project that,
Contractor should be knowledgeable of the Regional Emergency Management Programs that are available in the Bay Area and plan accordingly. To date most meetings that include Contractor staff have been held at the County EOC office which is approximately 4.5 miles from the LINK office. In the past five years Contractor staff attended one meeting at the Bay Area Regional level which was held in downtown Oakland.

66. Page 9, D. Key Personnel and Staffing: Please provide any information about incentive programs that are offered to the current employees of this contract.
County Connection does not provide incentives under this contract. The current contractor has not informed County Connection of any incentives they provide at the moment. Please see the RFP for potential incentives for the new contract.

67. Page 26, e. Concord Police Department Special Requests: Is there a dedicated vehicle within the County Connection fleet for the contract to provide transportation of non-ambulatory individuals for the Concord Police Department?
No

68. Page 26, e. Concord Police Department Special Requests: Are there any modifications made to the vehicle to accommodate the incarcerated passenger?
No

69. Page 26, e. Concord Police Department Special Requests: Does a Concord police officer ride with the passenger?
Yes

70. Is the passenger shackled or handcuffed?
Yes

71. Is the vehicle trailed by a Concord police vehicle?
Yes

72. Page 30, B. Personnel Requirements: In order to ensure that none of the current employees go backwards in benefits should a transition occur, please provide information regarding the current rates/benefits for employees. Please include specific

information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by employer.

See [attachment 1](#) – **Benefits First Transit Concord – Labor Code 1070 Information**

73. Page 40, d. Vehicle Fueling: Please explain the current process with the DBE vendor for fuel. Does this vendor come on location to fuel vehicles? Also, please provide contact information for this vendor.

See [attachment 7](#) - **DBE Contact Information.**

Contractor must go to DBE site to fuel. Time used to fuel buses, must be deducted by the Contractor and not billed to County Connection.

74. Page 43, g. Warranty Work: Does County Connection have any remaining or extended warranties that apply to the provided fleet?

See Updated Vehicle list. 42 New vehicles still have manufacturer warranty, the rest do not.

75. Pages 64 and 65, Attachment V: Please clarify the following information for each vehicle in the provided fleet:

Please see updated Vehicle list

76. Page 50, b. Maintenance Records: Please provide all bidders with the history of major component replacement and repair for the provided fleet over the past 12 months.

See [attachment 17](#) – **Major Repairs Report**

77. Page 52, 4. Service/Maintenance Standards: What are the average miles between road calls for the services types, per year for each of the three past years?

See [attachment 18](#) – **Road Calls.**

78. Page 65, Attachment V: If vehicles are not replaced according to the estimated replacement plan, would County Connection work with Contractor on additional maintenance costs?

Vehicles are normally replaced on time. We do not foresee that being an issue.

79. Pages 75, Exhibit A: If local, state, or federal governments change the laws, rules or regulations that affect minimum wages and/or benefits that are mandated for the employees of this contract, and this event was not known at the time of bidding, how will County Connection respond to a potential request for increased compensation?

If such a situation occurred, the Contractor is welcome to submit a request for adjustment based on the new changes. County Connection will evaluate the request in accordance with the Contract's Changes clause. The Contractor will be required to justify any request.

80. Page 52, 4. Service/Maintenance Standards:

What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings per year for each of the past three years?

These numbers do not accurately reflect the complaints we actually had. Complaints were not accurately captured. 2016=0.0001, 2017=0.0001, 2018=0.02, 2019=0.20

81. Page 53, B. Incentives: What is the current level of productivity for each of the service types provided? What is the average productivity per year for each of the three past years?

See [attachment 19](#) – Productivity Report.

82. Service Performance:

What is the current on-time performance and productivity?

81% 1.76 YTD

83. What is the average on-time performance and productivity per year for each of the three past years?

See [attachment 5](#) – MOP reports

84. Page 50, b. Maintenance Records:

Is the Contractor responsible for the costs of major components for the revenue fleet?

Yes

85. Please specify which major components (i.e. engine and transmission overhauls) are covered or excluded?

Contractor is responsible for everything.

86. Pages 64 and 65, Attachment V: Will County Connection make any vehicles available to an incoming Contractor to perform the necessary training during the transition period? If yes, how many and what type?

County Connection cannot guarantee on a daily basis, how many vehicles may not be used during the delivery of its Paratransit Service. The Contractor will be responsible for providing comparable vehicles for training.

87. RFP pg. 114, Item 18. Telephone Lines and Charges:

So that bidders can factor appropriately for the cost of the County Connection provided telephone lines and system, would County Connection release a year's worth of phone charges incurred by the current contractor?

Phone systems and cost are covered by County Connection, and are lumped in with County Connections Phone data. Currently it is unlimited data. We expect the Contractor to monitor phone usage and ensure that it is limited to business use only.

88. RFP pg. 36, E. Training:

Which job position is currently performing training? What is the current number of driver training hours provided to new hires?

The incumbent's Road Supervisor is currently performing driver training. Training consists of 96 hours.

89. Page 56, A. Comprehensive Liability: Please confirm that the \$10 million required General Liability and Automobile Liability limits can be met by a combination of Primary and Umbrella/Excess policies.

Confirmed

90. Page 56, A. Comprehensive Liability: Why is "owner's and Contractor's protective" liability coverage being requested?

See revised requirements, in Addendum 2

91. Page 56, B. Automotive Liability Insurance: Item (4) states "name County Connection." Please confirm that County Connection is requesting that it be named as an Additional Insured (not a Named Insured).

Confirmed

92. Please provide a copy of a recent vehicle manifest that meets with the approval of County Connection.

See [attachment 20](#) – Sample Manifest.

County Connection is looking for ideas on more comprehensive, user friendly manifest options.

93. Page 56, C. Collision and Comprehensive Insurance: The section states that insurance shall "contain deductibles of not more than \$5,000." Will County Connection allow Contractors to maintain \$10,000 deductibles which is more standard in the industry?

Yes

94. Page 57, F. General Provisions: On the final bullet point, is County Connection requesting that the policies name it as Additional Insured?

Confirmed

95. Page 43, g. Warranty Work: Does County Connection have any remaining or extended warranties that apply to the provided fleet?

See [attachment 21](#) – Summary of Standard Warranties

96. Page 45, H. Software and Technology: Please provide the specs of the 11 provided workstations.

Standard Desktop PCs, i5 gen 6 Intel with 4Gb RAM w/ Windows 10. Provided and maintained by CCCTA.

97. Page 45, H. Software and Technology: Please confirm if Contractors would have the ability to connect via Citrix on the provided workstations.
Remote Access with Citrix is possible
98. Page 45, H. Software and Technology: Please provide the cost of the annual maintenance fee for Trapeze Pass.
Annual Trapeze Pass Maintenance is around \$27k. DriverMate maintenance will be added in 2020 and will be around \$20k.
99. Similarly, will County Connection or the Contractor be responsible for MDTs in the event there is no damage.
County Connection
100. Page 45, H. Software and Technology: County Connection will provide radio communication equipment. In the event that a device has reached its useful life, will County Connection or the Contractor be responsible for the replacement of the device, assuming there is no damage?
CCCTA provides and maintains all Radio equipment and DriverMate tablets.
101. Pages 64 and 65, Attachment V: Please provide the number of vehicles used at peak time. If this information is available by day of week, please provide it in that format.
See [attachment 22](#) – Average Number of Vehicles by Peak Time
102. Pages 75 to 76, Exhibit A: Will pricing be evaluated based on the year one price only, or will County Connection be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?
Proposal pricing will only be scored on the two year base contract. Consideration though will be given to the option years especially when it comes to forecasting the totality of the cost for service.
103. Pages 75 to 76, Exhibit A: How would County Connection like to receive start-up costs? In an effort to get an “apples to apples” comparison with all bidders, we would recommend having those costs separate, as the incumbent would not have any start-up costs.
Since County Connection provides the facility, vehicles, computers and other equipment, we anticipate any start-up costs to be minimal. There should not be a line item for start up costs.
104. Can the work be divided up amongst more than one provider?
County Connection will only sign one contract with one provider, but the Contractor may have sub-contractors or partner with TNC’S and or TAXI Companies to provide innovative and cost efficient trips as long as they comply with all federal and state regulations.

105. If a TNC can meet ADA standards, can they be awarded the work or a portion of the work?

If a TNC meets all of the standards set forth in the RFP (including ADA and Drug and Alcohol testing), it may bid on the work as an individual transit entity. County Connection though will only contract with one company, but a TNC may partner with the winning Proposer to provide a portion or all of the work.

106. Is it allowable for a vendor to perform physical transfers with riders? ie if they use a wheelchair, can the provider provide physical assistance to help them in and out of the sedan and put the wheelchair in the trunk?

We currently do not allow drivers to perform physical transfers, but a bidder may explain the value in doing this, plus assure County Connection of the safety in performing this task under value added. The Contractor will be liable for any injuries.

107. RFP Section Part 1, 25 "Glossary of Terms", Subsection R "Personal Care Attendant" - The definition reads as follows: "A non-fare paying individual providing care and support to a Passenger while on a LINK vehicle" This definition seems to exclude individuals who provide assistance with activities of daily living that are not specific to the use of LINK, e.g., a person traveling with a blind passenger in order to guide the passenger at his/her destination, a person traveling with a passenger with intellectual disabilities in order to assist with shopping, etc. Please confirm whether or not County Connection would classify individuals providing these types of assistance as PCAs.

Yes, such individuals are classified as Attendants or PCA

108. RFP Part 1, Section 25 "Glossary of Terms", Subsection U "Vehicle Revenue Hours" - The definition provided in the RFP excludes lunch and breaks from the definition of Vehicle Revenue Hours. Does the term "breaks" include unavoidable slack time? If yes, please define the amount of slack time that would constitute a break and would, therefore, not be included within the Vehicle Revenue Hour definition.

No, however the Authority reserves the right to evaluate slack time and make reasonable determinations regarding the veracity of the slack time and may subtract inappropriate slack time from the billing. The Authority will not apply a mathematical definition to appropriate slack time since the variables that may affect this are many and varied, rather, the Authority wishes to work together with the winning proposer to manage this in an appropriate way.

109. RFP pg. 45, H. Software and Technology:

Please indicate whether the current contractor provides internet connectivity for this service.

County Connection pays for Internet Use.

110. RFP pg. 63, Attachment IV Paratransit Shop Tools:
Please confirm that the County will replace shop tools and equipment due to normal wear and tear.
No, contractor will be responsible for replacements.
111. RFP pg. 10, XVI. Disadvantaged Business Enterprises:
Please verify that there is no Disadvantaged Business Enterprise goal established for this contract and whether a good faith effort is required. It is understood that bidders must account for using DBE vendor, Walker's Auto Body & Fleet. Would County Connection consider providing a list of all DBE vendors utilized for this contract by the existing provider?
Yes, see CUCP DBE Database. Doing so would allow all bidders the opportunity to explore continuation of these agreements.
112. Additionally, please confirm the insurance or licensing requirements for any subcontractors providing service under this contract.
There is no DBE contract goal for this specific project. However, please note that County Connection currently has a three-year overall DBE goal of 5% covering federal fiscal years (FFYs) 2017-2019 (October 1, 2016 - September 30, 2019). County Connection is in the process of establishing its next DBE overall goal for contracts that may be financed in whole or in part by the Department of Transportation (DOT) for FFYs 2020-2022 (October 1, 2019 - September 30, 2022). County Connection's DBE Liaison Officer (DBELO) maintains a DBE resource list of certified DBEs using the California Unified Certification Program's (CUCP) DBE Database at www.calucp.com. Firms that do not continue to meet the DBE criteria are decertified and removed from the database.

If the proposer needs assistance in searching for other certified DBEs or navigating the database, please contact Kristina Martinez at 925-680-2031.
113. RFP Part 1, Section 25 "Glossary of Terms", Subsection V "Vehicle Revenue Miles" - Do miles driven during scheduled lunch and breaks count as Vehicle Revenue Miles or Vehicle Service Miles?
Neither
114. RFP pg. 28, H. Provision of Revenue Vehicles & Vehicle Replacement:
Currently, our company installs Drive Cam (an event triggered device that records sudden stops, aggressive turning, or an accident) on all vehicles to manage unsafe driving habits and minimize accidents. Is similar/equivalent technology on the vehicles?
Yes

115. Would the County object to the contractor installing Drive CAM on the vehicles?
County Connection already has a system Called MobileView and will not allow another system to be installed. See Camera Specs
116. RFP pg. 40, D. Vehicle Fueling:
Please indicate whether the vehicles are fueled using fuel cards.
No
117. Page 76, Exhibit A: Please confirm if Contractor is to be paid per revenue hour or service hour.
Contractor will bill based on the Service Hour, which equals deadhead plus Revenue Hours. It is important to note the Authority will not pay for lunch breaks, breaks in service or time to fuel vehicles.
118. Page 111, 8. Building Expenses: Please provide the specs of the provided copy machine and what toner/inkjet cartridges it takes.
See [attachment 23](#) – Copy Machine Specs
119. Page 114, 17. Reservations and Vehicle Maintenance Computer Systems: In the event that the Contractor provides a computer system in the maintenance shop, would the Contractor have the ability to hook this up to County Connection network and use the County Connection-provided internet?
Yes
120. What are the County Connection's three main goals for the new contract term?
Please carefully read RFP for stated and implied goals.
121. RFP pg. 65, Attachment V – Paratransit Vehicle Inventory:
Please indicate whether the 42 vehicles will be replaced by the start of the contract.
Yes, please see updated vehicle list.
122. Does this RFP represent any significant changes to the current operations?
Potentially. Please see what County Connection is willing to consider, that could significantly change the way we currently provide service. New innovations, technology options, TNC partnerships.
123. Page 114, 18. Telephone Lines and Chargers: Please confirm that the County will be providing telephones and headsets for staff.
Yes
124. Page 76, Exhibit A: What is the current rate paid to the existing Contractor?
See contract and invoice

125. Page 103, 17. Termination: Will County Connection consider including a termination for convenience clause for the benefit of the Contractor whereby the Contractor can terminate the contract for convenience at any time by providing County Connection with so many days' advance written notice?
No, the Contractor must commit to providing the services for the entire contract term
126. Will the County consider adding strikes, traffic and other weather related events in the Force Majeure clause of the contract to allow for this item or will the County clearly delineate the level of service expected of the Contractor during these conditions?
CCCTA declines to revise the Force Majeure clause at this time, however, proposers may request changes to contract terms when they submit proposals.
127. Page 76, Exhibit A: Does billable time begin at the first pick up, even if that pick up is a no show?
Yes
128. Please confirm the base term of the contract and the number and length of available contract options, if any.
2 Years and 3 1 year options
129. Pages 75 to 76, Exhibit A: What was the total amount paid to the incumbent Contractor for the last two fiscal years (by year)?
See [attachment 24](#) – Hybrid Service Hours and Payments
130. Page 52, A. Liquidated Damages: If a passenger is picked up early, or prior to the window, does this count against on-time performance for this contract?
No
131. Page 52, A. Liquidated Damages: Please provide the amount of liquidated damages that were charged to the current Contractor for each month over the past year, specified by category or type.
No Liquidated damages have been assessed in the past years.
132. Page 52, A. Liquidated Damages:
133. Would County Connection consider waiving all liquidated damages for the first three months of operation in the event a new Contractor is selected?
Yes
134. Please provide six (6) months of invoices from the incumbent Contractor.
See attachment 8 – Invoices
We have provided 3 months.

135. Please confirm that there is no page limitation to proposals.
Confirmed