

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

ADDENDUM #3
June 18, 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.

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 clarification was made in reference to RFP 10-020:

In the previous Addendum Response dated 5/28/20 the District did not have the CBA, but just requested an electronic copy. (Please see **Addendum 3 - Attachment 1 Collective Bargaining Agreement (First Transit)**). We anticipate that you will respond appropriately given that the rates are published in this document and we would also anticipate that the employees are treated equitably.

The following requests for clarification were submitted in writing:

1. **Question: Would the District please clarify that the proposal is limited to 50 single pages?**

Answer: No, the page limit is 25 double-sided pages.

2. **Question: Would the District be able to provide the raw data (in spreadsheet format) from the original inquiry regarding the 4 weeks of specific service data from the current Trapeze database. This data should include all events (including pick-ups, drop-offs, pull-out, lunches, breaks, pull-in, etc.) for a normal month (excluding holidays).**

Answer: See addendum 3 attachments 2A-F.

3. **Question: The policies may not be canceled or materially changed (which shall include, without limitation, any reduction in scope of coverage or limits) except after thirty (30) calendar days' (ten (10) calendar days for non-payment) prior written notice by the insurer to the District. The standard is to provide Notice of Cancellation 30 days, 10 Days for Non-payment, the current Cancellation language**

found on the standard ACORD form is “Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions”. Please confirm that the District will amend the contract to the industry standard.

Answer: Yes.

4. **Question:** At least fifteen (15) calendar days prior to the annual renewal of the motor vehicle registration applicable to any project equipment, the Contractor shall submit to the District a certificate of insurance for such project equipment evidencing the coverage required hereunder. In order to obtain the best possible policy conditions and pricing often renewals are not finalized 15 days prior to expiration. Please confirm that the District will modify language to read “No less than fourteen (14) days after the expiration, cancellation or termination of any such policy, Provider shall supply the District with a new and replacement Certificate of Insurance.

Answer: No.

5. **Question:** All insurance is subject to review by an insurance consultant chosen by the District in the event the District deems it necessary. Within ten (10) business days following the District’s written demand, the Contract will deliver to the District certified copies of all insurance policies evidencing the coverage required herein. Complete copies of policies contain proprietary information (relating to other contracts/customers) which, given the possible exposure for release under the Freedom of Information Act, we are not permitted to release. Please confirm that the District will accept a Certificate of Insurance evidencing the required coverage as is standard in the industry.

Answer: Yes.

6. **Question:** Fidelity bond coverage in the amount of not less than \$500,000 to protect against employee theft or fraud regarding funds or tangible or intangible property. Please confirm that a Crime Insurance Policy is acceptable as a Fidelity Bond is no longer commercially available. The protection you are seeking is available through a Crime Policy.

Answer: Yes.

7. **Question:** The cost proposal forms for each year include a line under Variable Rates for “Preventive Maintenance Costs – Parts/Lube”. Addendum 2, in the answer to question 38 states “The District pays for parts. Fluids are part of the monthly preventative maintenance fee.” Please clarify what costs should be included in the cost proposal form for “Parts/Lube”.

Answer: The PM cost should be included. Any parts for repairs associated with the PM is to be billed in the monthly invoice.

8. **Question:** Could you please provide that top 3-5 most common liquidated damages categories that have been assessed to the current contractor?

Answer: We are unable to provide this information to you as requested. The average LDs can change monthly, and we would expect that the bidders through other contracts recognize where the pattern of infractions occur.

9. **Question:** Could you please provide a list of any DBE subcontractors currently being used by the incumbent?

Answer: The successful bidder will be responsible for acquiring their own DBE subcontractors.

10. **Question:** The state of Connecticut's current FMLA regulations allows for 16 weeks of unpaid leave. In light of these new changes to the FMLA law, and in understanding that employees will be compensated for leave beginning in 2022, would the District consider revisiting negotiated rates once the effects of this law are understood within the day to day operations?

Answer: Yes.

11. **Question:** Would the District consider waiving the requirement for an IT Manager resume within the RFP? In consideration to the specialized nature of this position, we want to ensure we have sufficient time to recruit and hire an ideal candidate for this position. In lieu of a named candidate and resume, would the District accept a description of the skills and experience we envision necessary for this position (to be hired previous to contract start)?

Answer: Yes, but it is essential that a salary be calculated into the cost proposal.

12. **Question:** Article 25 of the current CBA states the below:

The wage rates above are collapsed for the intentional purpose of eliminating a tiered wage structure by 4/1/20. After the 4/1/20 wage rates go into effect, it is understood between the parties, that a "wage progression" structure has been adopted, therefore eliminating the previous "tiered" wage scale. The operation of the wage progression has not been determined, and it is agreed that such determination shall be negotiated in the next agreement.

Understanding the anticipated change of operator's compensation level and wage increase schedule effective at the start of the new CBA in 4/2021, and in favor of ensuring labor peace and ability to hire and retain qualified operators, would the district consider a revision to the contract based on the results of these negotiations?

Answer: Yes

13. Question: Does the district have an anticipated finalization date for the transition of the on-site fuel tank from diesel to gasoline? This date will help to accurately staff utility technicians to accommodate for the increase in vehicles to be fueled outside of revenue service.

Answer: Our best estimate is March 2021.

14. Question: What are the total number of training hours required for operators within this contract? Please provide total classroom, behind-the wheel and cadet hours required.

Answer: This is to be determined by the bidders.

15. Question: Please confirm that the following do not count toward the 50-page limit:

1. Cover letter
2. Table of Contents
3. General Information Form
4. Tabs to separate sections
5. Required attachments such as:
 - -Audited Financial Statements (5r years)
 - -Claims Summary (5 years)
 - -Detailed Resumes for all Key Personnel
 - -Detailed Transition/Start Up schedule
 - -Reasonable Suspicion Training Materials
 - -Drug and Alcohol Policy
 - -Affirmative Action Plan
 - -Safety Plan

Answer: These will not count toward the 50-page limit.

16. Question: May proposers include additional non-required attachments/appendices, such as brochures on technology tools, reference letters, and additional detail on operational policies/procedures that do not count toward the page limit?

Answer: Yes, as long as they are relevant. Please keep these attachments separate and label appropriately.

17. Question: Would the District consider removing or modifying the below language from contract? As a publicly traded entity, audited financial statements are available for the company as a whole, but not for individual operations.

Operator will employ at its own cost an independent certified public accountant who will issue audited financial statements reflecting Operator's operations under this Agreement within ninety (90) calendar days of the end of District's fiscal year (July through June). The Operator will submit copies of these audited financial

statements to the District promptly upon their issuance. Operator will establish and maintain all expenditures incurred by it with respect to the performance of its obligations under this Agreement, and keep and maintain any other relevant financial records or documents.

Answer: The District has agreed to modify the language to read as such:

“Operator will employ at its own cost an independent certified public accountant who will issue audited financial statements reflecting Operator's operations under this Agreement within ninety (90) calendar days of the end of District's fiscal year (July through June), and the Operator will submit copies of these audited financial statements to the District promptly upon their issuance; provided, however, that if the Operator is an entity (or is wholly owned by an entity) whose stock is traded on the New York Stock Exchange or another nationally recognized stock exchange, in lieu of such audited operations statement, Operator shall deliver to the District, within thirty (30) days after request by the District, a copy of the certified and audited financial statement of the Operator (or its parent) for the fiscal year of the Operator (or its parent) most recently ended, prepared by an independent certified public accountant; provided, further, however, that if such fiscal year ended less than 90 days prior to the District's request and such financial statement has not yet been issued, Operator shall deliver within such thirty (30) day period such financial statement for the fiscal year immediately preceding the fiscal year most recently ended, and deliver such financial statement for the fiscal year most recently ended no later than 90 days after the last day of such fiscal year”.

18. Question: Please confirm that GHTD will continue to pay for "deep clean" of the facility as they currently do?

Answer: This task will become a part of the Building Maintainer's responsibilities.

19. Question: Please confirm if the contractor will continue to be responsible for the cost of the below items within the new contract:

- Diesel additive
- Bus wash soap
- Annual environmental assessment of fuel tank
- Annual diagnostic upgrade for GM and Ford vehicles
- Annual fire extinguisher inspection
- Waste disposal

Answer: The contractor will be responsible for ordering the supplies and being sure that the tasks are performed as required. The costs may then be passed back to the District as long as proper documentation is furnished.

20. Question: Would the district allow for call center functions to be performed remotely, or is this required to be performed within the current operating facility?

Answer: Not at this time.

21. Question: This RFP introduces significant new performance standards, in particular the addition of \$100 penalty for late pullouts. Based on performance of current operations, we anticipate the cost of this additional penalty would be in

excess of \$300,000 annually. We ask that the District consider removing this penalty as we believe it could artificially inflate the proposed costs from all bidders, and that other performance standards and penalties within the contract are sufficient to ensure service quality.

Answer: The penalty has been reduced to \$20 for every pullout that exceeds 10 minutes.

- 22. Question: Does Section 49 U.S.C. 5333(b),(formerly Section 13(c)/5333(b)), apply to this contract?**

Answer: Please see collective bargaining contract and the bidder's should recognize their responsibility in regards to **Section 49 U.S.C. 5333(b),(formerly Section 13(c)/5333(b))**.

- 23. Question: Please provide information on the current labor force. Please include employee counts by job category, hire dates, wage rates, last date of wage increase, benefits plan designs (including premiums and deductibles) and participation rates, paid time off, and if any employees are represented by a labor union, please provide a copy of the current labor agreement and any related side agreements. This information is critical to all submitting firms, especially if non-incumbent proposers are required to comply with Section 13(c)/5333(b).**

Answer: Please reference Addendum 3 - Attachment 1 Collective Bargaining Agreement. The contractor determines their manpower needs, and as long as they are maintaining adequate service levels the numbers may vary based on their oversight of the operation. The District does not dictate how many employees they need at each position (i.e. drivers, mechanics, dispatchers, reservationists, etc....).

- 24. Question: If 13(c)/5333(b) does apply, please provide information on any past claims or decisions.**

Answer: The District is unaware of any claims that may have been brought against the contractor.

- 25. Question: What is the turnover rate for drivers over the last 12 months?**

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

- 26. Question: Please provide a breakdown of revenue miles, deadhead miles, revenue hours, and deadhead hours for the last three years.**

Answer: Attached (Addendum 3 – Attachment 4) you will find the (12) month period from 04/1/2019-3/31/2020 (See attached NTD S-10 reports).

- 27. Question: Please provide a three-year history of billing rates and total costs.**

Answer: Please reference Addendum 3 – Attachment 5 (Paratransit Service Invoices (December 2019 through March 2020) and Attachment 6 (Paratransit Service Invoices

(December 2019 through March 2020). 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.

28. Question: What is the expected annual ridership and wheelchair ridership as a percentage of total, annually?

Answer: From March 1, 2019 through February 29, 2020 there were a total of 526,187 passenger trips (this includes ADA passengers, personal care attendants, and companions) and 88,148 wheelchair riders. We cannot project the numbers this year based on COVID-19. On average based on these figures, 16.7% of all transported passengers used a wheelchair.

29. Question: 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),**
- **Seating capacity for each vehicle type,**
- **Three years of loss and accident information, including accident/incident frequencies per 100,000 miles.**

Answer: The insurance information has been responded to in the RFP. The seating capacity is 10 ambulatory and 2 wheelchairs. The current contractor is self-insured and we do not have access to the requested information.

30. Question: Will the selected contractor be responsible for providing support vehicles? If so, will the selected contractor be responsible for providing fuel for these units, or will fuel be provided?

Answer: The current contractor provides two of their own support vehicles (a service utility vehicle and a supervisor vehicle), however, this is not a requirement of the District. The District pays for fuel.

31. Question: 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, such as minimum wage laws, 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?

Answer: The District will consider opening up a conversation on the subject matter.

32. Question: Please provide a sample contract.

Answer: Please reference Exhibit K in the RFP.

33. Question: Will the cost forms be made available in Excel?

Answer: No.

34. Question: Will the awarded contractor be responsible for registering and repairing all non-revenue vehicles?

Answer: Yes.

35. Question: Please confirm that fleet drivers need an F endorsement and not CDL certified?

Answer: No CDL, however, they will need an F endorsement.

36. Question: Can you provide a copy of the pre-proposal conference attendees?

Answer: Please reference addendum #2 for the list of pre-proposal conference attendees.

37. Question: Is the Seon camera system the only acceptable camera system to operate?

Answer: The SEON cameras will be installed on our upcoming order of replacement vehicles. However, we are working on a new Vehicle Procurement RFP which will not necessarily require SEON, but will need to be brand name or equal.

38. Question: In light of the changes to CT FMLA law, and in understanding that employees will be compensated for leave beginning in 2022, would the district consider renegotiating rates once this law is understood within the day – to -day operations.

Answer: The District will consider opening up a conversation on the subject matter.

39. Question: Would the district consider waiving the requirements for one or two resumes within the RFP response? In consideration to the specialized nature of these positions, we want to ensure we have sufficient time to recruit and hire an ideal candidate for the position. In lieu of a named candidate and resume, would

the district accept a description of the skills and experience we envision necessary for the position (to be hired previous to contract start)?

Answer: The only position that we will consider waiving this requirement is for the IT Manager position but it is essential that a salary be calculated into the cost proposal.

40. Question: Please confirm that the following do not count toward the 50-page limit:

- **Cover letter**
- **Table of contents**
- **General information form**
- **Tabs**
- **Required attachments such as a) audited financial statements, b) claims summary c) detailed resumes d) detailed transition/startup schedule e) reasonable suspicion training materials f) drug and alcohol policy g) affirmative action plan h) safety plan?**

Answer: These will not count toward the 50-page limit.

41. Question: Does the district have an anticipated finalization date for the transition of the onsite fuel tank from diesel to gasoline? This date will help to accurately staff utility technicians to accommodate for the increase in vehicles to be fueled outside of revenue service.

Answer: Our best estimate is March 2021.

42. Question: We would like to request current copies of the District's documented Standard Operating Procedure for SPCC, SWPPP and a copy of the District's general storm water permit, if applicable.

Answer: Please reference Addendum 3 – Attachments 7A-7C.

43. Question: We would like to request copies of month inspection documents, analytical monitoring reports, and training logs.

Answer: Please reference Addendum 3 – Attachments 3A-3G.

44. Question: Has the District had any environmental violations?

Answer: We are not aware of any violations.

45. Question: For the purpose of clarity, the maximum number of pages is 50 (25 double-sided pages), correct?

Answer: Yes.

46. Question: Can the bidder use an alternative dispatch/scheduling software other than Trapeze, if it does not increase operating expenses?

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.

47. Question: Is there any additional trip data on average miles per trip, average trips for various hour blocks throughout the operating window, average trips per day per vehicle?

Answer: We do not have statistical reports available based on this request.

48. Question: Are there any restrictions to the system used for notifying riders of vehicle status/booking/etc.? i.e. can the system be through email/push notifications, or does it have to include a call function?

Answer: It must include call function.

49. Question: Who is used to input eligible rider information into the paratransit scheduling software from the District? Is there current technology being used?

Answer: The contractor. Yes.

50. Question: Does the District currently use a fleet management software?

Answer: Yes.

51. Question: Does the District have COVID requirements that may affect the number of trips expected vs. historical numbers?

Answer: Yes.

52. Question: What are the historical rates for fares?

Answer: \$3.50 per trip.

53. Question: Are fares paid in any other method besides cash?

Answer: Yes.

54. Question: Is it possible to obtain a copy of the incumbent operator's winning technical proposal for the most recent contract?

Answer: If you wish to request additional documentation 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.

55. Question: After analyzing billing invoices, there was a spike in the number of maintenance labor hours despite the revenue hours declining significantly from March 2020 to April 2020. Can the District confirm the cause of this increase?

Answer: The declining revenue hours did not affect the maintenance hours as the vehicles were still being attended to by the mechanics.

End of Addendum 3