

1. *In regards to turnaround and timeline, the RFP indicated 30 days before service commenced vehicle inspections should be completed. It was asked whether that timeline would be feasible – attendee that inquired noted that they didn't know of any dealers who could work within those time restraints.*

In Section 2.16 Fleet Requirements, the third sentence is revised to read:

At least thirty days in advance of commencement of service, the CSPDC may complete a review of the description and specifications of all buses programmed for the CSPDC service, and ten days in advance of commencement of service, the CSPDC may complete a condition inspection of all buses programmed for the CSPDC service.

2. *Please provide the previous and current vehicle hour rates paid to the existing non-profit operator for the current services. Please provide the total amount paid (budget/expenses) for the most recent fiscal year.*

The CSPDC pays \$58.75 per service hour to the current provider, which includes the cost of the rolling stock and fuel. For FY 2016, the contractor was paid for 18,259.5 service hours at \$58.75 for a total of \$1,072,746. This did not include the three rural routes, which are projected at 8905 service hours in FY 2018.

3. *Regarding access to facilities, is the new Contractor responsible for security and controlled access (e.g., locked gates/doors, ID Badge)?*

The security and access of the facility will be a shared responsibility between the Contractor and the CSPDC.

4. *Is there a Phase I or II environmental assessment on existing conditions of the facility? Please describe the responsibilities the Contractor will have for environmental compliance.*

The Contractor responsibilities related to environmental compliance are limited to those contained in the Facility License Agreement.

5. *Regarding farebox revenue, we assume the Contractor billing is net of fares received (e.g., accounted for and subtracted from billing, retained by Contractor). Should the hourly Revenue Vehicle Service Hour billing rate be shown net of fares collected or gross, including fares? If so, what is the average fare revenue (daily or per month)?*

The Service Hour billing rate should be shown gross, and the monthly invoice amount will then be netted for the fares.

Attachment #1 includes Monthly Reports which detail fare collection amounts. Projected fares for FY 2018 are \$80,000.

6. *Can you provide the current driver bid and/or paddles for the fixed route service and the estimated start and end times of weekday and weekend tours for paratransit and demand-response services?*

The CSPDC does not have information on the current driver bid or paddles for the fixed route service.

There are two demand response services – both operate Monday through Friday only – one for 8.5 hours per day and the second for six hours per day. When the dedicated on demand buses are not operating, fixed routes deviate to serve reservations from paratransit and on demand riders.

7. *For paratransit service and demand-response services, how is the Contractor reimbursed for late cancellations and no shows?*
The Contractor is paid for on-demand service by service hour based on the scheduled hours of service.
8. *During the transition, how many vehicles will be made available to the incoming contractor to perform training?*
The current fleet of transit vehicles is owned and controlled by the current contractor and is not available for training.
9. *What is the current level of productivity (P/RH), On Time Performance, accident frequency, average passenger trip length/ride time (Paratransit and Demand Response only), for each of the services? If available, please provide for weekday, Sat and Sun by service.*
This data is not currently provided to the CSPDC.
10. *If applicable, please provide a listing of any liquidated damages charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current service contract by the non-profit operator.*
Liquidated damages do not apply to the current contract, and are not included in this RFP.
11. *On-Time Performance -- Is sampling accepted or 100% of trips?*
An agreed upon sampling method is acceptable.
12. *Given 5333b and our company policy, we intend to hire as many of the existing employees as possible. In order for us to ensure that employee wages and benefits are comparable, please provide a seniority list for the current employees for this contract (no names, birthdates, or confidential information), and indicate position, full time or part time, length of service, and current rate of pay.*
This information is not available to the CSPDC.
13. *Please provide information regarding the current health coverage and benefits and co-pays for the current employees to include drivers and non-driving staff. Please include as many specifics as possible.*
This information is not available to the CSPDC.
14. *Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).*
The telephone system and voice lines are provided by the CSPDC. Data service is the responsibility of the Contractor. Contractor may use any existing data lines. Contractor may not install additional data lines without CSPDC written permission.
15. *Please provide copies of the last three months of management reports from the non-profit service provider.*
See Attachment #1.
16. *Please provide copies of the last three months of invoices from the non-profit operator.*
See Attachment #2.
17. *Who handles passenger ADA eligibility and certifications? Please describe any responsibilities the contractor has for this process.*
Eligibility and certifications are the responsibility of the Contractor. Reference Section 2.5 of the RFP document.
18. *At various times, state, federal, and local governments change laws, rules and regulations which require a company to increase the wages or benefits for the employees that will be employed*

under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation. For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations.

Such requests will be evaluated if and when they occur, based on a variety of factors including the basis for the request and the availability of funding.

19. *Regarding fleet requirements, must contractor vehicles be taken out of service at the maximum age or mileage interval provided in the RFP? For example, in the 6th month of the last year of the contract, a vehicle exceeds 4 years of age and 100,000 miles, would vehicles need to be replaced? Typically a Body on Chassis vehicle can exceed 4 years and 100,000 miles safely if properly maintained.*

Requests for exceptions to the fleet requirements will be evaluated for consideration, based on circumstances.

20. *Will you confirm if any Medicaid Transportation service is associated with the Paratransit services scope of work?*

No, it is not.

21. *Does the current agency service provider currently use any supplemental paratransit services (taxis, on-demand, TNC) to provide any paratransit or demand-response services?*

No, they do not.

22. *Is the Contractor responsible for any software lease and maintenance costs or does Contractor provide any required software and hardware for call taking, scheduling, dispatching, AVL/MDTs, etc?*

The Contractor is responsible for costs of all software and hardware (except the telephone system) related to the delivery of service.

23. *Do you have information on the call volume by day and time of day for CSR's in fixed route and for CSR/call takers/schedulers in paratransit and demand-response services?*

A Monthly Call Log Report is required to be submitted by the Contractor, which summarizes call volumes and classification for each month. Attachment #3.

24. *Do you have information on the call volume by day and time of day for CSR's in fixed route and for CSR/call takers/schedulers in paratransit and demand-response services?*

See response to previous question.

25. *Are there minimum numbers of hours for classroom, behind the wheel, and cadet training for new candidates for Drivers? Are there annual minimum hours for refresher training?*

Operator training requirements are specified in Section 2.13.5 Operator Training.

26. *Please clarify if the following are to be included in the thirty-page proposal limit:*

- Cover Letter
- Client List
- Financial Audit Reports
- Accident claims information

The thirty page limit is encouraged, but is not a compliance requirement.

27. *Is there a page limit for attachments?*

No

28. *Regarding the shelter and signage program, is the Contactor responsible for replacement costs and installations of the structures or Lexan/comparable panels? On new shelters and signs, are the capital and installations costs the responsibility of CSPDC?*

The responsibilities for bus shelter maintenance are detailed in section 2.17. Capital costs of new shelters and signs and installation costs are the responsibility of the CSPDC. The term “structure glass” in paragraph 5 of section 2.17 includes Lexan/comparable panels.

29. *Would CSPDC consider extending the proposal due date by 14 days in order to allow proposers to review all responses to questions, and in order to provide a comprehensive and cost effective proposal response. This time will allow proposers secure vehicle and technology quotes (the holidays present timeline challenges in obtaining quotes).*

Section 1.3 Proposals is updated to read:

Proposals shall be submitted to the Central Shenandoah Planning District Commission, by no later than 4:00 p.m. on January 20, 2017.

30. *Please indicate who currently runs the service for CSPDC and for how long they have had the service. Does this include any extensions?*

Virginia Regional Transit currently operates the transit service under contract to the CSPDC, and they have done so since January, 2014.

31. *Is there a Union representing any of the employees currently contracted to run the service (vehicle operators, dispatchers, mechanics and office staff). If yes, please provide the name of the union and a contact person if possible.*

No

32. *If there is a union representing the employees can CSPDC provide a copy of the current CBA (collective bargaining agreement) as well as a current seniority list.*

N/A

33. *Can CSPDC provide an organization chart for the current contractor to include the number of staff at each position (vehicle operators, dispatchers, customer’s service agents, reservationists, schedulers, mechanics, and management staff) as well as the length of time the current staff has been in these positions, current rates of pay by position, and an outline of the benefits they currently receive (current rates/benefits of the current employees with specific information regarding co-pays, dependent coverage and amount of premium paid by employer; information regarding retirement plans)*

- a. *Please indicate if the amount that the positions are dedicated to the current service. Do any of the positions work on contracts in addition to the services contemplated in this RFP?*

This information is not available to the CSPDC.

34. *Please verify that there is no Disadvantaged Business Enterprise goal established for this contract and that a good faith effort is not required.*

There is not a DBE goal established for this contract. The DBE requirements are detailed in Attachment 6.4 - FTA Certifications and Required Clauses.

35. *Please provide information regarding how these services are funded.*

The transit services are funded through Urbanized Area Urbanized Area funding – Section 5307; Formula Grants for Rural Areas – 5311; State Transit Funding; with local match provided by the three jurisdictions (Staunton, Waynesboro and Augusta County) and private funding partners.

36. *Please clarify exactly how the prices will be evaluated, i.e. will only the Year 1 price be considered or the full contract term cost?*

The five year full contract term cost will be evaluated.

37. *Please provide current rates paid to existing contractor for variable and fixed costs. Also, please indicate the total amount paid to contractor for fiscal year 2015/16.*

38. The CSPDC pays \$58.75 per service hour to the current provider, which includes the cost of the rolling stock and fuel. For FY 2016, the contractor was paid for 18,259.5 service hours at \$58.75 for a total of \$1,072,746. This did not include the three rural routes, which are projected at 8905 service hours in FY 2018.

39. *Please provide copies of the last three months of management reports and invoices from the Contractor for this contract.*

See Attachments #1 and #2.

40. *Please provide a copy of the current contract(s) for these services.*

See Attachment #4.

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

a. *Should there be a living wage ordinance, increase in Minimum Wage requirement from the state or federal government, or other increases that are yet unknown for either wages or benefits would CSPDC consider allowing providers to adjust pricing to be compliant with these unknown increases.*

There is not a living wage ordinance in effect for this area. This issue would be addressed if and when it is relevant to the contract.

42. *Revenue hours – the RFP indicates that proposers should base costs on a projected 31,300 annual service hours.*

a. *Please confirm that service hours and revenue hours are terms used interchangeably.*

See Section 2.7 for definition of service hour / revenue hour.

b. *Do the 31,300 hours account for all hours associated with each service component?*

Yes. However this number has been further refined for FY 2018 and is detailed in Amendment #4, Attachment 1. The projected service hours are 30,725.

- c. *Can CSPDC confirm the number of revenue/service hours are 31,300 and also provide the number of revenue/service miles run in the last 12 months (confirming pricing should be based on 877,500 miles as indicated in the RFP)*

The confirmed projected service hours and revenue miles for FY 2018 are detailed in Amendment #4, Attachment 1. The projected service hours are 30,725 and revenue miles are 902,116.

- d. *Can CSPDC confirm the number of deadhead hours and miles run in the last 12 months for the total service.*
 - i. *Can this information also be provided for each route?*

This information is not available.

- e. *Is there a current run cut in place and can that be provided?*

This information is not available.

43. *IT - 1. States: "The Contractor shall provide the technology required to operate the transit system in an efficient and effective manner, including but not limited to: computer hardware and software, telephones, radios and office equipment. The Contractor shall be responsible for training its employees to proficiency on the proper use of such technology."*

- a. *Please indicate what systems are in place now for each of these components.*

The CSPDC will provide the phone system. All other technology for operation and support of the service is the responsibility of the Contractor.

- b. *Is the phone system supplied by the current contractor or by CSPDC.*
 - i. *Can CSPDC provide detailed specs on what the contractor would be required to provide related to the phone system (number of lines, recording capabilities, etc.)*

The phone system, phone lines, and necessary capabilities are provided by the CSPDC.

- c. *Can CSPDC indicate the type of GPS/AVL systems that are currently in place for the service?*

The current GPS/AVL system is provided by the contractor on contractor owned vehicles.

- d. *All buses operated in transit service shall be equipped with front exterior, illuminated destination signs, and shall display route and destination information at all times. The specific language for the signs will be agreed upon with CSPDC staff.*

- i. *Please indicate what types of signs/displays are currently in place now and are they on all vehicles, included the smaller vehicles in service now.*

Luminator (or comparable) signs are present and required on all vehicles.

- e. *Section 2.5 states “The offer shall submit.... A plan that includes: The reservation/trip request process, including description of software product that will be used for reservation booking/tracking.” Please indicate the type of reservations and scheduling software that is currently in use now. Please confirm that this is provided by the current contractor and describe how the data is hosted.*

The current Contractor utilizes the SHAH system for reservations and scheduling.

- 44. *Section 2.5 states: “The offer shall submit.... A plan that includes: A description of the eligibility and certification process that will be used, including any eligibility forms.”*

- a. *Please indicate how this process is currently handled.*

The current process, including the application is detailed on the britebus.org website.

http://cspdc.lhdstudios.com/wp-content/uploads/2016/10/ADA-Compliant-Paratransit-Service-Eligibility_DT.pdf

- b. *Can CSPDC indicate the number customers that require eligibility screening on a monthly and annual basis, for example, how many screenings were conducted in the last 12 months?*

Based on monthly reports provided by the current contractor, 45 applications were received and approved in the last 12 months.

- 45. *Fares – Please confirm if fares are kept by the contractor as part of the monthly payment, or if they are returned to CSPDC.*

- a. *Can you describe how this process is currently being handled?*

The Contractor collects and accounts for the fares. The fares are reported to the CSPDC, tallied by day and type. The Contractor retains the fares and deducts the monthly fare collections from the invoice.

- b. *Please indicate the amount of fares collected on a weekly, monthly and annual basis.*

Attachment #1 includes Monthly Reports which detail fare collection amounts. Projected fares for FY 2018 are \$80,000.

- c. *Is an armored car service in use to transport the fares and if so which company is currently handling the transport.*

The CSPDC does not provide an armored car service. Such a service would be at the discretion and expense of the Contractor.

- d. *Please provide the type (make/model) of fare boxes in place. Please describe the City's desired fare procedures to include reporting, collection and accounting.*

The current contractor provides manual fare boxes.

46. *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.*

The operating days / hours are detailed on each Route Map in Attachment 6.1. Note that the BRCC routes are combined on both maps. Pull out and return to yard times are dictated by the Contractor as required to meet route start and end times.

47. *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 and in total.*

Route	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Waynesboro Fixed	1	1	1	1	1	
250 Connector	2	2	2	2	2	
250 - Saturday						2
Staunton - On demand	1	1	1	1	1	
Downtown Trolley	1	1	1	1	1	
Saturday Night Trolley						1
West and North Loops	1	1	1	1	1	
250 On-demand	1	1	1	1	1	
Stuarts Draft Link	1	1	1	1	1	
Blue Ridge North	1	1	1	1	1	
Blue Ridge South	1	1	1	1	1	
Total	10	10	10	10	10	3

48. *What are the performance standards and/or any other aspects of performance which will be used for measuring the Contractor's performance under the new contract? – For example On-Time performance.*

Performance standards have not been defined for this contract.

- a. *Please explain the current daily call volume, broken down by weekday, Saturday and Sunday if possible.*

Phone Call volume is reported to the CSPDC on a monthly basis.

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
ADA Shah Schedules	128	124	172	165	162	196	185	186	237	213*	290
Route Information	412	492	690	723	681	717	679	743**	723	822	841
Bus Location-On Time	335	374	566	479	546	492	428	558	504	670	393
Call Stop	68	74	81	84	68	60	54	77	66	37	33
Deviation Reservation	206	197	161	176	193	232	189	225	145	79	82
Complaints ADA*	0	0	0	0	0	0	0	0	0	0	0
Complaints*	2	1	0	0	2	2	0	2	2	0	0
Compliments	1	1	0	0	0	0	0	0	0	0	0
SNOW RELATED	304	288	0	0	0	0	0	0	0	0	0
Mo Total	1456	1551	1670	1627	1652	1699	1535	1791	1677	1608	1639
*Complaint Form Completed											
**New route and schedule information											
* This includes reservations for 250 On Demand start date 9/6/16											

b. Please provide the current on time performance by month for the last 12 months.

i. Please indicate how on time performance is tracked.

On time performance is not currently tracked by the CSPDC. Any variations from the scheduled start times of runs are reported to the CSPDC as exceptions.

49. Are any liquidated damages associated with this contract? If applicable, please provide details and amounts of all liquidated damages assessed to the current contractor in the last twelve months.

There are no liquidated damages associated with this contract, and liquidated damages were not included in the current contract.

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

The current contractor provides all support vehicles integral to the provision of service. The CSPDC does not impose any requirements or specifications on these vehicles that are not used in the direct provision of service.

51. Bus washing and cleaning – Please indicate how this process currently works with the existing contractor.

a. Per the RFP “Procure preventive maintenance and service contract for bus washing equipment from a vendor who has a minimum of three years’ experience servicing similar equipment. The Licensee shall have exclusive rights to occupy the maintenance/repair bays and the bus washing area.”

i. Is there a drive through bus wash

The bus wash is a gantry style.

Please indicate who currently has the service contract for bus washing equipment maintenance.

The current contractor is responsible for maintenance and repairs.

52. Fuel – “Costs for fuel for the revenue vehicles, for purposes of this proposal, will be reimbursed to the Contractor for revenue service, according to the requirements set out in this RFP, on a pass-through basis.”

- a. Please confirm this includes all fuel for revenue vehicles including fuel used in non-revenue time (deadhead).

This includes fuel used in deadhead time.

- b. Can CSPDC indicate the amount of fuel purchased for the last 12 months for non-revenue vehicles?

Under the current contract, the Contractor provides all fuel, so this information is not available.

- c. How are vehicles currently fueled by the existing contractor, are fuel cards used. Are there specific stations that are used or preferred by CSPDC?

Under the current contract, the Contractor provides all fuel, so this information is not available.

- d. Is fueling time paid for by CSPDC, for example, are vehicles fueled during breaks in revenue service?

Vehicles are to be fueled outside of service hours, and the refueling may not negatively impact service delivery.

53. Fleet: The RFP states: “Initial Fleet Requirements and date for revenue service are as follows:”

Number	Vehicle Type	Seating Capacity	Route
1	Trolley Bus	24	Downtown Trolley
2	Body on Chassis	26 to 30	250 Connector
2	Body on Chassis	12 to 14	On Demand
1	Body on Chassis	20 to 24	Waynesboro
1	Body on Chassis	20 to 24	Staunton West & North Loops
1	Body on Chassis	20 to 24	Stuarts Draft
2	Light Duty Bus (25’-35’)	29 to 32	BRCC

- Can CSPDC provide the current make, model, specs, and mileage for the existing fleet being used to service the contract and indicate if these vehicles are currently provided by the existing contractor?

The buses currently used are provided by the Contractor.

- Can CSPDC provide specifications on what is required in the purchase of the fleet, as pricing varies significantly based on bus specs (for example, gas or diesel, technology, seating types)

The fleet specs should be typical of buses used in small urban public transportation service. There is no requirement for gasoline or diesel fuel.

- *There are 10 buses currently assigned to revenue service as indicated above, CSPDC has indicated that they would like a 20% spare factor.*

- *Are there currently 12 buses being utilized for the service including spares?*

Yes.

- *Are 12 buses required by all contractors or will 11 buses suffice to meet the service demand?*

A 20% spare factor equates to 12 buses.

- *Do the minimum requirements for age and mileage apply to spare buses as well and does the current fleet meet these requirements?*

The age and mileage requirements apply to all buses used in revenue service.

54. *In the next five years, what are the three most important things that CSPDC wants to accomplish/change with the proposed (services)?*

The CSPDC Transit Development Plan includes the following initiatives which are projected to occur in the next five years:

- **Improve frequency of service on 250 Connector route, as funding allows.**
- **Initiate Inter-regional commuter bus service between Harrisonburg, Staunton, Waynesboro and Charlottesville, contingent on availability of funding.**
- **Complete an ITS plan and implement strategies, based on recommended schedule/budget.**

55. *Should the contractor include fuel costs in their Cost per Service Hour on the cost proposal form? Or is it just shown separately on the bottom of the “unbundled” pricing on Page 82 of the RFP?*

No.

The projected fuel costs are to be shown separately on the bottom of the “unbundled” pricing form on Page 82 of the RFP.