

1. Will the CSPDC consider revising the option renewal years to be based on mutual consent?

**The contract term, including the contract extensions, is a material term of the request for proposals and cannot be modified at this time.**

2. Please indicate whether all bidders are required to staff the reception area from Monday through Friday or Monday through Saturday. How are reservations for the demand response services handled on Sunday?

**The Contractor is required to staff the reception area Monday through Friday, between the hours of 8:00 am and 5:00 pm.**

**Regarding reservations, the Contractor needs to implement operational procedures such as bringing staff in early on Monday morning to insure that demand response reservation handling is compliant with all FTA requirements.**

3. Of the 67 bus stops, please indicate how many trash receptacles will need to be changed.

**It is not the responsibility of the contractor to change trash receptacles. The responsibilities of the contractor related to the bus stops is detailed in Section 2.17 of the RFP document – visually inspect stops for issues, report, and resolve. Note that a comprehensive bus stop revamping is currently underway, which at the effective date (or soon thereafter) of the resultant contract will include 135 defined and signed bus stops, with the addition of one bus shelter. Additional shelters and stops may be developed during the term of the contract.**

4. The projected revenue miles provided in the RFP seem extremely high based on the amount of projected revenue hours. If the miles in the RFP are high and actual operating miles are less, all bidders will be overpricing their bid to reflect staffing, insurance, maintenance, and estimated fuel. Can the CSPDC provide the most recent actual annual revenue miles and hours? Additionally, are there any added routes to this RFP that does not operate today? If yes, please identify the routes.

**Revenue miles and hours are addressed in Amendment #4 dated December 29, 2016.**

**All of the routes in the RFP operate today, but certain were implemented in the past twelve months. The three rural routes (BRCC North and South and Stuarts Draft Link) operate today, but are being added to the CSPDC contract effective July 1, 2017.**

5. Please indicate how many demand response trips are provided daily. Please provide the average daily number of fixed route deviations. Please provide the daily average number of incoming calls.

**Demand Response trips data is contained in the monthly reports in Attachment 1 to Amendment # 3.**

**The available data on incoming calls is contained in Attachment 3 to Amendment # 3, and provides data on demand response and route deviation requests.**

6. Please provide the annual revenue hours for the demand response service. Please confirm these hours are included in the 31,300 revenue hours in the cost proposal form.

**The demand response service hours and projected revenue miles are included in the total number of hours (now 30,725 service hours and 548,461 revenue miles). See Amendment #4 dated December 29, 2016.**

7. Are the vehicles fueled once per day? If so, are they fueled at the end of the shift?

**The fueling schedule is created at the discretion of the Contractor, but is not to interfere with service delivery or schedule adherence.**

8. Please provide the most recent NTD report for the fixed route and demand response service.

**The 2016 NTD report is Attachment 1 to this Amendment. Note that the NTD report includes only the urban routes, and does not include the rural routes – BRCC North and South and Stuarts Draft Link. Note also that the 250 / Waynesboro On-Demand service did not operate in FY 2016, and certain of the routes have increased operating hours, that were not included in this report.**

9. The cost of capital for revenue vehicles do not change as revenue hours increase or decrease. Will the CSPDC please consider reimbursing the capital for revenue vehicles as a fixed annual fee paid to the contractor in 12 monthly installments?

**In accordance with FTA Circular 9030.1E, the CSPDC receives capital assistance funding used to fund the cost of the capital portions of service or maintenance provided under this turn-key contract. Additionally, this RFP document and terms have been reviewed and approved by FTA prior to release. Thus, a material change such as this would require the concurrence of FTA. These discussions could occur during contract negotiation if deemed to have benefit.**

10. The tables at the bottom of the RFP, specifically pages 46 and 47 show identical mileages (342,845 Mon-Thu, 60,927 Fri) despite the significant difference in route length and design. Both routes also show identical revenue hours (6,262 and 1,113) despite differences in the span of service. Will the CSPDC please clarify the annual mileage for BRCC North and BRCC South?

**Please see Amendment #4 for clarified mileages and service hours for all routes, including the BRCC where both the North and South routes are combined. Note that the trip length for the BRCC South is 24.87 miles and the length of the BRCC North is 29.88 miles.**

11. Please consider an extension of the proposal due date for 2-weeks from date the response to questions is distributed. This will give proposers time to evaluate the answers and incorporate them into their proposal and pricing.

**Amendment #4 dated December 29, 2016 states:**

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

12. For the Current Fiscal Year, please provide the price billed by the Current Contractor including any fixed monthly fees, variable per hour or per trip rates, and any other any other contracted service categories or rates charged by the Contractor.

Amendment #5			Question #12	
Fiscal Year 2017 Invoice Amounts				
Month	Total Service Hours	Gross	Less Fares and Token Sales	Net Billing
Jul-16	1626	\$ 95,527.50	\$ 5,054.34	\$ 90,473.16
Aug-16	1799.5	\$ 105,720.62	\$ 5,388.27	\$ 100,332.35
Sep-16	1779.5	\$ 104,545.62	\$ 5,221.84	\$ 99,323.78
Oct-16	1813.5	\$ 106,543.12	\$ 5,505.23	\$ 101,037.89
Nov-16	1727.5	\$ 101,490.62	\$ 5,483.08	\$ 96,007.54
Note: This billing does not include the BRCC North and South Routes and the Stuarts Draft Link which are classified as rural routes, and are not included in the current CSPDC contract.				

13. Please provide the invoices for the last six months from the current Contractor

**See Attachment 2 to this Amendment #5.**

14. Please indicate the current value of penalties assessed to the current provider per year of the contract for not meeting performance standards.

**No penalties have been assessed.**

15. Please provide the value of incentives per year of the contract provided by to the contractor for meeting or exceeding performance standards.

**No incentives are included in the current contract.**

16. When does the CSPDC anticipate that they will advise the Contractor of an award?

**The timeline for this procurement provides for shortlisting of firms, and interviews and negotiations to occur in late February, 2017, with notice to award to be provided in early March, 2017.**

17. Please verify that there is no bid bond or performance bond required for this contract?

**No bid bond or performance bond is required.**

18. Sometimes contractors learn after the start of the contract that the operational data maintained by the previous contractor was inaccurate. In the event there is a significant deviation between the data the contractor relied on to base its pricing and the actual historical operational data after the start of the contract, would the Agency consider an equitable adjustment?

**Such requests will be evaluated if and when they are brought to the attention of the CSPDC, based on a variety of factors including the basis for the request and the availability of funding.**

19. At various times local, state, and federal governmental entities pass new laws, rules, regulations, or orders that can add unanticipated financial impact on the contractor's performance. In the event of any such new or change to a law, rule, regulation or order, would (the agency) be willing to meet with the contractor to negotiate in good faith an equitable adjustment to the rates to account for the unexpected increase in the cost of performance?

**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.**

20. For the most recently completed fiscal year, please provide/confirm the following:

- Number of passengers transported on Fixed Route Service only.

**217,451 - Note: This number does not include the BRCC North and South Routes and the Stuarts Draft Link which are classified as rural routes, and are not included in the current CSPDC contract.**

- Number of ADA Eligible Passengers Transported on Paratransit Service only.

**4,024 passenger trips were provided on the On-Demand service in FY 2016.**

**Per FTA guidelines, the On-Demand service is open to ADA eligible passengers, as well as for the general public. In recording On-Demand trips, no differentiation is made between ADA certified and the general public.**

**Additionally, the Waynesboro / 250 Connector On-demand route began operation in FY 2017.**

- Number of Personal Care Attendants Transported on the Paratransit Service.

**This number is not tracked.**

- % of Non-Ambulatory Eligible Passengers Transported on the Fixed Route Service

**This number is not tracked.**

- % of Non-Ambulatory Eligible Passengers Transported on the ADA Paratransit Service

**This number is not tracked.**

- Total number of registered/certified ADA Eligible passengers

**As of December 1, 2016, the Contractor reported 542 registered/certified ADA Eligible passengers.**

21. Please clarify the hours and miles provided with the RFP.

**See Amendment # 4**

- a. The hours and miles provided on Page 4 indicate that the service operates at average speeds of 28 miles per hour and over 73,000 miles average per bus per year (assuming 12 buses), with some vehicles operating 100,000 miles per year, according to the individual route maps. Fixed routes typically operate at 13-16 MPH and vehicles typically travel about 30-35,000 miles per year.
- b. The hours and miles calculated from the individual route maps show 1,250,898 miles and 33,165 or an average of 37.7 miles per hour and over 104,000 miles per bus (assuming 12 buses).
- c. Given the vehicle replacement schedule on page 15, many of the vehicles would need to be replaced in 1-2 years. Is this the CSPDC's intent or desire?

**See Amendment # 4 dated December 29, 2016, specifically Attachment 2, for revised revenue hours and revenue miles by route.**

22. Please provide the following for the Fixed Route system and Paratransit service separately:

- Actual Number of Total Vehicle Miles Driven in previous 12 month period
- Actual Number of Revenue Miles Driven in previous 12 month period
- Actual Number of Non-Revenue Miles Driven in previous 12 month period
- Actual Number of Total Hours operated
- Actual Number of Revenue Hours Operated
- Actual Number of Non-Revenue Hours
- Number of other Non-Revenue Hours.

**The information that is reported to the CSPDC can be found in the FY 2016 NTD Report included as Attachment 1 to this Amendment.**

23. Please confirm the definition of "Service Mile" as first stop/pick-up to last stop/pick-up. Would this also be the same definition for "Revenue Mile"?

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

24. Would the CSPDC consider paying the contractor for "gate to gate" service, given we will be operating from the agency provided facility on agency developed routes and schedules?

**This is not a consideration.**

25. Please clarify who is responsible for determining ADA Eligibility for the paratransit service.

**Section 2.5 of the RFP summarizes the contractor responsibilities regarding paratransit/on-demand service including contractor responsibility for the eligibility/certification process.**

26. Please provide the Productivity (Total Passengers/Revenue Hour) for the paratransit service.

**For fiscal year 2016, the CSPDC reported the following to NTD for the On-Demand service:**

- **2,148.5 hours of On-Demand service provided**
- **4,024 Passenger trips on the On-Demand service**

**Notes: The second On-Demand Route was added in September, 2016.**

**These numbers do not include route deviations.**

27. Please provide the Average Vehicle Trip Length (Revenue Miles/Eligible Passengers) for the paratransit system.

**For fiscal year 2016, the CSPDC reported the following to NTD for the On-Demand service:**

- **26,315 revenue miles for On-Demand service**
- **4,024 Passenger trips on the On-Demand service**

**Notes: The second On-Demand Route was added in September, 2016.**

**These numbers do not include route deviations.**

28. Please provide the number of Vehicle Collisions per 100,000 miles

**VRT Reports their accident count per 100,000 miles driven is .50.**

29. In order to comply with the requirements listed in RFP Section 2.13.2 pertaining to Compensation, please provide the following:

- Please indicate whether the drivers, mechanics and/or staff are represented by a Labor Union

**No**

- If so, please provide a copy of the current, or most recent, labor agreement covering the incumbent employees in the program

**N/A**

- Please provide the contact information for the local union representative.

**N/A**

- Please provide the following information about the incumbent employees:

- An organization chart showing all positions and reporting relationships, including administrative, operations and maintenance.

**An organization chart is not available. The following positions currently provide the service:**

**Transit General Manager, Supervisor, Reservation/Customer Service, 4 full-time operators, 19 part-time operators, 2 mechanics, and 1 vehicle attendant.**

- Total number of employees - union vs. nonunion?

**N/A**

- The number of full-time and part-time Operators, along with their hire dates or seniority.

**Hire dates / seniority are not available. Four (4) full-time and nineteen (19) part-time operators.**

- The current Operator wage scale and average hourly wage.

**The current wage scale and average hourly wage is not available.**

- A thorough description of the employees' benefits programs, including the name and summary of the current medical insurance plan(s) to include employee premium contribution amounts for each coverage choice, deductibles and co-pays, and the effective plan year or renewal date.

**This information is not available.**

- Descriptions of any shift "premiums", lunch/break provisions, or other work rules that impact Operator productivity and resulting labor costs

**This information is not available.**

- Please provide any available current benefit plan design (medical, dental, vision, life and disability insurance) information

**This information is not available.**

- Please provide the employer/employee cost-sharing for health benefits for all coverage tiers.

**This information is not available.**

- What is the benefit eligibility waiting period (i.e. 0, 30, 60, 90 days)?

**This information is not available.**

30. Please provide the following pertaining to Retirement Benefits:

- What Retirement Benefits are currently offered union and nonunion employees (i.e. 401(k), pension, 457 Plan, retiree medical, retiree life, etc.)?

**This information is not available.**

- What is the current employer contribution, vesting schedule and waiting periods for any plans offered?

**This information is not available.**

31. Please identify any technologies currently used in the provision of these services (MDT, AVL, Video, IVR etc.).

**Contractor provided AVL and Video is currently used in the provision of service.**

32. Please indicate the type of fare collection device used on the fixed route and paratransit services, along with the make/model/manufacturer, as applicable.

**Contractor owned Diamond fareboxes are currently used.**

33. Please indicate the Scheduling/Dispatch Software currently used for the paratransit and route deviation services

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

34. Please provide the average the hold time for reservations and "where is my ride" calls.

**This information is not available to the CSPDC.**

35. Please provide the average call volume to the call center per hour, day and month for Weekdays and Saturdays for an average month.

- Please indicate the number of information calls for fixed route
- Please indicate the number of paratransit scheduling calls
- Please indicate the number of other (complaint, comment, etc.) calls to the call center.

	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											

36. Are used/pre-owned vehicles allowed for this service? If so, please provide the minimum standards in terms of years and miles.

**The Fleet Requirements related to age and mileage are detailed in Section 2.16 of the RFP, and do not preclude the use of pre-owned buses.**

37. The RFP, Section 2.16.7 indicates the cost of branding is \$1,500/bus. If the cost proves to be more than \$1,500/bus, will the contractor be reimbursed?

**Expenditures in excess of \$1,500/ bus would require pre-approval from the CSPDC.**

38. Please provide a list of bus stops and the amenities at each stop (i.e.: sign, shelter, bench, waste basket, etc.)

**See Attachment # 3 to this amendment.**

39. Section 3.1 – Insurance - Please confirm it is acceptable to provide Collision and Comprehensive physical damage coverage as a part of the Automobile Liability insurance policy, as separate policy is not required.

**A separate policy for Collision and Comprehensive is not required, so long as the insurance coverage meets the criteria specified in Section 3.1.**

40. Please clarify, we respect to physical damage coverage CSPDC requires coverage be in an amount acceptable to CSPDC but in no event less than replacement cost coverage to replace totaled vehicles with vehicles of the same or similar functionality. Please confirm that, when you refer to replacement cost, you are seeking replacement with a vehicle of like, kind, quality as is the insurance industry standard.

**“Replacement cost” means the cost to replace a vehicle with another vehicle of like kind and quality.**

41. CSPDC is requiring to be named as Additional Insured with respect to automobile, collision and comprehensive, and general liability insurance policies. Additional Insured status is not commercially available with respect to collision and comprehensive physical damage coverage and loss payee status is only available if there is an insurable interest in the vehicles. Since the Contractor is responsible for purchasing the vehicles CSPDC would have no insurable interest, therefore neither loss payee of additional insured status would be available. Will CSPDC remove this requirement?

**The fifth paragraph of Section 3.1 is amended to state:**

**The CSPDC, its commissioners and employees shall be named as an "additional insured" on the Automobile and General Liability policies, and it shall be stated on the Insurance Certificate with the provision that this coverage "is primary to all other coverage the CSPDC may possess."**

42. Section 3.2 - Hold Harmless, requires Contractor to defend the CSPDC from loss, suits, actions or claims arising out of any negligent act or omission by the Contractor. The word "defend" means to provide legal counsel for the CSPDC or to reimburse the CSPDC for its attorneys' fees and costs related to the claim. Given that the CSPDC is requiring the Contractor to provide insurance to protect for any claims and the insurance policy contract includes any rights with respect to defense to the insurer, therefore Contractor cannot agree to reimburse CSPDC for attorneys' fees and costs in lieu of providing a defense, will CSPDC remove this from the defense definition?

**No. However, in the event that CSPDC does not incur any attorney's fees and costs (e.g. because a defense is provided), Contractor would not be required to reimburse attorney's fees and costs.**

43. Please clarify, with respect to Section 9 of the License Agreement, that the CSPDC is requiring licensee waive any right of recovery against CSPDC for any claim covered by any policy of property insurance maintained by Licensee and Licensee will cause its insurers to issue appropriate waivers of subrogation.

**Yes.**

- Will CSPDC be providing property insurance for the facility/buildings?

**Yes.**

- Will CSPDC provide General Liability insurance with respect to any claim that may arise out of the use of the common area?

**See Section 4, paragraph C of the license agreement and Section 9 of the license agreement with respect to liability.**

**See Section 3.1 of the Request for Proposals regarding Contractor's general liability insurance requirements.**

**CSPDC may purchase its own general liability insurance, but will not provide liability insurance for Contractor.**

- Will CSPDC provide a waiver of subrogation in favor of the Licensee and require its insurers to issue appropriate waivers of subrogation?

**No.**

44. Are there coolant and oil storage tanks for both new and used fluids at the facility for the contractor's use?

**There is an oil storage tank that is available to the contractor, and used oil is burned to heat the maintenance bays.**

45. In order to protect the contractor from environmental liability, is there a current (180 days or less) Phase I Site Assessment report available for the facility?

**CSPDC plans to conduct a Phase I Environmental Assessment prior to the beginning of the contract term.**

46. Are there any other environmental reports including Phase II Subsurface Investigations available?

**CSPDC does not have this information at this time.**

47. Is there a Storm Water Pollution Prevention Plan (SWP-3) available?

**CSPDC does not have the SWPPP available at this time. Contractor will be responsible for reviewing and training its employees with any SWPPP.**

48. How many non-revenue vehicles does the current contractor provide for this service?

**The current contractor utilizes three spare buses, and two support vehicles.**

49. Does the maintenance facility include reels and fluid dispenser (s) and if so, how many?

**The facility does not include reels. Fluids are dispensed from barrels.**

50. Does the maintenance facility include an air compressor and air hoses?

**The facility does include an air compressor.**

51. Does the parts room have shelving and office furniture?

**The parts room includes shelving.**

52. Does the CSPDC's facility include office furnishings and file cabinets for use by the contractor?

**The facility includes office furnishings and cabinets.**

53. RFP, Pages 24 – 25 3.1 INSURANCE: How is the current insurance provided by the existing contractor.

**The existing contract is materially different from the contract that is the subject of this procurement. Differences include, but are not limited to the fact that the current contractor currently holds title to the transit facility. Thus the insurance held by the current contractor is different than the insurance required under this contract.**

54. RFP, Page 32 – 4.3 COMPLETED PROPOSALS. Proposers are instructed to indicate a RFP number, but it is not stated within the RFP document. Please confirm there is no RFP number. However, if there is, please release that number.

**Section 4.3 Completed Proposals is amended to read:**

**Proposers shall send their completed Proposals to the following person at the address indicated. Further, they should indicate the RFP title “Turn-key Operation of the BRITE Public Transit Services” and Firm Name on the outside of the sealed Proposal Package to:**

**Bonnie Riedesel, Executive Director  
Central Shenandoah Planning District Commission  
112 MacTanly Place  
Staunton, VA 24401  
Phone: (540) 885-5174  
E-mail: [bonnie@cspdc.org](mailto:bonnie@cspdc.org)**

55. The RFP indicates a Trolley Bus. Is this vehicle a cutaway style vehicle with a trolley wrap or an actual trolley design vehicle. The cutaway style vehicle with a trolley wrap is about the a third the cost of an authentic trolley.

**The requirement is for an authentic trolley design vehicle.**