



Redwood Coast Transit Authority
Maintenance and Operations RFP – Addendum #1
October 7, 2016

Format

Questions received are repeated here and addressed individually, and requests for large amounts of additional data may be referred to in Addendum #1 Appendices, that will be emailed out and posted to the RFP website www.redwoodcoasttransit.com/RFP

1. Page 32: The RCTA facility is leased to the occupying Operations and Maintenance Contractor. Is there a cost to the contractor for leasing?
No, there is no cost to the lease agreement which this RFP requires the selected CONTRACTOR to enter into with RCTA. This no-cost lease does NOT include utilities and landscaping, which are related costs that CONTRACTOR will be responsible for.
2. Page 102: Will the current contractor-provided equipment and furnishings be made available to a new contractor, and if so, is there an associated cost?
This is unclear at this time. **Proposers should assume the existing equipment leaves with the outgoing contractor for budgetary purposes. There is always the possibility that the incumbent contractor is willing to negotiate a sale of their existing equipment rather than enduring relocation costs.**
3. Page 29: With determinations being paper-based, can applications be sent to a remote location to be completed by a certified assessment professional?
Yes, RCTA is open to considering different models to timely, and accurately determine ADA eligibility, including assessment by off-site personnel or a 3rd party entity.
4. Page 29: Who will be required to pay for the postage and mailing of eligibility determination notification letters?
The CONTRACTOR will be required to pay for postage and all related eligibility determination costs.
5. Page 29: What percentage of paratransit applicants are required to participate in a phone interview to verify eligibility? What percentage of paratransit applications are called in for a personal interview to verify eligibility?
At this point in time, 0% of ADA Applicants are required to participate in phone interviews. At this point in time, 0% of ADA Applicants are required to attend a personal interview. RCTA is open to change in the future, including perhaps phone or in-person interviews, or 3rd party evaluations of any type.
6. Page 29: What is the current ineligible determination rate for paratransit applications? Are any applicants deemed temporarily eligible?
At this point in time, 0% of ADA Applicants are determined ineligible. At this point in time, 0% of ADA Applicants are granted temporary eligibility. RCTA is very interested in

seeing this change, and will entertain CONTRACTOR strategies to increase the number of denials, temporary and/or conditional eligibility determinations, and enforcement of these determination designations in collaboration with RCTA. CONTRACTORS are encouraged to include in their proposals a strategy to address RCTA's goals on this subject.

7. Please provide complaint history by month for the previous 12 months.
The Incumbent Contractor reports 6 official complaints in the last 12 months.
8. Please provide call statistics by month for the previous 12 months, to include call volume, average handle time, average hold time, abandon rate, etc.
The telephone system being used by the Incumbent Contractor does not have the capability to provide this information, therefore this data request cannot be met. It is a goal of this RCTA RFP for CONTRACTORS to include a modern telephone system in their proposals that will provide this level and type of call activity data.
9. Please provide the current productivity for DAR.
The FY15-16 RCTA DAR productivity was 4.3 passengers per revenue hour. Please see Appendix 1 for complete operating statistics from FY 13-14, 14-15, and 15-16 including more detail on the DAR productivity.
10. Please provide the current operator turnover rates.
Current operator turnover rates are approximately 60% per year.
11. Please provide the estimated annual hours worked for each full time operator.
This information is not available.
12. Please provide the estimated number of annual eligibility determinations.
At this point in time, RCTA is processing about 100 ADA applications per year.
13. Please provide updated vehicle mileage figures.
Please see Appendix 4 for the latest fleet information with mileage figures.
14. Please clarify if there is a utility cost to the contractor for the lease of the RCTA provided facility? If yes, please detail the last three years of historical annual costs that the contractor should plan for.
The total utility costs for the Incumbent Contractor are provided on Page 104 of the RFP. Additional data for prior years is not readily available, but anecdotally was similar.
15. Please provide the annual amount that the incumbent provider was compensated for each of the last three years for this contract.
Please see Appendix 2 for copies of monthly invoices from the Incumbent Contractor for the periods FY 13-14, 14-15, and 15-16. Please see Appendix 3 for the agreement between RCTA and Incumbent Contractor, and copies of all amendments to the 2008 agreement.
16. Should bidders show the cost of the new technology as a separate line item in their proposal, so the RCTA can view the core service proposal as an "apples to apples" comparison?
Yes, RCTA desires to separate the costs of optional "new technology" items separately from the core transit operations and maintenance elements, to achieve "apples to apples".

17. Please provide a list of the equipment currently provided by the incumbent, so bidders understand what furniture and equipment will need to be replaced if a transition occurs. (this is an add-on to the question below if incumbent will sell an incoming contractor the furniture).

The list of office furnishings being provided by the Incumbent Contractor is provided on Page 104 of the RFP. Absent from this list are maintenance equipment, which includes one drive-on 4-post lift and an array of portable floor jacks and other appropriate maintenance support equipment needed to maintain a fleet of cutaway transit buses.

18. What is the average productivity per year for each of the three past years?

Please see Appendix 1 for complete operating statistics from FY 13-14, 14-15, and 15-16.

19. Will RCTA make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many?

RCTA cannot guarantee vehicle availability. However, RCTA and Incumbent Contractor will do their best to commit to providing at least 1 bus to the incoming contractor for training during the transition period, contingent on vehicle availability. There may be days when more than 1 bus is available for transition training, and other days when zero buses are available, at least for a portion of the day.

20. Can you share with all bidders the DAR deadhead hours/miles?

The FY15-16 RCTA DAR DH hours were 302 and DH miles were 2922. Please see Appendix 1 for complete operating statistics from FY 13-14, 14-15, and 15-16 including more detail on the DAR productivity.

21. Section 2.2.2 – Please provide additional information on the Contractor’s responsibility for the potential project with the Yurok Tribal Transit System, including projected costs.

This emergent partnership is under development. As stated on Page 40 of the RFP, the concept consists of the RCTA CONTRACTOR providing operator training to Yurok Tribal Transit drivers in exchange for some level of financial compensation, plus solidifying a key partnership between transit agencies. RCTA is a strong supporter of this project, seeking to strengthen its working relationship with YTT. The project is currently on hold pending Yurok Tribal Legal Review of Incumbent CONTRACTOR-provided agreement.

22. Section 1.3 – This section includes a reference to Attachment 3: “Schedule of DBE”. Attachment 3 appears to be a sample invoice from the current contractor. Please provide the correct form, if required.

The Schedule of DBE is still included in Attachment 3, on Page 86 of the RFP.

23. Please provide additional information on the exact requirements for a “Good Faith Effort” to enlist DBEs as required on p. 1 of the RFP.

RCTA will generally follow FTA guidance on this topic, which includes, but is not limited to: The types of actions that RCTA should consider as part of the bidder’s good faith efforts would include, but not be limited to, the following:

- The types of actions that grantees should consider as part of the bidder’s good faith efforts would include, but not be limited to, the following:
- Adequate solicitation of DBEs (through all reasonable and available means), with sufficient time for DBEs to respond to the solicitation;
- Selecting portions of the work to be performed by DBEs in order to increase the likelihood that the DBE goals will be achieved;
- Providing interested DBEs with adequate information about the plans, specifications and requirements of the contract in a timely manner;

- Negotiating in good faith with interested DBEs. The fact that there may be some additional costs involved in finding and using DBEs is not in itself sufficient reason for a bidder's failure to meet the contract goal, as long as the costs are reasonable. Prime contractors are not, however, required to accept higher quotes from DBEs if the price difference is excessive or unreasonable.
- Not rejecting DBEs as being unqualified without sound reasons based on a thorough investigation of their capabilities.
- Making efforts to assist interested DBEs in obtaining bonding, lines of credit, or insurance as required by the grantee or contractor.
- Making efforts to assist interested DBEs in obtaining necessary equipment, supplies, materials, or related assistance or services.
- Effectively using the services of available minority/women community organizations and other organizations to provide assistance in the recruitment and placement of DBEs.
- In determining whether a bidder has made good faith efforts, grantees may take into account the performance of other bidders in meeting the contract goal. For example, if the apparent successful bidder failed to meet the goal, but meets or exceeds the average DBE participation obtained by other bidders, grantees may view this as evidence of the bidder having made good faith efforts.

In determining whether a bidder has made good faith efforts, RCTA may take into account the performance of other bidders in meeting the contract goal. For example, if the apparent successful bidder failed to meet the goal, but meets or exceeds the average DBE participation obtained by other bidders, grantees may view this as evidence of the bidder having made good faith efforts.

24. List all addresses of the facilities that will be made available to contractor, including contracted facilities (e.g., off-site fueling)
 140 Williams Drive – M&O Facility
 Renner Fuels (Patriot Gas Stn) 1089 US Hwy 101
25. Would the RTCA be able to make insurance loss runs available?
 This information is not available.
26. Does Section 13(c)/5333(b) apply to this contract?
 Section 13(c)/5333(b) has traditionally been applied to protect transit employees who are working under a collective bargaining agreement. RCTA's Incumbent Contractor employees are NOT organized nor working under a collective bargaining agreement. That said, RCTA is clear in this RFP that employees of existing Incumbent Contractor shall be offered positions with equal or better wages and benefits than they are currently offered by Incumbent Contractor as a qualifying element of all CONTRACTOR proposals. Incumbent Contractor employee wage and benefit information is contained on Page 98, Attachment 7, of the RFP.
27. If 13(c)/5333(b) does apply, please provide information on any past claims or decisions.
 There have been zero Section 13(c)/5333(b) claims or decisions involving RCTA or RCTA Contractors.
28. 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).

The list of all current Incumbent Contractor employees, titles, wages, hire dates, etc is included as Attachment 7, on Page 98 of the RFP. All non-incumbent proposers ARE required to comply with Section 13(c)/5333(b).

29. What is the turnover rate for drivers over the last 12 months?
Current operator turnover rates are approximately 60% per year.
30. Please provide a breakdown of revenue miles, deadhead miles, revenue hours, and deadhead hours for the last two years.
Please see Appendix 1 for complete operating statistics from FY 13-14, 14-15, and 15-16.
31. Please indicate the daily hours of operation for the service – in other words, what time each day does service start and end?
Monday – Saturday 6:10 a.m. – 12:25 am. There was an error on Page 35 of the RFP, currently **RCTA allows Incumbent Contractor to shut down the dispatch office at 8pm (not 9pm)**, using on-call personnel to support the last revenue bus, Route 20, from 8pm to close at approximately 12:30am. RCTA intends to continue this cost-saving practice with CONTRACTOR going forward as part of this RFP.
32. Please provide a two-year history of billing rates and total costs.
Please see Appendix 2 for copies of monthly invoices from the Incumbent Contractor for the periods FY 13-14, 14-15, and 15-16.
33. What is the expected annual ridership and wheelchair ridership as a percentage of total, annually?
In FY 15-16, RCTA carried 116,392 boardings on fixed route, of which 626 were wheelchairs. Please see Appendix 1 for complete operating statistics from FY 13-14, 14-15, and 15-16.
34. 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)
Please see Table 1 following these responses for an approximate replacement value to be used for insurance calculation purposes.
35. Seating capacity for each vehicle type
Please see Appendix B on Page 101 of the RFP.
36. Three years of loss and accident information, including accident/incident frequencies per 100,000 miles.
This information is not available.
37. Federal and state governments may mandate changes to health insurance; even now, the federal government is making modifications to the Affordable Care Act (“Obamacare”) by regulation. 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?
Certainly RCTA does not plan to modify via amendment proposed contract rates during the lifetime of the agreement. However, major changes legislatively or otherwise that

impact labor costs can be a justifiable reason for such modifications, and may be considered collaboratively with CONTRACTOR on a case-by-case basis. However, it must be noted that RCTA is a rural transit agency, and thus subject to Caltrans' approvals for any and all contract amendments, modifications, and extensions. Caltrans may or may not approve a change in billing rates even if RCTA and CONTRACTOR reach agreement.

38. Will the cost forms be made available in Excel?

No, the cost forms are only available in Word at this time. Proposers are welcome to transfer them into Excel if they desire.

39. How will start-up cost be reimbursed? Please consider a separate line item on the cost forms.

Start-up costs will not be directly reimbursed. RCTA anticipates proposers to incorporate their anticipated start-up costs into their overall cost proposals.

40. Since vehicle repair shops are limited in Crescent City, where are warranty and major component repairs performed currently?

Coast Auto Center, Brooking OR
DSU Peterbilt, Medford OR

Small Buses (gas)
Large Buses (diesel)

41. Page 8 #11 and Section 1.3.3: Please confirm that the billable service hour definition for Fixed Route will now include the deadhead time from the facility to the start of route and at the end of day from the last stop back to the facility. Currently billing is only done from scheduled start of service to end of service.

Yes, RCTA controls and creates the fixed route schedules, so it is only fair that RCTA pay the approved amount of fixed route deadhead time to/from facility to start/end of revenue service.

42. Page 64 section 2.16.1: Currently bus stops and shelters are cleaned by hand. Please confirm that RCTA wants the contractor to purchase a power washer and portable water tank to facilitate "high pressure washing of shelters, benches, trash receptacles, and concrete pad or sidewalk area immediately in front of and within 10 feet of the shelter, bench, and trash receptacle."

Yes, RCTA confirms that it desires CONTRACTOR to dedicate a power washer and portable water tank for use in cleaning bus stops as part of this RFP.

43. Contradictory language: 'Facility Cleaning and Maintenance. The CONTRACTOR shall maintain the office areas, meeting rooms, restrooms, maintenance shop, and all yard areas in a clean, neat, professional manner; and shall be solely responsible for all routine cleaning, maintenance, and trash removal, except that RCTA shall pay for routine landscape maintenance as a pass-through expense.

RCTA clarifies that RCTA will require CONTRACTOR to perform or have performed by a 3rd Party landscape services at the 140 Williams Drive Operations and Maintenance Facility. RCTA will pay reimburse CONTRACTOR for these services as a separate, trackable line item in the monthly invoices. To clarify, proposals should INCLUDE LANDSCAPING COSTS, and they will be reimbursed as part of the overall monthly billings. Proposals can include landscaping as a separate item, or it may be rolled into monthly fixed costs, but CONTRACTORS will be required to ensure 140 Williams Drive landscaping is neat at all times. At this time, the Incumbent Contractor is obtaining

landscape services at a cost of \$200/month, plus "special projects" billed at \$20/hour on an as-needed basis.

44. On page 49 the RFP indicates Contractor will perform the following. Based on the information above, the assumption would be that these costs would be passed through to RCTA. "Landscaping should be done twice monthly (or more) during spring through fall, and at least once per month during the winter."

RCTA clarifies that RCTA will require CONTRACTOR to perform or have performed by a 3rd Party landscape services at the 140 Williams Drive Operations and Maintenance Facility. RCTA will pay reimburse CONTRACTOR for these services as a separate, trackable line item in the monthly invoices. To clarify, proposals should INCLUDE LANDSCAPING COSTS, and they will be reimbursed as part of the overall monthly billings. Proposals can include landscaping as a separate item, or it may be rolled into monthly fixed costs, but CONTRACTORS will be required to ensure 140 Williams Drive landscaping is neat at all times. At this time, the Incumbent Contractor is obtaining landscape services at a cost of \$200/month, plus "special projects" billed at \$20/hour on an as-needed basis.

45. There is an inconsistency in the required limits for CGL and Auto Liability Insurance in the Final Version. The Insurance requirements are listed in two places: under Minimum Scope and Limits of Insurance (Final version page 12) and in the Sample Contract (pages 81, 82). In the Preliminary draft, the limits were listed as \$10 million in both places; in the Final, they are listed as \$10 million on page 12, but raised to \$20 million on page 81. Please clarify.

RCTA clarifies that RCTA will require CONTRACTOR to provide CGL and Auto Liability Insurance at combined single limits of \$10 million per occurrence. Please refer to pages 12 and 83 of the Final RFP.