

## ADDENDUM 1

### WCCTA REQUEST FOR PROPOSALS FOR OPERATION AND MAINTENANCE OF FIXED ROUTE AND PARATRANSIT BUS SERVICES

Issued: May 22, 2020

#### STRUCTURE OF THIS ADDENDUM

The first section of this Addendum makes a material changes to the evaluation criteria that will be used to score proposals received by the submittal deadline. The section also summarizes any corrections, changes or clarifications that resulted from consideration of questions posed by the prospective bidders.

Detailed responses to the 142 questions received from four contracting firms on Friday, May 15, are provided at the end of this addendum. Please note that the responses to questions requiring additional information/attachments will direct the reader to a Dropbox folder where requested information may be accessed electronically. In cases where more than one firm posed the same question, the answer is provided once, with a reference to the section and question number where the response is located. To access the Dropbox folder, click on the following link:

[https://www.dropbox.com/sh/p06fhubu3jgli9z/AABaqUcYO\\_fI9AwyA00oV6tpa?dl=0](https://www.dropbox.com/sh/p06fhubu3jgli9z/AABaqUcYO_fI9AwyA00oV6tpa?dl=0)

Bidders questions are grouped as follows:

- TRANSDEV: 1-21
- NATIONAL EXPRESS: 22-50
- MV TRANSPORTATION: 51-83
- FIRST TRANSIT: 84-142

#### MATERIAL CHANGES, CORRECTIONS AND CLARIFICATIONS

As noted during the pre-bid meeting, the current COVID-19 pandemic has dramatically changed the playing field for public transit, and has introduced considerable uncertainty about near-term funding levels, system capacity, and expected ridership volumes during the initial contract term of this procurement. These changes have forced WCCTA into a more fiscally conservative position, and have necessitated inclusion of an additional evaluation criterion for scoring the proposal. As a result, we are adding one evaluation category, PRICE PROPOSAL, which will be assigned 50 Points. The evaluation scale now totals 350 Points, plus the 10% bid preference for Labor Code section 1070-72.

The complete list of scoring criteria and maximum points is amended as follows.

Price Proposal (50 Points)

Adequacy of staffing plan (50 Points)

Corporate technical capability (40 Points)

Proposed General Manager experience (40 Points)

Project understanding (60 Points)

High quality/competitive price (50 Points)

**Road sup/dispatcher wage differential (20 Points)**

**Non-represented wages track represented (20 Points)**

**5 to 1 F/T to P/T ratio (20 Points)**

**Bid preference Calif. labor code §1070-72 (10% up to 35 Points),**

#### **PAGE LIMIT CLARIFICATION**

The 75-page limit was intended to be interpreted as 75 single-sided pages of content excluding attachments. The pages excluded from the count are outlined in Section I D 1. We urge proposing firms to exercise discretion in putting their proposals together and to exclude non-essential information to the extent possible.

#### **ADDITIONAL CLARIFICATIONS**

For the purposes of preparing pricing proposals, bidders should assume a slight reduction in service from pre-COVID levels. Bidders should base their proposals on total vehicle hours of 92,000 annually for the initial term of the contract. Pricing summary sheet 1.1 incorrectly states 108,000 hours in the initial column for the period October, 2020 through June, 2021. This number is amended to 69,000 hours for this period, and should be corrected on Form 1.1 pricing template.

#### **COVID IMPACTS STATEMENT**

Many of the technical responses to bidders' questions in this Addendum provide detailed information about the structure of WCCTA program of services as it has grown and evolved to meet changing demands over the agency's 43-year history. WCCTA cautions bidders to expect that this structure may be vastly different in the post-COVID environment. The division of service hours among WCCTA's four service modes may be significantly different during the contract term than in prior years. WCCTA is seeking a contracting partner with demonstrated success in responding to disruptive change in the industry, and an openness and flexibility in approach to help WCCTA navigate such change.

#### **QUESTIONS AND RESPONSES**

##### **TRANSDEV**

- 1. The link to the schedules is to a GTFS file which is provided in Notepad, and the current website only lists the COVID schedules. Would it be possible to get a link to pre-COVID schedules in a traditional timetable format or some other sort of access?*

**DROPBOX: See pdf file titled "Pre COVID Schedule Links" in Dropbox folder.**

- 2. WCCTA indicated that the maintenance employees just voted to organize, but there is not a CBA yet. To allow all bidders to compete in an "apples to apples" format – would WCCTA consider calling out wages for these positions for bidding purposes (or simply having bidders bid as current wages), and then agreeing to adjust final negotiated costs with the winning contractor after the CBA is finalized?*

**For establishing bid pricing, bidders should assume July 1, 2020 wages for all maintenance and service worker positions (provided as part of this addendum). WCCTA does agree to apply an equitable adjustment to final negotiated costs after the CBA is finalized should wages change for these positions.**

- 3. WCCTA provided some LC1070 information in the link in the RFP but not the current CBA. Would WCCTA provide the current CBA and any addenda, tentative agreements, etc.?*

**DROPBOX: See pdf file titled “Collective Bargaining Agreement” in Dropbox folder.**

- 4. As part of the additional LC1070 information requested, please also provide the non-exempt, non-bargained wage and benefit information, which will be required for any bidder to budget responsibly for these roles in the new term. Currently only the drivers are listed.*

**DROPBOX: See pdf file titled “Wage and Benefit Information” in Dropbox folder.**

- 5. In light of the Coronavirus (COVID-19) pandemic and the quarantine mandates affecting much of the U.S., we respectfully request that you allow bidders to submit proposals electronically via email, Dropbox link and/or USB drive in lieu of providing printed copies. This would allow us to submit a compliant document within the RFP deadlines, and minimize in-person exposure for both your agency’s employees and our company’s employees. Please let us know if this alternate submission method will be acceptable to you and your agency.*

**WCCTA is in the process of finalizing the details of the process for electronic bid submittal through the Bonfire platform for this procurement and will provide the instructions for bid submittals in a subsequent addendum when arrangements are complete. As stated in the pre-bid meeting, initial submittals may be made electronically by the submittal deadline, but bidders remain responsible for subsequent production of up to six printed copies if requested by the evaluation committee**

- 6. Please provide information about current employee’s health benefits including plan deductibles and employee participation, for all of the positions in the workforce.*

**DROPBOX: See pdf file titled “Wage and Benefit Information” in Dropbox folder.**

- 7. Please confirm that facility maintenance responsibilities fall under the WCCTA.*

**WCCTA will be responsible for all facility maintenance expenses throughout the contract period except in instances of damage to the facility caused by contractor employees.**

- 8. Would the WCCTA consider mutual agreement for contract option years?*

**No. WCCTA is seeking a contractor that is committed to a long term partnership.**

9. Can the WCCTA please provide monthly fare collection information?

**Fare collections in January and February of 2020 were as follows: January (\$32,015.00 Bills , \$9,951.25 Coins) February (\$30,922.00 Bills , \$8,705.25 Coins)**

10. Please confirm that WestCAT local fixed route service is anticipated to be 570,000 revenue vehicle miles annually.

**WCCTA's current estimate of systemwide service hours (gate to gate) under the contract has been reduced from 108,000 to 92,000. Bidders may assume a similar proportional reduction in systemwide miles. Given the current uncertainty about the effects the coronavirus may have on demand for different services, WCCTA is not in a position to provide accurate projections at this time of how service may be allocated between fixed route, express, interregional and demand response modes, nor are we able to provide definitive mileage estimates for the different modes.**

11. The WCCTA Pricing Forms asks bidders to provide Insurance Cost per Total Miles. Please confirm if this rate should be based on the miles associated with billable service hours or on total fleet miles.

**It is WCCTA's intent to have insurance pricing that reflects contractor's actual level of exposure. For this reason, insurance pricing should be based on total fleet miles. In practice, because billing is gate to gate, total miles and billable hour miles should be largely consistent.**

12. Also, should the Insurance costs captured in the rate be included in the contract total cost or will this be billed separately each month like the Fixed and Variable costs.

**Vehicular liability and vehicle physical damage coverage as described in section II B 20 of the RFP should be invoiced as a separate line item in the contractor's monthly invoice. Any general liability insurance requirements outlined in section II B 22 should be included as cost elements under the fixed and variable rate calculation.**

13. Please confirm that WCCTA will provide uniforms for all vehicle maintenance personnel including utilities.

**WCCTA will be responsible for providing uniforms for all vehicle maintenance, utility and service worker positions.**

14. Please provide bidders with 3 years of historical operating data (hours, miles, passengers) for each service type.

**DROPBOX: See folder titled "Monthly Management Reports" in Dropbox folder.**

15. Please confirm that the term revenue hours use in the proposal has the same definition as total vehicle hours as defined on page 13/54.

**WCCTA does separately track “revenue hours” for reporting to outside agencies, and this term differs from ‘total vehicle hours’ as defined on page 13 of the RFP. The total vehicle hour definition is the basis for calculating billable hours under the contract. The term “revenue hours”, to the extent that it appears in the RFP, has no contractual significance in this procurement.**

*16. Please provide the anticipated revenue miles for the Martinez Link and Paratransit services.*

**Given the current uncertainty about the effects the coronavirus may have on demand for different services, WCCTA is not in a position to provide accurate projections at this time of how service may be allocated between fixed route, express, interregional and demand response modes, nor are we able to provide definitive mileage estimates for the different modes.**

*17. Please confirm that WCCTA also provides vehicle maintenance parts and fuel for WCCTA provided support vehicles.*

**WCCTA is responsible for maintenance parts, fuel and major repairs for all vehicle in the WCCTA fleet, including support vehicles.**

*18. Please confirm the hours that bidders should base their pricing on. The pricing forms indicates 108,000 hours, however in Section 3 starting on page 3 when you add us each piece of service gives you a total of 115,500.*

**Bidders should use a revised basis of 92,000 hours annually, and should update the information on the pricing forms to reflect this change. As noted above, 69,000 hours should be used as the basis for the first 9 months of the contract term.**

*19. Please confirm the total vehicle hours provided in the pricing forms include the driver extraboard/stand-by hours that are billable to WCCTA?*

**Extra board hours are not included in the total vehicle hours on the pricing forms. Bidders are cautioned to exclude any assumed extra board staffing levels from development of their variable cost rates. It is WCCTA’s intent to establish extra board staffing shifts through mutual agreement with the successful bidder, which will be compensated directly at the variable rate (as described in section I D 2 (e) on page 13 of the RFP).**

*20. Does the current contractor meet the requirement of 25% of all drivers assigned to WCCTA’s paratransit service must hold a valid General Public Paratransit Vehicle certificate?*

**Yes. The current contractor meets this requirement.**

*21. Please provide copies of all current contractor invoices for the last 12 months.*

**DROPBOX: See pdf file titled “Contractor Invoices” in Dropbox folder.**

**NATIONAL EXPRESS**

*22. ATTACHMENT 3 – Incumbent Contractor Information references that the CBA is attached but none is attached. Please provide a copy of the current Collective Bargaining Agreement between Teamsters Union Local 315 and incumbent contractor MV Transportation and any known side agreements or amendments.*

**Please see response to question 3 above.**

*23. Please provide a copy of the current WCCTA contract with the incumbent operator and any applicable change orders or addenda.*

**DROPBOX: See pdf file titled “Current WCCTA Contract” in Dropbox folder.**

*24. Please provide a fleet replacement schedule, if available.*

**DROPBOX: See Excel spreadsheet titled “Fleet Replacement Schedule” in Dropbox folder.**

*25. Please provide twelve (12) months of invoices from the incumbent operator.*

**DROPBOX: See pdf file titled “Contractor Invoices” in Dropbox folder.**

*26. Please provide management/operations reports for the past six (6) months, including adherence to performance standards.*

**DROPBOX: See folder titled “Monthly Management Reports” in Dropbox folder.**

**Information on adherence to performance standards is not available.**

*27. Would WCCTA permit installation of Zonar on its vehicles?*

**WCCTA is open to installation of Zonar on its vehicle fleet. Contractors may consider this as an alternative method of compiling and maintaining Daily Vehicle Inspection records as discussed in section II C 11 on page 47 of the RFP. Contractor should explain the method of receiving and preserving information generated by this system, and how this information may be integrated with WCCTA’s Extra Fleet 2000 MIS system, and TransTrack database.**

*28. Are the incumbent technicians currently required to possess any ASE certifications? If possible, please specify a census of ASE certifications among incumbent technicians.*

**WCCTA has imposed no requirements for ASE certifications for maintenance technicians.**

29. *The RFP generally describes WCCTA's intention to provide temporary office space and training vehicles during the transition. Can WCCTA provide more specific detail on transitional resources that may be provided?*

**Social distancing requirements currently in effect at WCCTA's operating facility have further limited WCCTA's ability to provide office space at this time. It is likely that these limitations may extend through any startup period for a new contractor, and this may necessitate that an incoming contractor secure temporary office space off site. Any additional costs associated with this transitional office space should be identified in the Start Up detail on the pricing sheets. WCCTA is confident, however, that at least one vehicle of each type in the current fleet will be made available to an incoming contractor for training purposes, though availability may be limited to off-peak periods when vehicles are not required for revenue service.**

30. *Would WCCTA please provide the current organization chart including the current number of individuals in each position?*

**Please refer to the list of the incumbent contractor's current positions on page 29 of the RFP. An organization chart specifying reporting relationships is not available.**

31. *Attachment 3 provides a seniority list for bus operators. Would WCCTA please provide a current seniority list for all other positions, particularly technicians, road supervisors, dispatchers and service workers, to include date of hire and current rate of pay? Similarly, for bus operators and other employees, please provide the specific participation rates in health and other benefit plans by selection to include spouse, children or family.*

**DROPBOX: See pdf file titled "Wage and Benefit Information" in Dropbox folder.**

32. *What is the turnover rate for drivers over the last 18 months?*

**The driver turnover rate for the last 18 months is 25%, which includes employees electing not to return to work during the recent COVID-19 period after going out on FMLA leave.**

33. *If available, please provide the latest blocking detail, runs and work rosters/bid charts.*

**DROPBOX: See pdf file titled "Work Pieces/Paddles and Bus Assignments" in Dropbox folder.**

34. *Please confirm that the Contractor will develop run cuts from blocking provided by WCCTA, in consultation with WCCTA. Does WCCTA require the Contractor to use a specific scheduling system/software for creation of run cuts? Into what system must our run cuts be entered?*

**The process outlined in the question is correct. WCCTA may use a scheduling program to generate draft versions of the blocking, but the consultation with the Contractor on the run cuts is transacted using Excel spreadsheets.**

*35. Does WCCTA have limitations on how the Contractor might schedule road reliefs (eg., are mid-route road reliefs permitted)? Similarly, are there limitations of interlining? Can the non-revenue vehicles provided by WCCTA be used for road relief or would the Contractor be required to provide necessary vehicle(s)?*

**WCCTA does allow road reliefs at the end of routes, though these have been relatively limited in actual practice. WCCTA does allow contractor to use non-revenue vehicles for shuttling to relief points. Interlining is allowed between select routes.**

*36. Please provide a breakdown of total vehicle hours and total vehicle miles for each route as well as values detailing same by weekday, Saturday and Sunday.*

**Please see responses to questions above urging bidders to exercise caution in using current service design as a predictor of services to be operated under any contract resulting from this procurement. Current run cut information is located in the Dropbox Excel document titled “Work Pieces/Paddles and Bus Assignments” and the GTFIS link is provided in the original RFP.**

*37. The Scope of Work includes a listing of the incumbent’s current staffing, including one Dispatch Manager, one ADA Trip Coordinator and six Dispatchers. Are the Customer Service Representatives and Reservationists included among this group of employees?*

**The staffing list on page 29 of the RFP is a current tally of all the incumbent’s staffing at this time, and the staffing levels have not changed since they were augmented in the most recent contract amendment. The positions referenced in the question are included in the staffing list.**

*38. Please provide the number of dial-a-ride trips for a recent month (January or February), including a breakdown by hour if possible. Please provide the “Route Productivity Report” from the Trapeze software daily for one week.*

**DROPBOX: For dial-a-ride trips and productivity levels please refer to pdf titled “Paratransit Productivity” in Dropbox folder.**

*39. Please provide a bus pull-out summary by hour for a recent month (January or February). If possible, please provide this information by mode. What is the maximum number of paratransit vehicles at peak service on any given day?*

**DROPBOX: For information about bus pull outs, refer to the Excel document titled “Work Pieces/Paddles and Bus Assignments” in Drop Box.**



**Paratransit Vehicles in service by time of day is as follows: 6am – 12pm: 4 buses; 1pm – 5pm (Peak service) 6 buses; 6pm – 8pm 2 buses**

*40. Please provide an 18-month history of dial-a-ride productivity.*

**DROPBOX: For productivity levels on all modes, see folder titled “Monthly Management Report” in Dropbox folder.**

*41. Please provide the call volume for a recent month (January or February), broken down by weekday, Saturday and Sunday to include hourly levels if possible.*

**DROPBOX: See folder titled “Call Volume” in Dropbox folder.**

*42. Please provide total vehicle miles and number of trips for dial-a-ride service for the most recent 18 month period.*

**Dropbox: For total vehicle miles for all modes, see folder titled “Monthly Management Report” in Dropbox folder.**

*43. Are billable vehicle hours based on scheduled hours or actual vehicle hours, accounting for traffic and other unanticipated delays?*

**Billable hours are calculated on actual gate-to-gate vehicle hours as outlined on page 13 of the RFP. Unexpected delays are included in this compensated time.**

*44. Please confirm that Dial-A-Ride vehicle hours should be billed at the same rate as other modes. Also, please confirm that Dial-A-Ride vehicle hours are accounted the same as other modes (i.e., gate to gate less lunch break).*

**Dial-A-Ride vehicle hours are billed in the identical manner as other modes**

*45. Please provide additional guidance on how proposers should price in extraboard hours. Can you provide historical allowable billing for extraboard hours? This is necessary so we can accurately estimate the necessary bus operator headcount.*

**Please see response to question 19 above. For purposes of calculating initial staffing requirements for bus operators, please assume extra board hours totaling 20 hours each weekday and 8 hours Saturday and 8 hours Sunday.**

*46. The RFP describes the requirement that at least 25% of bus operators possess a GPPV certificate. Please provide the number of incumbent bus operators who currently have such certification.*

**The incumbent contractor currently employs 4 paratransit drivers who hold a GPPV Certification, which is in excess of the 25% requirement**

47. Please identify the armored car service vendor currently used by the incumbent contractor and the number of days per week cash is presently picked up from the facility.

**Brinks is the current armored transport provider. Three pickups had been scheduled per week before fare collection was suspended in March. When fare collection is reinstated, this schedule may be reduced to two pickups per week should cash revenues decline significantly.**

48. Please confirm that dial-a-ride trips can only be reserved on a "next day" basis. Does WCCTA permit subscription/standing order trips?

**WCCTA's current paratransit program is based on next day reservations, however insertions are allowed on a space-available basis as long as these can be accommodated within existing drivers' work assignments without interfering with pre-scheduled trips.**

49. What is the current size of the certified dial-a-ride client population? What is the number of clients who took at least one trip during the past 12 months?

**Total number of registered active riders in WCCTA's dial-a-ride system is 2,749. Of this number, 448 are ADA certified.**

50. 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 contractor costs (such as in wages, benefits or other regulations) for this service, would a request for a corresponding adjustment to the contract rates be considered?

**WCCTA will consider such a request. Please refer to Section I D 7 on page 21 of the RFP.**

### **MV TRANSPORTATION**

51. Please confirm 75 double-sided pages (150 total pages) is the page limit.

**Thank you for this question. The 75-page limit was intended to be communicated as 75 single-sided pages of content excluding attachments. The pages excluded from the count are outlined in Section I D 1. We urge proposing firms to exercise discretion in putting their proposals together and to exclude non-essential information to the extent possible.**

52. Please confirm one of the proposal copies, not the original, shall be unbound, and that the total number of proposals requested is five.

**Please refer to response to question 5 above for clarified submittal requirements.**

53. Who provides DriverMate tablets and support?

**WCCTA provides and maintains the DriverMate tablets and will continue to be responsible for communication charges and maintenance.**

*54. TransTrack, Extra Fleet 2000: please confirm WCCTA plans to keep these technologies in place during the term. Could replacement be part of an alternate bid?*

**WCCTA intends to keep TransTrack as its primary management information database. As referenced in the response to question 27 above concerning Zonar implementation, WCCTA will entertain proposals for introducing new technologies and for integrating these with an alternative maintenance information database if a contractor demonstrates that this has material benefit to WCCTA.**

*55. Please confirm required attachments are excluded from the page limit.*

**Please refer to section I D 1 for exclusions from the page limits.**

*56. Please confirm that confidential attachments can be submitted as separate electronic documents with CONFIDENTIAL in the file name.*

**Confidential attachments may be submitted electronically as outlined in section I D 2. Files submitted with CONFIDENTIAL in the file name will be so designated. WCCTA urges that these files be password protected, with the unlock code transmitted separately. Because we are finalizing arrangements to accept bids via the Bonfire online bidding platform, the process for submitting confidential information may change. Detailed instructions for online submittals will be provided through a subsequent Addendum.**

*57. Regarding the paratransit passenger performance target of 2.1 per hour, what is the revised COVID-19 performance target?*

**The intent of this aspirational target is to ensure that paratransit services are provided in as efficient and cost-effective a manner as possible, given local conditions and demand characteristics. Clearly, a target of 2.1 passengers per hour is unrealistic given current circumstances, and WCCTA cannot develop a revised target until we have sufficient data to assess paratransit demand.**

*58. As the mechanics recently became bargained employees, please provide the new wage scale.*

**Please see response to question 2 above for further clarification.**

*59. Currently, the Contractor provides the TransTrack software system. Please confirm that WCCTA will provide the TransTrack software system under the new RFP.*

**Confirmed. WCCTA will be fully financially responsible for provision of the TransTrack management information system.**

*60. Currently, the Contractor provides Trapeze software with DriverMate. Please confirm that all bidders will provide the scheduling and dispatch software. Please indicate whether WCCTA will continue to provide DriverMate under the new RFP.*

**Please refer to section I D 2 (q) on page 17 of the RFP for contractor’s responsibilities for selection and provision of paratransit scheduling and dispatch software. As discussed in the response to question 53 above, tablets and communication charges between the tablets and the dispatch system will continue to be the responsibility of WCCTA. Contractors will be responsible for any software modules within their preferred program that are required to establish the interface between their program and the tablets.**

*61. Please confirm that all bidders should include the cost of daily interior sanitizing of the vehicles.*

**The current COVID crisis has necessitated enhanced and more frequent cleaning and sanitizing of the interiors of vehicles. Contractors should take current Center for Disease Control guidance and best practices into account in determining the staffing implications of the additional cleaning.**

*62. The RFP states: At the option of the WCCTA, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the WCCTA, its officers, officials, employees, and volunteers; or the Contractor shall provide a financial guarantee satisfactory to the WCCTA guaranteeing payment of losses and related investigations, claim administration, and defense expenses.*

*Would the Authority consider amending or removing this requirement?*

*As the Contractor’s insurance policies provide coverage to multiple contracts, the Authority requiring Contractor to reduce or eliminate the deductibles or SIRs would have a significant impact on the cost of insurance to the Authority.*

**WCCTA desires to retain this requirement. If a contractor or its insurance provider cannot comply with the requirement, contractor shall propose an alternative means whereby WCCTA’s interests will be protected in this condition in effect.**

*63. The RFP states: “...and volunteers are to be covered as insureds with...”  
We request that the Authority correct this language to state: “...and volunteers are to be covered as additional insured with...”.*

**WCCTA is open to making this change.**

64. *The RFP states: Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled by either party, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the WCCTA.*

*Would the Authority consider amending this language to state: "Contractor agrees insurance coverage required by this clause shall not be canceled by either party, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the WCCTA from the Contractor."?*

*Most insurance carriers are reluctant to endorse a policy to provide notice of cancellation to anyone other than the First Named Insured (the Named Insured can cancel at any time, which makes it difficult for the Insurers to comply with any cancellation notices). We request that the WCCTA modify this item to make it a requirement of the Contractor to provide advance written notice of cancellation.*

**WCCTA will consider incorporating this change into any contract resulting from this procurement if it is determined that the change will offer sufficient protection to WCCTA.**

65. *Would the Authority consider requiring proposers to identify all key personnel outlined in the RFP, to provide complete information for evaluation purposes?*

**No. WCCTA prefers to proceed with the process outlined in the RFP for identification and approval of the key personnel.**

66. *Please provide a sample contract for these services.*

**WCCTA is currently finalizing a sample contract, however it is not available at this time for distribution.**

67. *Please provide two lists of software:*

- a. *WCCTA provided, and*
- b. *Contractor provided. E.g., Viewpoint, Transit Miner, Trapeze, Extra Fleet 2000.*

**DROPBOX: See Word Document titled "Technology Items" in Dropbox folder.**

*Please provide two lists of technology hardware: 1) WCCTA provided, and*

- c. *Contractor provided. E.g., Hanover tablet*

**DROPBOX: See Word Document titled "Technology Items" in Dropbox folder.**

68. *We have substantially adjusted our standard operating procedures related to COVID-19 in the areas of vehicle servicing, in-field response, and operator training. Please provide all policies and requirements regarding COVID-19-related operating procedures. Policies and requirements may include but are not limited to long-term and short-term*

*responses in the areas of social distancing, vehicle and/or shelter cleaning, operator protections, PPE, and response to passengers exhibiting symptoms.*

**General response to COVID-19 questions 68 through 81: WCCTA is not in position to address any of these questions given the continually evolving health, legal and regulatory environment at this time. WCCTA and the incumbent contractor have been working closely to make necessary adjustments to policies and to implement mitigation measures to achieve a shared goal of protecting both frontline workers and the public in response to rapidly changing guidance from government and industry. WCCTA will make every effort to pursue a similarly collaborative approach with the contractor selected through this procurement.**

**WCCTA is not in a position to make any judgments about the resources available to the agency or to the selected contractor to address the threat, nor is WCCTA willing to make any guarantees to a prospective contractor about accepting responsibility for maintenance of employee compensation and benefits, or indemnifying the contractor against COVID-19 related claims until the full scope of the pandemic is better understood. WCCTA will not assume any liability to a prospective contractor for claims that contractor failed to achieve its internal revenue projections due to any future service reductions that may result from this crisis.**

**Before contract execution, WCCTA will develop specific language for inclusion in the final contract to memorialize agreements regarding the parties' respective roles and responsibilities during the COVID-19 pandemic.**

**Contractors are encouraged to modify pricing pages as necessary to separately detail any cost projections for COVID-19 related expenses.**

- ~~69. Please confirm that WCCTA will indemnify and reimburse the selected Contractor for all COVID-19 related claims.~~
- ~~70. The FTA has stated that "administrative leave is an eligible expense for operations and maintenance personnel, whether those personnel are in-house or employed by contractors." Please confirm that WCCTA will compensate the selected provider for time and benefits related to COVID-19 employee quarantines.~~
- ~~71. Please confirm that WCCTA will compensate the selected provider for service reductions related to COVID-19.~~
- ~~72. Is WCCTA willing to reposition its farebox to the back of the vehicle to support the protection of operators from COVID-19 exposure? Alternatively, will WCCTA forego fares until the COVID-19 pandemic ends?~~
- ~~73. For full transparency, we request that WCCTA adjust its price pages to include a section that addresses all costs related to COVID-19.~~
- ~~74. What is WCCTA's expected policies relative to the number of passengers on the vehicle considering social distancing mandates? Please provide this information by service and vehicle type.(sedan, cutaway, van, bus)~~

- ~~75. What is WCCTA's expectation relative to the maximum passengers on a vehicle? Please describe what enforcement measures are required of the Contractor. Are there any technologies in place to monitor overloading?~~
- ~~76. Please confirm that WCCTA will not penalize the selected provider for complaints regarding social distancing on board the vehicle.~~
- ~~77. We respectfully request that WCCTA reconsiders the productivity metrics required given the mandate for social distancing.~~
- ~~78. What protections will WCCTA provide onboard the vehicles to protect operators from COVID-19 exposure (shields, hand sanitizers)?~~
- ~~79. What protections are provided at the WCCTA provided facility to safeguard employees from COVID-19 exposure (hand sanitizer, janitorial, adequately spaced workstations)?~~
- ~~80. Is there a social distancing requirement (maximum number of people on the vehicle) that the selected provider must manage?~~
- ~~81. Contractors will price for personal protective equipment, supplies, staffing, and services required to meet FTA recommendations for COVID-19 safety. For transparency and ease of reimbursement, cost estimates will be budgeted on separate line items. These costs, however, are subject to adjustment based on changes in FTA recommendations, local ordinances, state or federal laws, customer requests, and supply chain volatility. Given the fluidity of this situation, we respectfully request that these costs be subject to a monthly adjustment without the need for change orders.~~

82. At various times, federal, state, and local governments consider laws, rules, and regulations which require an increase in wages or benefits mandated 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 an application for increased compensation?

**Please refer to section I D 7 on page 21 of the RFP.**

83. Please confirm that the financial statements submitted must be audited, and they must be specific to the entity submitting the proposal.

**The submittal must include the most recent audited financial statements of the entity submitting the proposal.**

**FIRST TRANSIT**

84. By each service type (Fixed Route Local, Express, Inter-regional, Paratransit), could you provide historic volumes of Revenue Hours/Miles & Non-Revenue Hours/Miles for the last 2 years? Could you also provide the most recent NTD Summary report for these services?

**For service volumes, please refer to detailed information in the monthly management reports referenced in the response to question 26.**

**The NTD summary report is available in Dropbox. See Dropbox folder titled "NTD Reports" in Dropbox folder.**

85. *Could you provide the estimated revenue miles for the Paratransit service?*

**Historically, WCCTA has operated approximately 210,000 revenue miles annually on its paratransit service.**

86. *Paratransit: Is any part of the program funded by a Covered Entity (as defined under HIPAA), including Medicare and Medicaid?*

**No.**

87. *Paratransit: Will Contractor be required to enter into a HIPAA Business Associate Agreement to provide some of the contracted services?*

**N/A.**

88. *Would WestCAT consider an assignment provision that allows Contractor to assign the Contract to another Contractor entity without prior written consent of the Agency? If so, may Contractor present sample language in its proposal?*

**WCCTA is disinclined to agree to this provision. If Contractor wishes to propose sample language in the proposal, it may do so, though it is unlikely to be viewed favorably.**

89. *Would WestCAT consider an assignment provision that allows Contractor to assign the Contract in the instance of a merger, acquisition, corporate reorganization, public stock offering, or sale of all or substantially all of its assets with reasonable notice to but without prior written consent of the Agency? If so, may Contractor present sample language in its proposal?*

**WCCTA is disinclined to agree to this provision. If Contractor wishes to propose sample language in the proposal, it may do so, though it is unlikely to be viewed favorably.**

90. *How many extra board hours is the current operator incurring?*

**Currently, the "extra board" is the contractual mechanism being used to achieve shift rotation (A-team/B-team) and maintain the workforce under the reduced service levels now in place. Drivers who are not scheduled to work are placed in standby or extra board status. Future extra board requirements are difficult to predict, due to vehicle capacity limits currently in effect, and the need to deploy backup vehicles when passengers seeking to board scheduled vehicles exceed established limits.**

**Prior to the current shelter in place order, extra board hours averaged 20 per weekday, and 8 hours for Saturday and 8 hours for Sunday**

91. *Currently, how many "Extra Board" hours are compensated for per weekday, Saturday, Sunday? Are there any minimum/maximum volumes of time, (if an Extra Board shift starting at 6:00 am isn't needed to cover an open shift, are they paid for 8 hours or dismissed after a minimum volume)?*



**Extra board shifts will be established by mutual agreement between WCCTA and the contractor. Drivers are scheduled and paid for the entire shift, and when not covering an open run, continue in standby status until the end of their established extra board shift. Please note the payment provisions for extra board hours in section I D 2 (e) on page 13 of the RFP.**

*92. Please provide detailed information for the employee benefits to include plan design, co-pay amounts and rates for employees per month for Employee Only, Employee +one and Family levels. Please also provide the current benefit participation for each employee.*

**Please see response to question 6 above.**

*93. Please provide a copy of the full union CBA and/or the contact information for the union. Attachment 3 does not include the CBA document although references it as an attachment.*

**Please see response to question 3 above.**

*94. We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current non-driver employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay. Attachment 3 only provides information for union Drivers.*

**Please see response to question 4 above.**

*95. Please provide all benefit details for non-drivers as those benefits listed in Attachment 3 for the unionized Drivers. This information is needed to ensure Contractors can maintain pay and benefits for all employees not just the drivers.*

**Please see response to question 4 above.**

*96. Paratransit - Please provide the Trapeze "Route Productivity Report" from the Trapeze software daily for one week and monthly for the last 12 months.*

**Due to time constraints, WCCTA was unable to provide the information as requested in this addendum. The question will be addressed in a subsequent addendum.**

*97. Software: Please describe any additional modules in place to supplement the Trapeze scheduling and dispatching system. For example, tools for call management, rider communication via IVR or text, etc.*

**Other than a DriverMate interface for linking driver tablets to the dispatching program, no supplementary modules are included in the current Trapeze platform.**

*98. Please provide historical claim levels for the past 3 years to include deductible paid per claim for both liability and physical damage*

**DROPBOX: For monthly liability paid over a three year period, refer to the Excel document titled "Liability Costs" in Dropbox folder.**

*99. IT: Please confirm the Contractor is able to segment a separate VLAN off the Agency internet service*

**Yes. A separate VLAN can be established.**

*100. IT: What up/down bandwidth is available to the Contractor on the Agency internet service?*

**Current up/down bandwidth is 90 Mbps.**

*101. IT: Please confirm Contractor can install their own managed router and switch for segmented VLAN.*

**Any equipment installations must be coordinated with and approved by WCCTA's IT manager. Contractor's equipment will be permitted to the extent that this does not create a security exposure for WCCTA's network**

*102. IT: Is there rack space available for Contractor servers, switch, routers, etc.?*

**Limited rack space is currently available in the equipment room. If more space is necessary, provisions can be made elsewhere within Contractor controlled areas in the facility.**

*103. Please provide a list of office furniture provide or clarify what areas Contractor must furnish. On the pre-proposal meeting video tour there were some references to furniture and computers provided and places that they are not provided.*

**DROPBOX: See pdf file titled "Contractor Office Furnishings" in Dropbox folder.**

*104. Please confirm that Contractors are to provide all other maintenance equipment not listed in 'WCCTA-Furnished Maintenance Equipment' list and the equipment provided will remain Contractors asset.*

**Contractors have no obligation for providing maintenance equipment under this contract. Contractor will be responsible for ensuring that mechanics under this contract are in possession of all tools necessary and appropriate to their individual proficiency level.**

*105. Please provide more information on the Extra Fleet 2000 maintenance information system. Is the system compatible with other maintenance management systems?*

**WCCTA has been unable to do adequate research on Extra Fleet 2000 compatibility with other MIS systems in time to include the information in this addendum. The question will be addressed in a subsequent addendum.**

*106. Are there any staffing levels that WestCAT is concerned are not adequate for the pre-COVID level of service?*

**The incumbent contractor's staffing list presented on page 29 of the RFP provided adequate coverage and depth for WCCTA's pre-COVID service program at that time. For the post-COVID period, WCCTA feels it likely that additional staffing will be needed for augmented vehicle cleaning and sanitizing**

*107. Please provide classification for the technicians to include Leads, A Level, B Level, or C Level*

**Current technician classifications are 3 "A" level, 2 "B" level and 1 "C" level employees.**

*108. Would WestCAT consider adding to any resulting contract that any request to remove one of contractor's employees must be in writing, state the reasons, and that the request must not violate applicable local, state or federal laws, rules or regulations?*

**WCCTA reserves the right to request the removal of a contractor's employee if such removal is judged to be in the best interest of the agency. Such an action imposes no requirement on the contractor to take any specific disciplinary or human resource action against this employee, other than restricting the individual from providing any services to WCCTA under the contract. WCCTA's request for the removal of a contractor's employee will be done through formal written notice, citing the reasons that prompted the request.**

*109. What is the current percentage of "Subscription Service" trips compared to the total number of trips?*

**Standing rides have accounted for 28% of total paratransit trips over the last 12 months**

*110. Please clarify the number of vehicles used in revenue service by day of week, the peak service hours and number of buses in service at these times.*

**DROPBOX: The FY2019 NTD summary report contains this information (Pre-COVID) and is available in Dropbox. See Dropbox folder titled "NTD Reports."**

*111. Please provide detailed information for each Fixed Route to help with blocking and scheduling in Excel format. Please include deadhead hours and miles, number of buses currently used on each route, pull-out and return-to-yard times, etc.*

**DROPBOX: See folder titled "Work Pieces/Paddles and Bus Assignments" in Dropbox folder.**

112. Please provide current run cut for this service.

**DROPBOX: See folder titled “Work Pieces/Paddles and Bus Assignments” in Dropbox folder.**

113. The RFP lists a paratransit goal of 2.1 passengers per hour. What is the current level of productivity by month for the past 12 months. Please provide for weekday, Saturday and Sunday.

**DROPBOX: Please refer to folder titled “Monthly Management Reports” in Dropbox for detailed information on paratransit productivity.**

114. Is the current contractor staging vehicles on any of the routes, and if so, please provide details on the routes that require the staged vehicles to maintain OTP?

**In pre-COVID service, contractor could address the relatively limited need for staged vehicles with Road Supervisors positioned at major transit hubs to enter service if a regularly scheduled bus was running behind schedule. The need for staged vehicles is expected to increase in the post-COVID period due to the imposition of social distancing limits on vehicle capacity, though this cannot be quantified at this time.**

115. Please provide the number of calls by hour and by type (reservations, where's my ride, etc.) for each day of the week for a one month period.

**Call information by type of call is not available. For a representative snapshot of typical call distribution throughout the day, please refer to the folder titled “Call Volume” in Dropbox.**

116. Does the current staffing level for Dispatchers meet the call demands for both paratransit and information lines?

**Staffing level is currently adequate to meet the current call volume.**

117. Call Center - please provide average hold time, talk time, and handle time.

**DROPBOX: See folder titled “Call Volume” in Dropbox folder.**

118. Please provide the name of the Armor car company currently used.

**See answer to question 47 above.**

119. Please provide the cash counts deposited by day for a one month period to include cash and coin amounts.

**See answer to question 9 above for monthly deposit totals.**

120. Please provide copies of the last three Monthly Management Reports from the TransTrack system

**DROPBOX: See folder titled “Monthly Management Reports” in Dropbox folder.**

*121. Would Authority consider changing the requirement that volunteers be covered under contractor’s general liability and automobile liability insurance policies?*

**WCCTA is considering waiving the requirement that the contractor cover this risk. In practice, there are few, if any, volunteers who participate in any activities of the WCCTA system.**

*122. Are any replacement vehicles during the full contract term anticipated to be electric vehicles?*

**WCCTA has no pending orders for Zero Emission replacement vehicles, but it is likely that WCCTA will introduce some electric vehicles into its fleet in the latter (option) years of the contract term**

*123. Please confirm the Contractor is responsible for paying for and providing all DVI and maintenance work order forms and part of our maintenance/operating costs.*

**Yes. This is correct. Please see Section II C 11 on page 47 for a discussion of alternative ways a proposer may satisfy this obligation.**

*124. Please provide the performance statistics for the past 12 months, by month, for accidents (preventable and non-preventable), on-time performance, total operational complaints.*

**DROPBOX: See folder titled “Monthly Management Report” in Dropbox folder for accident statistics. Accurate on time performance information is not available at this time as WCCTA is transitioning to a new system that will more comprehensively track on time performance. Current data is incomplete and inconsistent.**

*125. Please provide the actual performance for each performance standard listed by month for the past 12 months*

**WCCTA is newly-establishing this list of performance standards for the upcoming contract and we are asking the contractor to develop processes to monitor these standards going forward.**

*126. Request that Termination for Convenience provide a minimum 60 day notification. Would WestCAT consider a mutual termination clause?*

**A 60-day notification is reasonable, and WCCTA is amenable to including this in the final contract language. WCCTA is not open to including a mutual termination clause, however.**

*127. Request that opportunity to cure provide a minimum thirty day period to allow for actions to be measured*

Although WCCTA hopes to never find itself in the position of having to issue a deficiency notice, the agency is open to allowing a minimum 30-day period for a contractor to address and correct any identified performance issues.

*128. Noting that transit employees are covered by 49 USC 5333(b), are there any liability concerns that carry over to the new contractor like an underfunded pension liability?*

After researching this question, WCCTA is unaware of any carryover liability to an incoming contractor. WCCTA has reviewed an actuarial assessment of the Western Conference of Teamsters Pension Plan, dated March 13, 2020, indicating that the plan is adequately funded to meet its obligations to retirees covered through this plan. This fund is the defined contribution plan covering the bulk of the incumbent contractor's employees.

*129. IT: What systems, applications or on-bus technology does the Contractor need to provide computers or servers for other than our paratransit scheduling system?*

Contractor's responsibility for supplying hardware under the RFP's scope of work is limited to the workstation computers and hosting server or cloud interface necessary for operating the paratransit scheduling and dispatching program contractor proposes to implement under the contract. Decisions about provision of computers and network infrastructure needed for contractor's employees' basic work functions are assumed to be within the purview the contractor. Hardware for all other applications now in operation remains the responsibility of WCCTA, including hosting infrastructure, vehicle tablets and network infrastructure.

*130. IT: For the Agency provided telephone system, are there Service Level Agreements (SLA), Business Continuity Plans (BCP) or Disaster Recovery (DR) plans that Contractors need to follow? If so, please provide copies.*

**Not at this time. The communication systems are maintained by WCCTA.**

*131. IT: Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.*

**DROPBOX: See Word Document titled "Technology Items" in Dropbox folder.**

*132. What is the current starting wage for drivers and hourly staff positions?*

**DROPBOX: See pdf file titled "Collective Bargaining Agreement" in Dropbox folder.**

**DROPBOX: See pdf file titled "Wage and Benefit Information" in Dropbox folder.**

*133. What is the current pre-trip and post-trip time per driver?*

Current times allocated are 15 Minutes for pre-trip inspections and 5 minutes for post-trip inspections per driver.

134. *What is the current plan for driver reliefs?*

**See answer to question 35**

135. *Please provide copies of the last twelve months of invoices from the Contractor.*

**DROPBOX: See pdf file titled "Contractor Invoices" in Dropbox folder.**

136. *Please confirm if monthly invoices are paid within 30 days*

**Yes. Contractor invoices are paid within 30 Days of receipt.**

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

**Current fixed rate is \$283,167.03 per month and variable rate is \$38.76 per billing hour. On July 1, 2020, these rates will increase to \$286,646.71 and \$40.02 respectively. Please refer to the pdf file titled "Contractor Invoices" for more detailed information about amounts paid to contractor.**

138. *Would WestCAT consider including a force majeure provision that excuse Contractor from performance under this Agreement if Contractor was prevented from performing because of any act of God, civil disturbance, fire, riot, war, terrorism, picketing, strike, labor dispute, labor shortages, governmental action or any other condition or cause beyond Contractor's control?*

**WCCTA is open to incorporating a force majeure provision into the final contract after reaching mutual agreement with Contractor about the specific conditions that would trigger activation of this provision.**

139. *On the price page forms, Year 1 is listed as 9 months but has the same 108,000 revenue hours. Should this be 81,000 hours (9/12ths of 108,000)?*

**See Clarifications section at the beginning of this Addendum and the answer to question number 18.**

140. *On the price page forms, there is a single variable rate per year. With multiple types of services that have different operating efficiencies, would rate changes be negotiated if service adjustments increased/decreased platform hours from the original bid level? Some services may have more in-service driver relief time. Or are in-service driver relief times for shuttling to/from shift change location billable time as is deadhead?*

**WCCTA desires contractors to propose a standard variable rate that is applicable to all modes of service, and that allows WCCTA the greatest flexibility in adjusting service modes as conditions warrant. In actual practice, the gate to gate billing provision effectively insulates**

**contractors from financial consequences of any modal operating characteristics referenced in the question. As noted in a response to an earlier question, in-service driver relief occurs very rarely, and the corresponding financial exposure to the contractor is minimal.**

**For more detail about rate adjustments during the contract, please reference section I D 7, “Changes in Scope of Work” on page 21 of the RFP.**

*141. Please clarify what the date was for when the seniority list was created (there are 3 EE's hired mid-February 2020 and none since).*

**The current seniority was generated the week of May 18 and is up to date.**

*142. If service volumes are/remain lower than the 108,000 Revenue Hours being bid here, will the Contractor be negotiating rate revisions or will variable rates stand regardless of hours volume operated?*

**A corrected projection of the base service hours for this procurement is presented on page 1 of this Addendum. For more detail about factors triggering rate adjustments during the contract term, please reference section I D 7, “Changes in Scope of Work” on page 21 of the RFP.**