

**ADDENDUM NO. 1
TO
POMONA VALLEY TRANSPORTATION AUTHORITY
REQUEST FOR PROPOSALS
MANAGEMENT, OPERATIONS AND MAINTENANCE
SERVICES FOR PVTA TRANSPORTATION SERVICES**

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made part of the above entitled specifications from the Pomona Valley Transportation Services. Each Proposer shall acknowledge receipt of this addendum in their submitted proposal.

CHANGES TO RFP SPECIFICATIONS

1. RFP p.1, Notice of Request For Proposals, second paragraph is revised to read:

“Proposals will be received at the above address until 2:00 p.m. PST, Tuesday, December 17, 2019.” [changes underlined]

2. RFP, p.10, Submission of Proposals, first sentence, second paragraph is revised to read:

*“Proposals shall be submitted before **2:00 p.m. PST Tuesday, December 17, 2019...**” [changes underlined]*

3. RFP, p.11, Submission of Proposals, second paragraph is revised to read:

“Please note that proposals are limited to a total of seventy-five (75) single-sided, letter-sized sheets using a typeface no smaller than 11 point. The seventy-five (75) pages shall include all text pages, tables, figures and exhibits, but shall not include required proposal forms, financial statements, DBE documentation, divider and cover pages, appendices and attachments to the proposal. Proposers are warned against placing material information in appendices and/or attachments. “Material” in this respect means any information, the absence of which would render the Offeror’s proposal noncompliant.”

4. RFP, p.12, F. Tentative Schedule, fifth element is revised to read:

“December 17, 2019 2:00 p.m. Proposals due. There will be no public opening of proposals.” [changes underlined]

5. RFP, p.14, H. RFP Addenda, second paragraph is revised to read:

“Addenda will be mailed (or transmitted by email or fax if provided) to OFFERORS at the address provided by OFFERORS. All addenda shall be acknowledged on Exhibit C, Proposal Form Checklist. Failure to do so shall cause the proposal to be considered non-responsive. Such proposals will be rejected.”

6. RFP, p.31, COMPENSATION IN OPTION PERIODS, is revised to read:

“In the event that one or both of the two (2) two-year option periods are exercised by PVRTA, Contractor compensation for each year of the option will be negotiated between the parties, but, in no case, shall that compensation increase no more than the annual increase in the Consumer Price Index for the State of California (Los Angeles-Riverside-Orange County statistical area) for the most recently reported calendar year, and shall not decrease regardless of the CPI.” [changes underlined]

7. Scope of Work p. 33, Section 1, Definitions, is modified to add the following:

*“**Late Trip Cancellation** - Shall mean any trip cancellation that is received in the Call Center 120 minutes or less from the scheduled pick-up time.”*

8. Scope of Work p.35, Section 2.3.1, Vehicles, Subsection 4. is added to read:

“4. Authority or the City of Claremont will provide exempt registrations for all revenue service vehicles provided for the operation of PVRTA’s transportation program. Note that four of the minivans have been purchased with local funds. These vehicles can be made available, if desired, for use in the Supplemental Contractor’s private business, when not required for PVRTA services, at a cost of \$250.00 per vehicle, per month. In such case, commercial licensing of these vehicles will be the responsibility of the Supplemental Contractor. Four federally-funded minivans are provided at no cost but can only be operated in PVRTA services.”

9. Scope of Work p.35, Section 3.2.2, Radios, Third sentence is modified to read as follows:

“PVRTA will be responsible for "air time" charges for PVRTA-provided radios and any Contractor-provided replacement units.” (change is underlined)

10. Scope of Work p.36, Section 3.2.4, Phone Call Director, is retitled to read "Telephone System" and the following paragraph is added:

"The following telephone numbers are the property of PVTA and shall be made available to CONTRACTOR for operation of PVTA transit services during the term of this Agreement and any extensions thereof:

--(909)596-5964 Get About and One Step

--(909)770-8038 Ready Now

--(909)623-0183 Claremont Dial-a-Ride

--(909)622-4435 San Dimas Dial-a-Cab

At the termination of this contract, these phone numbers will shall be released by CONTRACTOR at the request of PVTA."

11. Scope of Work pp.40-41, Section 3.2.7, Vehicle Standards, first paragraph is revised to read as follows:

"The determination of the number of vehicles required for service is the responsibility of the Supplemental and Demand Response provider. The Supplemental and Demand Response services provider shall provide an equipment list of all authorized vehicles proposed for use within this program monthly, which shall include, year, make, model, mileage, vehicle identification number (VIN) and seating capacity. All vehicles, at a minimum, must comply with Federal Motor Vehicle Standards (FMVSS) to be eligible for operation under this agreement."

12. Scope of Work p.43 Section 3.3, Service Standards, second paragraph is revised to read as follows:

"At the option of PVTA, PVTA may assess payment deductions for substandard performance. Failure to enforce any deduction for any such substandard performance shall not serve to invalidate said criteria nor preclude future enforcement of that penalty. During the first 90 days of this agreement no penalties will be assessed by PVTA."

13. Scope of Work p.49 Section 3.6.6, Reservation and Dispatch Personnel, first paragraph is revised in-part to read as follows:

"CONTRACTOR shall provide trained personnel to answer telephone requests for service beginning one-half hour prior to the startup of service each day until the return of the last revenue vehicle to the CONTRACTOR's facility. For the Claremont Dial-a-Ride and San Dimas Dial-a-Cab, a reservations capability shall be provided 24-hours a day, 7-days a week. CONTRACTOR shall provide...."

[changes underlined]

14. Scope of Work p.54 Section 3.8, Telephone Reservation and Information System, is revised to read as follows:

“Except for the phone equipment available from PVTA described in Section 2.3.4, the CONTRACTOR shall provide telephone equipment and all telephone information and dispatch personnel necessary to effectively respond to incoming calls at a quality and level consistent with Get About patron demand, and in strict accordance with the operating days and hours set forth herein. CONTRACTOR shall make special efforts to respond to telephone service and information requests from patrons who have hearing disabilities or whose primary language is other than English. CONTRACTOR will provide the capability to receive and accommodate telephone calls from callers with limited English proficiency (predominantly Spanish speaking) during all hours when service reservations may be made. CONTRACTOR shall provide sufficient phone lines for the reservation function. CONTRACTOR shall bear all applicable tolls and charges associated with maintaining and operating the reservation phone lines and equipment. Upon termination of the contract, all phone numbers will be released to PVTA upon request.

The CONTRACTOR shall provide adequate office phone lines to facilitate communication between CONTRACTOR’s Project Manager and the PVTA.”

15. Exhibit B Draft Agreement, p.78, Section 8.1, Price Formula, Subsection 2. Fixed Hourly Rate - Dedicated Vehicle Services, second paragraph is revised to read as follows:

“For dedicated vehicle service, as defined in Exhibit A, Scope of Work, a Vehicle Revenue Hour shall be defined as any sixty-minute increment of time, or portion thereof, that a vehicle is available for passenger transport within the established hours of service. A vehicle is available for passenger transport from the time it arrives at its first pick-up address and ends when it has completed its last passenger drop-off. If the first scheduled pick-up is a no-show, the vehicle arrival time at that stop shall still be used for computation of vehicle service hours, however, this rule shall not apply to late trip cancellations.

Vehicle revenue hours shall exclude any meal breaks, service breaks, fueling time, mechanical breakdowns and time a vehicle is down due to an accident. Drive time to and from breaks and lunch breaks will be excluded.

The total number of Vehicle Revenue Hours for Get About service will amount to a maximum of 26,000 Vehicle Revenue Hours annually. Fixed Hourly Rate cost

elements are detailed in Exhibit B CONTRACTOR'S PROPOSAL attached hereto and made a part hereof by reference."

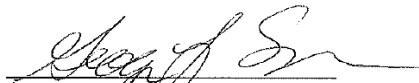
16. Exhibit B Draft Agreement, p.92, Section 11.3, Option Terms, Subsection 2, Price, is revised to read as follows:

"In the event that one or both of the two (2) two-year option periods are exercised by PVTA, Contractor compensation for each year of the option will be negotiated between the parties, but, in no case, shall that compensation increase no more than the annual increase in the Consumer Price Index for the State of California (Los Angeles-Riverside-Orange County statistical area) for the most recently reported calendar year, and shall not decrease regardless of the CPI."

17. Exhibit C, Proposal Form Checklist, third line on form revised to read:

"Offeror verifies that the following items are included in their proposal."

Except for the changes noted above, all other requirements and specifications in this Request For Proposals remain unchanged.


George L. Sparks, Administrator

Issued November 20, 2019

RESPONSE TO SUBMITTED QUESTIONS

Q1. The RFP states that alternate proposals are permitted. Please clarify any limitations on what may be included within an alternate proposal.

Response: See Section II.N. Alternatives, of the Request For Proposals, which states that "No such (alternative) proposal shall be considered unless it satisfies all requirements of this RFP."

Q2. As written, the vehicle requirements and the driver background, pre-employment testing and training requirements will preclude any participation by rideshare services such as Uber and Lyft, and they are onerous for many taxicab and non-emergency medical transportation providers. Would the PVTA consider permitting the contractor to utilize supplemental providers who meet applicable state and/or local requirements

established for their respective class of service, e.g. rideshare, taxicab or non-emergency medical provider?

Response: No. The driver and vehicle requirements included in this RFP have been utilized previously by PVTA and other transit agencies in competitive procurements for services such as these without objection.

Q3. Is it acceptable for the prime contractor to subcontract the call center related duties set forth within the RFP?

Response: Subcontracting the call center functions is not prohibited under this RFP, however, PVTA would expect call center functions and the staff assigned to those functions to be integrated into the overall management and operations of the Get About system and other PVTA services, so that such a subcontract arrangement is not apparent to riders, drivers and the public.

Q4. Is it permissible for the contractor to operate call center related functions from an offsite call center assuming that all call center related requirements are fully met?

Response: See response to Qx.4 above. Additionally, any proposal to utilize off-site call center operations should describe in detail how call center staff will be familiarized with the service area and how off-site call center staff will be integrated into the operating staff.

Q5. We are concerned about the requirement that wheelchair-accessible vehicle (WAV) surcharges be limited to \$3 per trip. This amount is well below the amounts charged by virtually all taxicab, non-emergency medical and rideshare transportation providers who offer WAV service. A \$3 limitation will negatively impact the ability of all proposers to recruit and retain a sufficient quantity of reliable WAV service providers, which may undermine service equity for customers who need WAV service.

Response: The \$3.00 per trip surcharge represents additional compensation to the contractor for these rides. It does not restrict contractors from supplementing the compensation to their providers to secure a sufficient number of WAV providers. Costs associated with provision of wheelchair accessible service should be built into the contractor's per trip rate. We estimate that approximately 19%-20% of Get About trips are provided to riders using a wheelchair or other mobility device.

Q6. Does the recent Paratransit proposal request include the reservations center (call center)? If so, may the center be quoted separately or is the proposal inclusive of all paratransit service elements?

Response: Yes, call center functions for the Get About system are included in the Scope of Work for the current RFP, however, PVTA is not entertaining proposals to provide only call center functions.

Q7. Can PVTA share its annual budget for dedicated services?

Response: The FY 2020 budget for dedicated service is \$2,322,000.00 - Based on 27,000 vehicle revenue hours.

Q8. Can PVTA share its annual budget for supplemental services?

Response: The FY 2020 budget

1. Get About supplemental service \$1,090,000.00 based on 49,000 rides broken down as follows by passenger trips
 - Get About Cab 22,500
 - One Step 6,000
 - Ready Now 20,000
2. Claremont Dar \$305,000 – Based on 22,000 passenger trips
3. San Dimas Dial-a-cab \$342,000 – Based on 24,000 passenger trips

Q9. Can PVTA provide more detailed demand information for supplemental services? For example, can PVTA provide information regarding trip volume at peak hours? Such information can assist contractors in determining the number of vehicles necessary to deliver supplemental services.

Response: We recognize the value of this information and are working on developing this data. We will post it to the website and notify all prospective bidders when available.

Q10. Is PVTA interested in responses that propose the deployment of a single, dedicated fleet for supplemental services? If so, would PVTA consider proposals where supplemental services are billed on a VRH, rather than per-trip basis? Such a model could offer PVTA higher quality service at a comparable cost to per-trip pricing.

Response: Offerors may propose alternative approaches to those outlined in the Scope of Work. See Section N. Alternatives, on page 16 of the RFP.

Q11. Is PVTA open to using non-employee drivers where legal and appropriate? These drivers, for example, could be 1099 contractors that drive a designated fleet of branded vehicles, held exclusively for use on behalf of PVTA. Using contractor drivers allows for more flexibility in the labor model and a consequent scale up and down of vehicles to match demand throughout the day. This operating efficiency generally reduces deadhead hours and vehicles required, reducing the cost to PVTA.

Response: The use of non-employee drivers is up to the Offeror. PVTA would expect all RFP requirements to be satisfied or exceeded and that the Authority would be held harmless regarding any implications of the driver status, including that relating to California Assembly Bill 5, Worker status, employees and independent contractors.

Q12. Is the PVTA interested in responses that propose an on-demand, app-based model? Under such a model, customers would request rides in real-time using a mobile application. Such a model would additionally support over the phone reservations.

Response: PVTA is open and interested in proposals that include an on-demand, app-based model and phone reservations.

Q13. Regarding the Claremont DAR service, since all riders must be registered, please explain the registration process.

Response: PVTA enters and manages passenger registrations with one single registration platform called Card One by Cab Connect that denotes rider eligibility for specific services. PVTA will provide access to Card One to the Contractor. Contractor will use the data from Card One to create and maintain an accurate rider database.

Q14. Allowed within San Dimas is travel to designated medical facilities. Can you provide a list of those approved medical facilities?

Response: Please refer to the brochure map with list of all approved destinations served by San Dimas Dial-a-Cab outside its regular service area these include a Gold Line station, colleges and designated medical facilities. Brochure PDF is located on our website.

https://www.pvtrans.org/wpcontent/uploads/2018/12/PVTA_SanDimas_Quadfold_Final_O.pdf

Q15. Due to the upcoming holiday schedule, would PVTA grant a one-week extension of the proposal due date?

Response: PVTA has considered this request, and has modified the Proposal Due date to Tuesday, December 17. See Change 1 above.

Q16. Will the DBE goal be equal to 2% of the total four-year term cost?

Response: The DBE goal is assessed over the full term of the contract, not for each year separately.

Q17. If the Claremont and Pomona Group Services can be integrated into the fleet operations of Get About, is it safe to assume that vehicle branding is not specific to either service?

Response: Certain vehicles within the Get About fleet have been purchased by the City of Claremont and, therefore, carry specific City identification and branding. It is expected that these vehicles will be utilized in the operation of City of Claremont services to the extent possible, however these vehicles may also be used in other Get About services to achieve service efficiency.

Q18. For the “One Step Over the Line” service, what is the rider eligibility process that the contractor should be prepared to manage?

Response: See response to Q.13 above.

Q19. Regarding Claremont DAR wait times, what is PVTA's expectation when “immediate response” is referenced?

Response: It is expected that the pick up will occur within 45 minutes of a request for an immediate request trip.

Q20. “Proposal submissions shall be in 3-ring binders and pages must be numbered sequentially.” Please confirm that Table of Contents and divider pages do not need sequential numbering.

Response: The Table of Contents and divider pages do not need to be paginated or numbered sequentially, although this is up to the Offeror.

Q21. “Please note that proposals are limited to a total of seventy-five (75) single-sided, letter-sized sheets using a typeface no smaller than 11 point. The seventy-five (75) pages shall include all text pages, tables, figures, exhibits, divider and cover pages, but shall not include required proposal forms, appendices and attachments to the proposal. Proposers are warned against placing material information in appendices and/or attachments.” Please specify what PVTA considers “material information.”

Response: “Material information” would be that which responds directly to the requirements of the RFP, without which an Offeror’s proposal would be non-compliant.

Q22. Is it PVTA's intention that the 32 vehicles provided will cover all the services associated with this contract?

Response: No. With the exception of two current accessible Braun minivans and six Braun vehicles on order, the vehicles provided by PVTA are believed to be sufficient for operation of the Dedicated Get About services. The accessible Braun minivans are provided by the Authority to ensure the accessibility of the Supplemental services. It is expected that additional vehicles will be provided by the Offeror and/or any Subcontractors for the operation of Supplemental services.

Note that four of the minivans have been purchased with local funds. These vehicles can be made available, if desired, for use in the Supplemental Contractor's private business, when not required for Get About services, at a cost of \$250.00 per month. In such case, commercial licensing of these vehicles will be the responsibility of the Supplemental Contractor. The four federally-funded minivans are provided at no cost but can only be operated in PVTA services.

Q23. There are two option periods for two years each in which pricing is based on CPI. Will PVTA please consider adding language that states that pricing shall not decrease from one year to the next?

Response: See Change 6 above.

Q24. The RFP language states that the exercise of the option to extend the contract is at PVTA's sole election. However, Section 11.3(2) states that the rates for the extension are dependent upon mutual agreement, but no more than the annual increase in the CPI. For better clarification, will PVTA consider revising to state that "any extension is by mutual written agreement of the parties?"

Response: Under Federal Procurement Regulations, exercise of options may only be at the sole election of the Authority.

Q25. Please clarify whether the Federal Clauses take priority over the contract language since some of the termination wording is not the same. First Transit would prefer the contract language which sets the amount of notice and requires a cure period.

Response: The Federal Contract Clause language takes precedence.

Q26. Would PVTA consider adding the following language if 13c becomes an issue?
"The pricing quoted herein is contingent upon the assumption that vendor shall

not be liable for any transit employee protection obligations including those associated with 49 U.S.C. 5311 or 49 U.S.C.A. 5333(b). If vendor shall be liable for any transit employee protection obligations, pricing shall be adjusted to cover such costs upon receipt of relevant information from the PVTA.“

Response: While PVTA has not previously encountered any issue relating to Section 13(c) in connection with Get About services, should such an issue arise, the Contractor could request to negotiate its rates of compensation. The Authority, however, cannot commit to any adjustment of such compensation.

Q27. Per the RFP, PVTA may wish to acquire Contractor’s scheduling/dispatch software at the termination of the contract. Please specify terms and conditions for such transfer.

Response: Those would be determined and negotiated between the parties.

Q28. Section 13.2 of contract allows PVTA to demand removal of Contractor employee. First Transit prefers the following language.

“Contractor shall be responsible for hiring and discharging personnel employed by Contractor to perform its obligations hereunder. However, PVTA shall have the right to request Contractor to remove from service to PVTA any employee who, in PVTA’s sole discretion, is deemed unsuitable for the performance of transportation services for PVTA; provided that PVTA shall make such request in writing, state the reasons therefore and include any supporting documentation, and provided further that such request does not violate applicable local, state or federal laws, rules or regulations. Unless prohibited by law, PVTA shall indemnify, defend, and hold Contractor harmless from and against all claims, expenses, or liabilities by or to a removed Contractor employee arising from the removal of that employee based on the PVTA’s request.”

Response: PVTA will not agree to this change.

Q29. Regarding Emergency Natural Disasters which require Contractor to provide emergency evacuation services, would PVTA allow the following suggested replacement language?

“Contractor will make reasonable efforts to cooperate with the emergency requirements. PVTA agrees to indemnify, hold harmless, and defend Contractor, its directors, officers, employees and agents from and against every claim or demand which may be made by any person, firm or corporation, or any other entity resulting from or arising in connection with Contractor providing emergency transportation services to PVTA. PVTA also agrees to provide insurance for evacuation service at the levels otherwise applicable to this contract.”

Response: No.

Q30. In the event of a driver shortage, would PVTA consider adding the following language?

“Contractor shall be permitted to pass through the cost of incremental labor and travel and expense costs. A driver shortage shall mean less than 90% of the drivers needed meet the PVTA’s service requirements.”

Response: No. Provision of sufficient drivers and other staff for management and operation of the Get About services is the responsibility of the Contractor, including any and all costs of doing so.

Q31. Would PVTA consider the following language with regards to Notice and Cure Period?

“PVTA must notify Contractor in writing within forty-eight (48) hours of an incident its intent to assess liquidated damages. Contractor shall have thirty (30) days following such notice to cure the incident prior to the assessment of liquidated damages. PVTA must bill Contractor for such liquidated damage within sixty (60) days of the incident if the violation has not been remedied. Failure to either timely notify or bill Contractor shall relieve Contractor of its obligation to pay liquidated damages for the particular incident.”

Response: The Federal Contract Clause language takes precedence.

Q32. What dispatching/vehicle hardware and software are being used by the current Demand Response service provider?

Response: The current Demand Response contractor is using IT Curves.

Q33. 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.

Response: The current rates of reimbursement are shown in the “3-months-of-First-Transit-Invoices” which may be found on the PVTA website under “Pomona Valley Transportation Authority Request for Proposal Transportation Services.” During the 2018/2019 contract year, the Dedicated Service Contractor was paid a total of \$1,998,249. Note that the division of service responsibilities was different under this prior contract.

The current Dedicated Vehicle (First Transit) and Demand Response (Network Paratransit) agreements are available on the PVTA website.

Q34. Please confirm the volume of hours and/or trips on which proposers should base their proposals. Please describe plans for any changes to the volume of hours in the next 12 months.

Response: The hours and trips on which cost proposal are to be based are clearly stated in Section V. Cost Proposal of the RFP. As stated on p.8 of the RFP under "Pending Issues," PVTA plans to pilot several potential new services during the term of this contract, however, the added services would fall under the definition of "Minor Change" defined in Section 7.2 of the Draft Agreement.

Q35. Please clarify how the prices will be evaluated; will the full contract term be considered or only the Year 1 price?

Response: Under Federal Procurement Regulations, the analysis of proposed costs will consider the full potential term of this contract, including option periods.

Q36. Please provide the revenue service hour definition for each of the services listed in the RFP.

Response: See Section 1, Definitions, of the Scope of Work.

Q37. Please provide/confirm the current revenue miles and hours, current deadhead miles and hours, and current total miles and hours for these services.

Response: Monthly Operating Data by service for FY 2018 and FY2019 has been uploaded to the PVTA website.

Q38. Please provide the current call volume broken down by weekday, Saturday, and Sunday to include hourly levels if possible.

Response: The call log for the month of July 2019 which shows call volumes daily by time of day has been posted to the PVTA website.

Q39. Please provide detailed information for each Fixed Route to help with blocking and scheduling. Please include deadhead hours and miles, number of buses currently used on each route, pull-out and return-to-yard times, etc.

Response: PVTA does not operate fixed route.

Q40. For fixed route service, please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather, incidents, etc.).

Response: Hourly compensation will be based on Vehicle Revenue Hours as defined in the RFP, not "scheduled hours" as in a traditional fixed route system.

Q41. For demand response services, please clarify if revenue hours begin at the first pick-up, even if that pick up is a no show.

Response: See the definition of “Vehicle Revenue Hour” in Section 1, Definitions, of the Scope of Work.

Q42. Since the Contractor is responsible for providing fuel, and given historical volatility of fuel costs, will the Agency include a fuel escalator clause in the contract?

Response: See Section 8.4, Fuel Price Formula, in the Draft Agreement.

Q43. Please provide the last 12 months’ history for major component replacement and repair for the Agency provided fleet.

Response: There have been no major components -- engine, transmission or differential -- during the last 12 months.

Q44. Are there any remaining warranties for the fleet or provided equipment?

Response: The remaining warranties are shown below:

1. Creative Bus Sales 1 year 12k miles bumper to bumper warranty.
Vehicles #843-#848
2. Ford Motor Co. 3 year 36k miles bumper to bumper warranty
Vehicles #150-#155, #843-#848
3. Ford Motor Co. 7 year 70k miles powertrain warranty
Vehicles #148-#155, #837-#848

Q45. Are the current Demand Response Service’s drivers/employees part of a labor union? If yes, please provide a copy of the current labor agreement and the contact name and number for the union representative.

Response: The current Dedicated Vehicle Contractor’s employees are covered by a Collective Bargaining Agreement, which is provided on the PVTA website. The representative for ATU Local 1756 is Yvette J. Trujillo International Vice President Amalgamated Transit Union (202) 294-1908. The current supplemental and demand response contractor’s employees are not currently covered by a Collective Bargaining Agreement.

Q46. Who handles passenger certifications? Please describe any responsibilities the contractor has for this process.

Response: Please see response to Q.13 above.

Q47. At various times, state, federal, and local governments change laws, rules, and regulations, which require a company to increase the wages or benefits for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation? For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules, or regulations.

Response: If government requirements impact Contractor costs, the Contractor may request to negotiate the rates of compensation under this contract, however, the Authority cannot commit to making any adjustment.

Q48. Call Recordings – Are Contractors required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process.

Response: As a public transit service, our understanding is that HIPAA does not apply.

Q49. 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.

Response: No.

Q50. Please provide a listing of any liquidated damages charged or incentives earned over the past 12 months for the Demand Response Service.

Response: PVRTA charged the following liquidated damages for the Demand Response service in FY 2019. Except for a \$1,500 assessment for late reporting in one month all other charges were related to on-time performance. The assessment for failing to meet the on-time standard in a service in any month is \$1,000.00. The on-time charges in FY 2019 are listed by service.

Get About Supplement	\$5,000
Get About Ready Now	\$3,000
Get About One Step	\$4,000
Claremont DAR	\$5,000
San Dimas DAC	\$5,000

Q51. Are the charges in the Liquidated Damages for this new RFP that are changed from what is currently in place with the current contract?

Response:

1. The standards for deductions for service productivity Section 8.3.1 in Exhibit B have been reduced from the levels required in the current agreement.
2. A requirement for a minimum number of Vehicle Revenue Hours for the Get About dedicated vehicle service was eliminated.
3. A limitation on the number of Get About rides assigned to the Demand Response provider was eliminated.
4. Liquidated Damages for deficient vehicle condition was eliminated.
5. The phone hold time standard was changed from an average of 180 seconds to 120 seconds.
6. Liquidated damages for not maintaining a minimum number of GPPV drivers was eliminated.

Q52. Would the agency consider postponing Liquidated Damages during the first 90 days of the new contract period for a new contractor since both groups of services will now be under one umbrella?

Response: See Change 12 above.

Q53. Please provide the actual performance for the Demand Response Services for each performance standard listed by month for the past 12 months.

Response: See attachments of PVTA Monthly Operating Data FY19 & FY18

Q54. Please provide copies for the Demand Response Services of the last three months (or 12 months) of management reports from the Contractor.

Response: Copies of the last three months' invoices for both the Dedicated Contractor and Supplemental Contractor are provided on the PVTA website. The PVTA-created Operations Reports for the past 3 months are also included on the website.

Q55. Would the agency consider setting the LDs to be calculated based on actual performance data over the last 12 months from the incumbent provider? With an appropriate measure of actual performance for a long-term provider that has been achieved throughout the existing contract term this can provide a reasonable level of performance expectations.

For example, if the on-time performance over the last 12 months has been 84%, then the minimum standard is set at 84% with no penalty, incentives for every 1% increase in on-time performance and penalties should be assessed for any on-time performance below 84%.

What this does is sets the standard of performance that is currently being achieved, setting a better performance path into the future and ultimately will support the overall mission of PVTA agency in ensuring the highest level of customer service to the PVTA community. This measurement will allow for vendors to reduce their budgetary allocations for anticipated LD assessments and ultimately places additional dollars into delivering the high level of quality service that PVTA agency desires?

Response: No. The standards included in the RFP are based on historical performance data and are believed to be achievable and are below levels in prior years. On-time performance in FY 2020 is above 90% for all PVTA services except Get About supplement (88%) and Claremont Group (88%). On-time performance for PVTA services in FY 2018 and FY 2017 was above 90%. An on-time performance of 84% is completely unacceptable.

Q56. Do the projected revenue hours found in the RFP exclude the trips that the dedicated provider has historically sent to the taxi provider?

Response: Yes.

Q57. Please provide projected revenue and deadhead miles for dedicated vehicles between Get About, Claremont Group and Pomona Group services.

Response: Actual performance data for FY 2019 and FY 2018 is attached. We project Get About revenue and deadhead miles to be at FY 2019 levels for Get About, an approximately 25% higher than FY 2019 for Claremont Group. We project 13,000 total miles and 7,000 revenue miles for Pomona Group.

Q58. Please provide the number of dedicated vehicles that have been historically operated between Get About, Claremont Group and Pomona Group services.

Response: The peak number of vehicles used in each of these services has been as follows:

Peak number of vehicles per day is 19, this includes all services. The vehicles move between services to meet peak demands for each service.

Peak number for GA service - 16

Claremont – 4

Pomona - 2

Q59. What is the PVTA's schedule for replacing cutaways? Will any be replaced during the contract and, if so, when?

Response: See the revised Attachment 4, Fleet Schedule and Equipment List, posted on the PVTA website, which now contains projected replacement dates. It has been the policy and practice of PVTA to replace vehicles on a regular schedule. We target the replacement of vehicles at approximately 150,000 lifetime miles. We are currently assessing our dedicated vehicle fleet requirements and are considering reducing the cutaway fleet from twenty-six to twenty-three. Based on this criteria we are planning to replace at least three of the 2013 Starcraft in FY 2022. The 2013s not replaced at that time will be retired. We are also evaluating downsizing at least a portion of the dedicated fleet from eighteen passengers to smaller vehicles of nine to twelve passenger capacity. We are increasing the number of PVTA-supplied minivans from six to eight in FY 2020. Once we complete these purchases, no PVTA minivan will be more than three years old.

Q60. Does the PVTA anticipate that any vehicles provided by the Agency will be operated by the contractor beyond their useful life? If so, who will be responsible for the cost of major component replacement during that time?

Response: The Authority attempts to replace vehicles soon after a vehicle reaches its useful life. If a vehicle operates significantly over its useful life, the Authority will negotiate with the Contractor regarding major component replacement.

Q61. What specific expectations exist for the contractor to maintain, charge, or otherwise operate ZEB vehicles? If the contractor will maintain vehicles, or provide facilities, will pricing be negotiated for that upon implementation?

Response: It is not presently anticipated that the Authority will receive any Zero Emission Buses during the term of this contract, including all option terms. If this situation were to change, this would be a Material Change to the contract and would necessitate negotiations between the parties.

Q62. Please provide a full employee or job classification list to include actual wage rates and benefits.

Response: The employee, wage and benefit information required by California Labor Code 1072.(c)(1) appears as Attachment 3 to the Request for Proposals.

Q63. The RFP indicates that union agreement and cost forms can be found on the Agency's website. However, we are unable to locate said documents on the website. Please provide them.

Response: Both these documents are on the PVTA website at <https://www.pvtrans.org/pomona-valley-transportation-authority-request-for-proposal-transportation-services/>

Q64. The PDF forms found in the RFP do not include the pricing details needed for the agreement (i.e., rates per trip, flag drop, fixed rate, etc.). Are there additional forms needed with our submission to show these pricing details?

Response: This required cost detail is included in the Excel Cost Proposal Form which is available on the PVTA website. For convenience, this Excel document is also attached to this Addendum.

Q65. We understand the incumbent is actively negotiating terms that would commence beyond the term of the current contract. Will the PVTA consider extending the proposal deadline to provide bidders with an opportunity to accurately account for any increased wages and other costs that will likely result from these negotiations? If the proposal deadline cannot be extended, will the PVTA renegotiate pricing with a successful bidder in order to capture any additional costs that result from these negotiations?

Response: The Authority recognizes the difficulty this places all Offerors in but has little control over the situation. Should a new CBA include significant changes to current wages and benefits, these would be addressed during negotiations.

Q66. We anticipate legislative action in late January that may result in the taxi industry being exempted from the application of AB 5. Given the uncertainty of this and other economic terms under the labor agreement, would the Agency consider extending the proposal deadline so that proposers can price services accurately?

Response: No, as there is no guarantee that this issue will be resolved any time soon. Offerors must submit their proposals based on their interpretation of the present requirements.

Q67. Please clarify which key positions are required for this project and which must be fully dedicated.

Response: Scope of Work Section 3.6.4, Project Manager, states that the "Project Manager shall be assigned to the project on a forty-hour per week basis

unless an alternate allocation of the Project Manager's time is specifically approved by PVTA as part of the proposal and contract negotiations."

The RFP also requires that the following positions be proposed: Operations Manager (Scope of Work Sec. 3.6.5), Lead Dispatcher (Sec.3.6.6), and Maintenance Manager (Sec. 4.2.1). Proposals should indicate if any of these positions are not full-time to the PVTA contract.

Q68. Please provide a copy of the current dedicated provider's monthly reporting package and invoices for the past 3 months.

Response: Three month's invoices and reporting for both the current Dedicated Van Contractor and the Supplemental Service Contractor are posted to the PVTA website.

Q69. The RFP calls for at least 10 GPPV certified drivers. How many of the cutaways must be GPPV certified?

Response: All cutaways are expected to be GPPV certified.

Q70. Is PVTA interested in proposals that recommend a partnership model through which the Authority and Contractor engage in close, ongoing collaboration -- which may include changes to service design or consolidation of services -- to explore innovative approaches in order to achieve efficiency and quality of service improvements?

Response: The Authority is open to new and innovative approaches and welcomes such ideas in their proposals. Note, however, that all proposals must satisfy all requirements of the RFP.

Q71. Is PVTA open to reworking its service models such that customers of Get About Services, Claremont Services, and San Dimas Dial-a-Cab Services book rides through a single, integrated platform? Under such a model, PVTA would have the flexibility to establish unique fare structures and travel restrictions per rider type and per zone.

Response: The Authority is open to new and innovative approaches and welcomes such ideas in their proposals. Note, however, that all proposals must satisfy all requirements of the RFP.

Q72. Is the Authority interested in proposals that recommend a shared-ride model for each of its services? From our review of the RFP, we have understood the San Dimas and Claremont DAR services to operate on a shared-ride model, but would PVTA be open to operating each of its service in a similar manner?

Response: All Get About services are to be operated as shared-ride.

Q73. Can PVTA provide a map defining zones for each service, and identifying permitted pickup and dropoff locations (for example, medical facilities) beyond service boundaries?

Response: See service brochures

https://www.pvtrans.org/wp-content/uploads/2018/12/PVTA_GetAbout_Quadfold_Final_O.pdf

https://www.pvtrans.org/wp-content/uploads/2018/12/PVTA_Claremont_Quadfold_Final_O.pdf

https://www.pvtrans.org/wp-content/uploads/2018/12/PVTA_SanDimas_Quadfold_Final_O.pdf

Q74. Does PVTA require a flat trip rate structure for supplemental services, or will the Authority accept proposals for a dynamic fare structure (for example, mileage- and/or time-based pricing)?

Response: PVTA must be able to compare proposed rates and costs, so must require the same payment structures from all Offerors.

Q75. Page 4, B. Goals for the Procurement: It is noted that productivity and on-time performance have not been up to standard currently and have fallen off from previous years. Can PVTA provide insight into challenges impacting these metrics?

Response: The Dedicated Service Contractor encountered several management issues including a new Collective Bargaining Agreement that produced some disruption for a period of time. Changes in the makeup of the ridership in terms of smaller groups also had an impact. PVTA has modified the productivity standard in light of these changes. Thanks to corrective actions by the Contractor, so far in FY 2020 the service is performing at or near these standards. The Demand Response service has struggled with on-time performance primarily due to a shortage of available cab drivers.

Q76. Page 4, B. Goals for the Procurement: What is the current on-time performance for each of the service types provided? What is the average on-time performance per year for each of the three past years?

Response: See the operating performance data in the document “3-Years-Operating-Data-Summary” on the PVTA website.

Q77. Page 4, B. Goals for the Procurement: What is the current level of productivity for each of the service types provided? What is the average productivity per year for each of the three past years?

Response: See the operating performance data in the document “3-Years-Operating-Data-Summary” on the PVTA website.

Q78. Page 9, B. Race-Conscious Disadvantaged Business Enterprises: This section says that Form 6 - Good Faith Efforts is not required if the Proposer meets the project specific goal (2%), however, the language on Form 6 says that Proposers should submit the form even if Proposer has not met the goal. Please confirm DBE Form 6 - Good Faith Efforts is not required if the 2% project specific goal is met, as stated on page 9, Section B.

Response: If the 2% goal has been satisfied, Form 6 is not required, but submission is recommended.

Q79. Page 10, D. Submission of Proposals: Please confirm bidders may include specific requested items (i.e. financial statements, resumes, implementation schedule, insurance documents, etc.) as appendices/attachments and that will not be counted toward the 75 page count. If this is not allowed, please consider increasing the page limitation as these documents will take up a significant portion bidders response space.

Response: Financial statements will not be counted against the 75-page limit.

Q80. Page 10, D. Submission of Proposals: Would PVTA consider allowing proposers to sequentially number pages for appendices/attachments separately from the narrative portion of the response (i.e. A-1, A-2, A-3; B-1, B-2, B-3, etc.)? This would help proposers leverage printing capacity by preparing supplemental documents prior to finalizing the narrative response.

Response: Appendices and attachments may be numbered separately from the narrative proposal as suggested.

Q81. Page 10, D. Submission of Proposals: Are bidders required to include page numbers on the signed forms?

Response: No.

Q82. Page 12, F. Tentative Schedule: With the upcoming holiday, and to ensure bidders have sufficient time to identify and appropriately evaluate key staff, DBE and other potential subcontractors, and a facility, would PVTA consider extending the due date by 2 weeks?

Response: See Change 1 above.

Q83. Pages 18-23, III. Proposal Requirements: Please confirm bidders are to follow this outline (A-L) for narrative responses rather than the order provided on Exhibit C, Proposal Form Checklist, as Exhibit C is ordered differently.

Response: See Change 17 above. The order of items listed on the Checklist does not indicate their order in Offeror's proposals.

Q84. Page 18, C. Proposed Personnel and Management Plan: Please provide total staff numbers provided by the current provider by job category, or an organizational chart outlining these positions. For any shared or non-dedicated positions, please indicate the percentage dedicated to the current contract.

Response: This information is proprietary to the current Contractor and not available to PVTA.

Q85. Page 19, C. Proposed Personnel and Management Plan: Pursuant to Labor Code 1072, the incumbent provider must provide all bidders with information regarding the current wages and benefits for all employees involved in current contract. Please provide the exact wages of each employee rather than an average. This ensures we retain the qualified staff and are not put in a position of offering an employee less per hour than they currently make. Please provide a current staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Driver1, Dispatcher1, Dispatcher2, etc.). For mechanics, please indicate the number of ASE certifications each has obtained. For drivers, please indicate the number of drivers that are GPPV certified.

Response: The employee, wage and benefit information required by California Labor Code 1072.(c)(1) appears as Attachment 3 to the Request for Proposals. According to the subsequent language in the cited section, the detailed information you request must only be provided to the successor contractor.

Q86. Page 20, C. Proposed Personnel and Management Plan: Pursuant to Labor Code 1072, the incumbent provider must provide all bidders with information regarding the current wages and benefits for all employees involved in current contract. Please provide information regarding the current rates/benefits for employees. Please include specific information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by employer.

Response: The employee, wage and benefit information required by California Labor Code 1072.(c)(1) appears as Attachment 3 to the Request for Proposals

Q87. Page 20, Attachment 3: One of the biggest challenges in the industry is driver retention and recruitment. In an effort to minimize turnover and maximize the passenger experience, would PVTA be open to including a minimum wage that all bidders must comply with? Based on prior research, the living wage in the local area is \$16.41.

Response: The Collective Bargaining Agreement serves this purpose.

Q88. Page 21, Attachment 4: Radios - please confirm the purchase date on the majority of the radios is October 2006. If that is not correct, please clarify the formatting of the purchase date.

Response: These dates are correct.

Q89. Page 23, Attachment 5: Attachment 5 lists “desired” attributes. Can PVTA clarify if these features are all required at the start of the contract, or if PVTA would be open to reviewing alternate feature sets, or for a phased in roll-out for some of the capabilities?

Response: Attachment 5 describes the Authority’s desired software attributes, but these are not required. Offerors should describe how their proposed software compares to this attachment.

Q90. Page 29, V. Cost Proposal: How would PVTA like to receive start-up costs? In an effort to get an “apples to apples” comparison with all bidders, we would recommend having those costs separate, as the incumbent would not have any start-up costs.

Response: We agree. On the Cost Proposal form for Fixed Rate Cost Elements, “Start-up Costs” is a specific cost element listed. See the Excel version of the Cost Proposal forms attached to this Addendum.

Q91. Page 35, 2.3.1 Vehicles: Will there be an opportunity for proposers to inspect the current fleet of PVTA Vehicles?

Response: Scope of Work Section 2.3.1.3 states “PVTA will arrange a time for prospective proposers to conduct routine inspections of a representative sample of the vehicles listed in Attachment 4.” In anticipation that prospective Offeror’s will want to inspect typical vehicles from the PVTA fleet, we have arranged for a sample selection of the fleet to be available on Tuesday, December 3, from 1 to 4 p.m. at the City of Claremont Corporate Yard 1616 Monte Vista Claremont CA 91711. Contact PVTA (909) 596-7664 with any questions about this inspection..

Q92. Page 35, 2.3.2 Radios: If radios need to be replaced by the contractor, is the contractor then responsible for the "air time" charges or would PVTA be responsible for that?

Response:. See Change 9 above.

Q93. Page 40, 3.2.3 Collection of Fares: Are fareboxes included in the PVTA-provided fleet? If so, which type?

Response: PVTA-provided vehicles do not have fareboxes.

Q94. Page 41, 3.2.7 Vehicle Standards: Please clarify the PVTA's planned replacement schedule for the provided fleet. What are the life mile goals for each vehicle type?

Response: See response to Q. 59 above.

Q95. Page 45, 3.5 PVTA Incentive Program Dedicated Vehicle Services: If a contractor has an incentive program in place for staff, would PVTA like bidders to not include those costs due to the current incentive package that is being contemplated by PVTA?

Response: The Authority expects that contractors will have their own incentive programs. The Authority's incentive program is intended to over and above Contractor efforts.

Q96. Page 54, 3.8 Telephone Reservation and Information System: Please provide average call volume, by day of the week if possible, to include the call volume, call hold time, call handle time, etc.

Response: See response to Q.38 above.

Q97. Page 64, 4.11 Receipt and Return of Vehicles: Will a third party inspector complete turnover inspections of the fleet from the old contractor to the new contractor?

Response: PVTA has the option of using a third party inspector, but has found this to not always be necessary.

Q98. Page 66, 4.15 Vehicle Maintenance Record Keeping: Please provide a history of major repairs that have occurred by vehicle during the current contract term (such as transmission and engine replacement).

Response: We recognize the value of this information and are working on developing this data. We will post it to the website and notify all prospective bidders when available.

Q99. Page 93, 12.1 Basis of Termination: Will PVTA entertain the inclusion of a termination for convenience clause whereby the contractor may terminate the agreement for any reason upon 90 days written notice?

Response: Federal Procurement Regulations do not allow such a provision.

Q100. Page 103, 14.14 Compliance with Laws, Rules, Regulations: How many vehicles within the PVTA fleet are currently certified GPPV?

Response: The 26 cutaway vehicles in the dedicated vehicle fleet are all currently GPPV certified and are expected to be under the new contract.

Q101. Exhibit C, Proposal Form Checklist: In addition to acknowledging addenda on this form, please confirm bidders should also attach copies of the full addenda as stated on page 14, Section H. RFP Addenda.

Response: See Change 5 above.

Q102. Exhibit C, Proposal Form Checklist: Please confirm item #7 (financial statements) is to be included as part of item #2 (Experience, References, and Financial Viability), per the Proposal Requirements on page 18, Section B.

Response: See Change _ above. The order of items on the Checklist is not intended to dictate their order in Offeror's proposals.

Q103. Exhibit C, Proposal Form Checklist: The top of this form states that the listed items are to be attached to the form however, "Exhibit C Proposal Form Checklist" is also listed as item #16. Please clarify whether Exhibit C is to be included at the very beginning of the proposal response, or if it is to be included following the order provided on the checklist.

Response: See Change 17 above..

Q104. General: What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings per year for each of the past three years?

Response: Complaints by service is included in the Monthly Operating Data for FY 2018 and FY2019 which has been uploaded to the PVTA website.

Q105. General: Is the current contract being placed out to bid early without exercising option years?

Response: Yes. The contract is being rebid at this time in order to change the operating model being used in the PVTA service program.

Q106. General: What is the general level of satisfaction with both the current transit and taxi-cab operator of the services?

Response: See PVTA's Goals for the Procurement on p.4 of the RFP.

Q107. General: What is the current level of customer satisfaction for both service types?

Response: Based on complaints/comments received, there are concerns regarding on-time performance and wait times for demand response.

Q108. General: Are the directly operated vehicles and taxi-cabs used amongst all service modes identified in the RFP or are they separated out to solely individual service modes? If so, please clarify which modes are solely operated by directly operated vehicles and also taxi-cabs.

Response: See Scope of Work sections 3.1.1 and 3.1.2 which describe the services provided by the Dedicated and Supplemental services.

Q109. General: Does the proposer have to utilize taxis or can alternative subcontracted providers be used?

Response: There is no requirement that taxicabs be used to provide the supplemental and demand responsive services.

Q110. General: Please confirm whether the proposer can utilize TNCs such as Uber and Lyft to supplement these services.

Response: TNCs may be proposed so long as the Offeror can demonstrate and guarantee that all requirements of the RFP and Scope of Work will be met.

Q111. General: What are the three biggest challenges that PVTA faces in regards to the services being procured?

Response: See PVTA's Goals for the Procurement on p.4 of the RFP.

Q112. General: Please clarify who certifies passengers for the paratransit services? If this is a contractor responsibility, what are the responsibilities involved with this task?

Response: See the response to Q.13 above.

Q113. General: Would PVTA consider waiving all liquidated damages for the first three months of operation in the event a new contractor is selected?

Response: See the response to Q.52 above.

Q114. General: Please provide the number of vehicles used at peak time. If this information is available by day of week, please provide it in that format.

Response: Our peak deployment for the dedicated service is 19 vehicles on weekdays and 4 vehicles on Saturday and Sunday.

Q115. General: Please provide the amount of liquidated damages that were charged to the current contractor for each month over the past year, specified by category or type.

Response: See response to Q.50 above.

Q116. General: If vehicles are not replaced according to the estimated replacement plan, would PVTA work with the contractor on additional maintenance costs?

Response: PVTA does not plan to operate vehicles significantly beyond the parameters set forth in the replacement schedule. In the event that vehicle life is extended significantly beyond our current plans PVTA willing to consider working with the contractor in the event of additional maintenance cost.

Q117. General: In order for all bidders to accurately gauge the cost of insurance and maintenance, please provide data regarding the last year's:

- a. Revenue miles and revenue hours
- b. Total miles and total hours
- c. Current deadhead miles and deadhead hours

Response: Monthly Operating Data by Service for FY18 and FY19 has been uploaded to the PVTA website.

Q118. General: Please clarify the following information for each vehicle in the provided fleet:

- a. Make/Model
- b. Engine Type
- c. Fuel Type
- d. Current Odometer Reading
- e. Seating Capacity

f. Average Miles per Year

Response: Please refer to the revised Attachment 4 which is posted on the PVTA website. The make/model for all units are provided. The cutaways are all Ford 6.8L V10 engines. All vehicles are gas fueled. The current and planned minivans are all Dodge Braun. Seating capacity is shown for each vehicle. Attachment 4 indicates the purchase date, which is the date the vehicle was placed into service. The odometer readings as of September are shown as well. All cutaways except the two 2016 Champion Low Floor vehicles are Starcraft Allstars.

Q119. General: If non-revenue vehicles such as relief, supervisor, or shop vehicles are currently being provided by the contractor, what is the number and type of these vehicles? Does PVTA have requirements for the specifications of non-revenue vehicles?

Response: PVTA does not provide non-revenue vehicles and does not have requirements for such vehicles. It is expected that the Contractor will determine their non-revenue vehicle requirements. The current dedicated vehicle provider makes use of one shop truck and one sedan.

Q120. General: Will PVTA make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?

Response: Yes, The Authority will provide up to 3 cutaway vehicles to a new Contractor for training purposes. This will be effected by an early transfer of these vehicles with the incoming Contractor assuming all responsibilities and costs associated with these vehicles..

Q121. General: Please provide all bidders with the history of major component replacement and repair for the provided fleet over the past 12 months.

Response: See response to Q.43 above.

Q122. General: Does PVTA have any remaining or extended warranties that apply to the provided fleet?

Response: See response to Q.44 above.

Q123. Can the proposal deadline be extended by three weeks to Wednesday, January 8, 202? This would bypass the November and December holidays, allowing participants

the time needed to deliver a thorough proposal. With this adjustment, there would still be ample transition time (four months) following award of the contract.

Response: See Change 1 above.

Q124. Does PVTA provide MediCal-subsidized trips for non-emergency medical trips?

Response: No, PVTA is not a qualified MediCal service provider.

Q125. Does PVTA provide ride subsidized by managed care organizations?

Response: No.

Q126. Please supply a chart showing by each service the average# of Ride Requests (pickup times) by hour for Weekdays, Saturdays and Sundays.

Response: This data is not available to the Authority and cannot be generated at this time.

Q127. Please provide in Excel, one recent month of detailed trip information such as, pick up time, origin, destination, rider equipment (wheelchair, walker, oxygen, etc.) so we can perform a productivity analysis.

Response: This data is not available to the Authority and cannot be generated at this time.

Q128. What are the current call center office hours?

Response: The Get About, One Step Over the Line and Ready Now call center hours are as follows:

Monday through Friday from 5:30AM-730PM

Saturday 8AM-5PM

Sunday 7AM – 5PM

Claremont Dial-a-Ride and San Dimas Dial-a-Cab reservations line operate 24 hours per day, seven days a week.

Q129. Who answers the 24/7 San Dimas Dial-a-Ride 800# calls?

Response: The calls for both the San Dimas Dial-a-Cab and Claremont Dial-a-Ride are presently answered by the Supplemental Service Contractor.

Q130. Please supply a chart showing average call center volumes by hour for weekdays, Saturdays and Sundays.

Response: See response to Q38 above.

Q131. Due to the contraction of the taxi industry the past several years, would PVTA consider modifying their requirements to allow TNCs?

Response: See response to Q.110 above.

Q132. Besides Uber and Lyft, several on-line platforms offer app-based rides for medical trips. Some use paid drivers while others use volunteers (or both). Some rely on personal vehicles as well as agency-provided dedicated vehicles. Is PVTA's intent that all non-dedicated ride providers use paid personnel who comply with FTA drug and alcohol testing and vehicles that display PVTA-approved signage?

Response: Yes.

Q133. Is the current fleet entirely comprised of gasoline-powered vehicles? Does PVTA intend to procure electric vehicles, CNG or another fuel source during the term of the contract including extensions? Should this be a consideration in the selection of a facility?

Response: The existing PVTA revenue vehicles are all gasoline powered. It is not presently anticipated that the Authority will receive any Zero Emission Buses during the term of this contract, including all option terms. If this situation were to change, this would be a Material Change to the contract and would necessitate negotiations between the parties.

Q134. What is the current contractor's annual turnover rate among drivers and call center staff?

Response: This is proprietary information of the incumbent Contractor and not available to the Authority.

Q135. Which computer-aided maintenance information system does the current vendor use?

a. Can the maintenance history database for each vehicle be transferred electronically to the new contractor?

Response: Dedicated vehicle contractor has an electronic database. The maintenance records for the 26 cutaways are maintained in PVTA's TransTrack database as well.

Q136. Will the phone numbers published in PVTA brochures for these services convey to the new Contractor? Please indicate which will convey and which will not.

Response: See Change 10 above.

Q137. Please describe the call center software and server in more detail.

- a. Does this system offer interactive voice response (IVR) features after call center hours?
- b. Does this system use VOIP protocol?
- c. Is this system just a call distribution system?
- d. When was the software last updated?
- e. Has the call system software experienced functional failures in the past two years?

Response: This response refers the Altigen Max 1000 R Server owned by PVTA and used by the dedicated vehicle contractor.

- a. The system does not offer IVR.
- b. The system uses VOIP
- c. It is a call distribution system
- d. Unknown
- e. The system has not experienced any functional failures in the last two years.

Q138. PVTA Attachment 5 – Please supply a data dictionary for the Card One client file.

Response: A data dictionary is not available.

Q139. What is the purpose of the scheduling software requirement shown on Page 30.f.ii: “The driver must be able to view future scheduled trips for the specified client displaying date, scheduled time and pick up location.”

Response: This data would allow the driver to remind the passenger of upcoming trips. [Remember, this Attachment 5 describes “Desired Functionalities” not requirements.]

Q140. Are cash fares retained by the Contractor and deducted from their bill (don’t see evidence of that) or conveyed to PVTA?

Response: Scope of Work section 3.9, third paragraph reads in part:
“The total amount of the cash fares collected for all is to retained by the CONTRACTOR and deducted from CONTRACTOR’s monthly service charge.”

Q141. Regarding the current provider's three-month invoice #11606722, dated 08/02/19, why are there separate invoice line items for "cash fares collected" and "cash fares credited"?

Response: These entries relate to a former contract provision that does not apply to this current procurement.

Q142. When is the last time PVTA did a rider survey? Are the results available?

Response: A rider survey was done as part of the PVTA Service Design study in early 2019. This data is available in Volume 1 on the PVTA website (pp.33-45).

Q143. Can you provide the last month's trip data including specifically pickup and drop off address, longitude and latitude if possible, requested pickup and drop off time, and date?

Response: This data is not available to the Authority and cannot be generated at this time.

Q144. What is the current dispatching and scheduling software that is being used by the current contractor?

Response: The Dedicated Service Contractor uses Simpli by TripSpark. The Supplemental Contractor uses ITCurves.

Q145. Does the lead controller position referenced in the RFP need to be dedicated to this contract or can it be an allocated corporate resource?

Response: It is anticipated that this position would be resident at the operating facility responsible for administering and operating the PVTA services. Offeror's proposal should indicate if this position will be shared with other agency contracts and the percentage which would be allocated to PVTA.

Q146. Will it be sufficient to verify that all subcontractors have the requisite insurance coverage equal to or greater than the required levels in lieu of being named on the contractor's policy?

Response: No. As stated in Section 10, Insurance, of the Draft Agreement, the Authority and its partner cities must be named as additional insureds on the Commercial General Liability and Commercial Automobile Liability policies for both the Dedicated and Supplemental and Demand Response Service providers. [See the exact language of the Additional Insured requirement in that section.]

Q147. From 10.1.17 Garage keepers Legal Liability Insurance with a limit if not less than five hundred thousand dollars (\$500,000) per occurrence. Garage keeper's coverage is included in our automobile policy. A stand-alone Garage keepers' policy is not available to us as a transportation provider. Please confirm that this is acceptable to PVTA.

Response: An included would be acceptable so long as it meets the coverage requirements stated.

Q148. The PVTA reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time. Complete copies of policies contain proprietary information (relating to other contracts/customers) which, given the possible exposure for release under the Freedom of Information Act, we are not permitted to release. Please confirm that PVTA will accept a Certificate of Insurance evidencing the required coverage as is standard in the industry.

Response: PVTA reserves the right to request copies of all insurance policies if necessary, although it has never done so. If requested, these copies will be treated as confidential by PVTA.

Q149. The RFP states "The maximum age and mileage of vehicles shall not exceed 7-years or 300,000-miles during the term of this agreement." Does this indicate that the vehicle will be replaced when the first of the criteria is met, or the last of the criteria is met? Your 2013 vehicles have 100,000 miles but are six years old. Must we retire them in 2020, or will you allow them to run until they reach 300,000 miles?

Response: See Change 11 above.

Q150. If there is a fleet retirement schedule currently in place, please provide this.

Response: See the revised Attachment 4, Fleet Schedule and Equipment List which is posted on the PVTA website, which now includes the projected replacement schedule for all vehicles..

Q151. Do you allow tires to be recapped?

Response: No.

Q152. Please provide a listing of fuel type by vehicle.

Response: All existing revenue vehicles are gasoline powered.

Q153. Please provide any engine or transmission replacements for each vehicle.

Response: We recognize the value of this information and are working on developing this data. We will post it to the website and notify all prospective bidders when available.

Q154. B., pg. 4/107 - Per this section ridership has been declining. Please explain PVTA's reasoning for expected ridership increases from 2019 levels. For example, in FY 2019 the Over the Line trips were 4,800 in FY 2019 but the RFP indicated FY 2021 is 6,000 passenger trips. Also, the Pomona Group Service provided 250 vehicle revenue hours in FY 2019 but expect 3 times that in FY 2021 or 750 vehicle revenue hours?

Response: PVTA has found it difficult to predict ridership on its services. These services are very sensitive to the quality of service delivery. The Authority has seen increases of up to 25% in a single year for some service segments.

Q155. E., pg. 8/107 - Would PVTA consider one of the two below options regarding contract options years: (1) Contract options years may be exercised by mutual consent of both PVTA and the Contractor. (2) Option year pricing will be negotiated. The reason for the above request is that the State of CA minimum wage is growing at a pace that is greater than CPI and contractor's inability to factor of actual costs can cause significant financial harm.

Response: The Authority is required to follow Federal Procurement Guidelines and neither of the proposed options is allowed under those Guidelines.

Q156. F.2, pg. 8/107 - Are these additional services listed here intended to be provided with dedicated vehicles or supplemental services? Are the hours/trip quantities projected for FY 2021 inclusive of these additional services?

Response: The potential new services mentioned in this paragraph are described generally in Volume 2 of the PVTA Service Design study which may be found on the Authority's website. These potential services have not yet been developed to an operational level, so could involve either dedicated vehicles or supplemental services, or both. It is expected, however, that the added service levels would fall within the definition of "Minor Change" contained in section 7.2 of the Draft Agreement, but are not already included in the projected hours and trips.

Q157. 3.2.8, pg. 42/107 - Please confirm that PVTA is asking for bidders to provide 3 dedicated vehicles for this service. Please indicate the days for which the vehicle should

operate and total annual revenue vehicle hours. Also, please provide bidders with details on the requested vehicle specifications for this service.

Response: The “dedicated vehicles” referred to here are assigned to the Supplemental Services full-time and are not allowed to be used for Contractor services other than PVRTA. The Contractor is paid an hourly rate in addition to the per trip rate for the service being provided. These dedicated vehicles generally operate weekdays to peak periods for 8-hour shifts.

Q158. Attachment 3 – Please provide bidders with a full employee list of the contractor’s employees along with, position, status (full-time/part-time), pay rate and hire date pursuant to labor code 1070.

Response: The employee, wage and benefit information required by California Labor Code 1072.(c)(1) appears as Attachment 3 to the Request for Proposals. According to the subsequent language in the cited section, the detailed information you request must only be provided to the successor contractor.

Q159. Since the variable billing unit for the dedicated service is from first pick-up to last drop off (less breaks), would the PVRTA provide bidders with a month’s work of trips data so that bidders may be able to analyze and project their deadhead exposure? Will the PVRTA also provide details on the number of pullouts per day along with current route hours/miles.

Response: This data is not available to the Authority and cannot be generated at this time.

Q160. 3.3, pg. 44/107 - Please provide a detailed listing of monthly LD's assessed against the current contractor for the last 12 months.

Response: See response to Q.50 above.

Q161. 2.3.2, pg. 35/107 – Please provide the make/model of the PVRTA provided radios.

Response:

Q162. 3.1.2, pg. 38/107 - Does PVRTA require the contract to provide separate dedicated phone lines/numbers for each the "One Step Over the Line," "Claremont DAR/DR," and "San Dimas DAC" services or will one number be enough?

Response: See Change 10 above. We require a separate phone number for each service. Per Network they can hold 30 calls in the queue per phone number. First indicated there is no limit to the number of calls that can be queued up.

Q163. 4.8, pg. 63/107 - Since bidders are responsible for fuel can you please provide all bidders with MPG data by vehicle for the last 12 months.

Response: A fleet schedule has been posted to the PVTA website showing the dedicated fleet with total miles and fuel usage from 11/20/18 through 11/20/19 by vehicle.

Q164. 7.0, pg. 72/107 – Please confirm that PVTA will provide an incoming contractor with training vehicle during a possible contract transition.

Response: See response to Q.120 above.

Q165. Please confirm that PVTA handles vehicle registration on all PVTA provided vehicles.

Response: See Change 8 above.