

Document	Chapter	Answers	Questions
RFP 152-16-10	Section 3 - Scope of Work, 3-1 Description/Background	GRTC clients will be furnished a preapproved provider list in order to select a provider and book directly with them. GRTC will not assign a provider to a particular rider/user. If the rider/user prefers to use the same provider, that would be upon the rider/user to do so.	If multiple contractors are chosen, will riders/users be assigned a provider based on some criteria? If so, what are the criteria?
RFP 152-16-10		GRTC will not assign a provider to a particular rider/user. If the rider/user prefers to use another provider, they may do so.	What happens if riders are assigned to a contractor and rider prefers to ride with another contractor?
RFP 152-16-10		The demands of the service are such that the current resources are not able to accommodate fully the demands. Also, the cost of the service is currently at approximately \$26.00 per trip. This program would also create a cost savings to GRTC.	What are the shortcomings in GRTC's current CARE service(s) (including ADA, CARE, CARE-Plus, Welfare-to-Work, etc.) that GRTC wishes to correct or improve by implementing the CARE-On-Demand (COD) service?
RFP 152-16-10		The total cost per trip for FY16 is \$26.04.	What is the current total-cost-per-passenger-trip for the existing GRTC ADA paratransit and welfare-to-work service, including all fixed and variable costs absorbed by GRTC and paid to MV or others?
RFP 152-16-10		Yes	Is the answer to #2 above NET of any payments received from customers for CARE tickets?
RFP 152-16-10		There may be a percentage of late trips that the customers will chose to cancel and book a COD trip as opposed to waiting for a CARE van. Otherwise, a lot of the COD trips might be recreational trips or trips to the store.	What trips does GRTC expect to place into the new COD service?
RFP 152-16-10		Yes	Is it true that ANY of the current CARE or CARE-Plus trips could be a potential COD trip?
RFP 152-16-10		There is no criteria. Any current CARE trip has the potential to be a COD trip.	What criteria will GRTC use to decide which trips will be serviced by their current vehicles vs those trips which will be serviced by the new COD service?
RFP 152-16-10		GRTC currently does not have that information. However, there is a breakdown of the types of trip (CARE/CARE Plus) by jurisdiction.	Please provide the most recent 90 days of complete trip data showing all CARE and CARE-Plus trips. If 90 days is not reasonable, please supply 30 days of data. Please include as many of the following data fields as possible:
RFP 152-16-10		GRTC currently does not have that information.	a. Date of Trip
RFP 152-16-10		GRTC currently does not have that information.	b. Pick-Up Time
RFP 152-16-10		GRTC currently does not have that information.	c. Pick-Up Address
RFP 152-16-10		GRTC currently does not have that information.	d. Appointment Time
RFP 152-16-10		GRTC currently does not have that information.	e. Drop-Off Address
RFP 152-16-10		From 8/1/16 to 10/31/16 there were 57,696 ambulatory customers and 9669 nonambulatory customers.	f. Wheelchair or Ambulatory
RFP 152-16-10		All of the service is origin-to-destination. Even though the primary service is curb-to-curb, door-to-door service is provided, when necessary. GRTC does not track when door-to-door service is given.	g. Level of Service (Door-to-Door, Curb-to-Curb, etc.)
RFP 152-16-10		From 8/1/16 to 10/31/16 there were 677,913 revenue miles operated and 795,741 miles operated.	h. Mileage
RFP 152-16-10		The average mileage combined is 10.26.	What is the average mileage-per-trip of the current CARE and CARE-Plus trips?
RFP 152-16-10		The total number of completed trips is 74,787.	How many CARE and CARE-Plus trips were provided in the last consolidate 90 day period?
RFP 152-16-10		From 8/1/16 to 10/31/16 there were 39,806 revenue hours operated and 46,936 service hours operated.	How many hours of service (including empty mileage) did GRTC pay/use to provide the trips in #9 above?
RFP 152-16-10		GRTC currently does not have that information.	How many or what percentage of these trips were provided between the hours of 7:00am – 9:00am Monday – Friday?
RFP 152-16-10		GRTC currently does not have that information.	How many or what percentage of these trips were provided between the hours of 2:30pm – 5:00pm Monday – Friday?
RFP 152-16-10		GRTC currently does not have that information.	What percentage or how many of the trips in above were provided between 8:00pm and 1:00am?
RFP 152-16-10		The percentage of no shows for 8/2016 is 7.17%; 9/2016 is 7.95%; and 10/2016 is 7.16%.	How many or what percentage of the trips in #9 above were No-Shows?
RFP 152-16-10		From 8/1/16 to 10/31/16 the percentage of nonambulatory customers is 14.35%.	What percentage of current CARE/CARE-Plus trips (for example, from the data requested above) are wheelchair trips?
RFP 152-16-10		It is hard to predict, but the thinking is that the overwhelming majority of the COD customers will be ambulatory.	What percentage of trips in the new COD service will be wheelchair trips?

RFP 152-16-10		Yes, that would be a reasonable assumption.	Can potential contractors assume that the data requested/supplied in questions #7 - #16 above will be a reasonable indication/sample of the trips that will be serviced in the new CARE-On demand service? If not, please explain?
RFP 152-16-10	Section 2, 2-1A pg. 12	Multiple contract awards may be made.	P.12.2-1.A: Is it GRTC's preference and/or intent to make multiple awards?
RFP 152-16-10	Section 3, 3-1 pg. 15	Reservation booking for same day transportation service. No advance notice required.	P.16.3-1.bullet 1: How many hours/minutes advance notice must be given by a customer for an INITIAL same-day service request (A-leg of a trip)?
RFP 152-16-10		Yes	P.16.3-1.bullet 2: Does this intend to say "GRTC CARE service area" rather than "GRTC service area"
RFP 152-16-10		To be defined	P.16.3-1.bullet 4: What are the specific "Extended hours of service"?
RFP 152-16-10		To be defined	P.16.3-1.bullet 4: Does GRTC expect a contractor of the new COD service to operate the service outside of the current CARE and/or CARE-Plus hours?
RFP 152-16-10	Section 3, 3-1 pg. 16	Yes, direct, non-stop service.	P.16.3-1.bullet 5: Is it GRTC's intent that the contractor MUST provide direct non-stop service if the customer requests it?
RFP 152-16-10	Section 3, 3-8 pg. 18	Contractor shall always provide origin-to-destination service. GRTC establishes curb-to-curb service as the basic paratransit service mode. However, provision should still be made to ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point.	P.16.3-1: Is there criteria for determining if a customer may/must receive direct non-stop service? If so, please state the criteria.
RFP 152-16-10	Section 3, 3-5, pg 17	GRTC shall reimburse the Contractor up to \$15.00 for one way trips taken by customers of its CARE On-Demand service who choose to utilize the provider. Costs for a one-way trip in excess of \$21.00 must be paid by the customer.	If a client does NOT request direct non-stop service, are there any parameters that GRTC requires to determine maximum time on vehicle? If so, please state these parameters.
RFP 152-16-10	Section 3, 3-2, pg.16	No trips are authorized outside of the Care service area. Should other excluded areas become eligible, you will be notified.	P.16.3-1: Please list/show any current "excluded areas" that may become eligible for COD service in the future.
RFP 152-16-10	Section 3, 3-3, pg. 17	Over the course of this agreement, GRTC has the right to require the contractor bring <u>any vehicles</u> used in this service to the GRTC maintenance facility for inspection up to two times in a twelve (12) month period.	P.17.2.2: Does GRTC expect to REQUIRE semi-annual inspection of contractor's fleet? The entire fleet or just random samples?
RFP 152-16-10	Section 3, 3-6, pg 17	There is no conflict.3-6, pg 17 merely states that the guests ride free. 3-1, pg 16 Maintain the ability to bring along one Personal Care Assistant (PCA) and guests (space permitting) means exactly as stated. If there is room in the vehicle to accommodate the guests, the guests ride for free.	P.17.3-6: This appears to be in conflict with p.16.3-1.bullet 3 which says guests may ride if space is permitting. Please clarify.
RFP 152-16-10		Yes, all of that information is included on the ID card.	P.18.3-7: Is there an ID number, picture, and expiration date on the GRTC identification cards so that the drivers may verify the validity of the card?
RFP 152-16-10		Yes	P.18.3-7: Are the customer ID numbers on the list of eligible riders that is given to the contractor?
RFP 152-16-10		No	P.18.3.10 No Shows: Will contractor be reimbursed for No-Show trips?
RFP 152-16-10		There is no provision at this time to pay for no shows.	P.18.3.10 No Shows: What rate will be paid for No-Show trips?
RFP 152-16-10		No	P.18.3.10 Are contractor to use vouchers for No-Show trips? If so, in what manner should these vouchers be completed/signed?
RFP 152-16-10		No	Will GRTC consider allowing a limit lower than \$5,000,000 on the Excess/Umbrella coverage?
RFP 152-16-10		Yes	Is this new COD service or a potential contract for this service subject to or protected by the limitations/restrictions in Section 13(c) of the Federal Transit Act?