

Questions and Answers

Questions

Answers

1. Must the contractors entire staff to perform their duties on site?	Yes
2. Does GRTC provide internet access?	Yes
3. Are the driver's required to wear a full uniform?	Yes
4. Regarding 1-18D of the RFP, are all resumes required?	Yes, we will need the resumes of all key staff.
5. Definition of revenue hours? Are no shows and late cancellations included in revenue hours?	The revenue service is the time when a vehicle is available to the general public, and there is an expectation of carrying passengers. Revenue service includes layover/recovery time but excludes charter service and deadhead which are the miles that a vehicle travels when out of revenue service. No shows and late cancellations are included in the revenue hours.
6. What period is the bonding for?	It is for the 3 year base value of the contract. Does not include renewal years.
7. How will contractors be reimbursed for late cancellations and no shows if we go with per trip pricing?	Contractors will not be reimbursed for late cancellations and no shows.
8. Is there a fleet list and replacement schedule available?	Yes
9. How would additional proposed services be evaluated?	They would be in your technical proposal and the evaluation will be based on just the things we asked for.
10. What happens if you exceed the count of revenue hours?	GRTC will not pay for revenue hours that exceed the negotiated cap.
11. Will there be oversight by HR to determine if employees that are working for the contractor are good?	No, that is the contractor's responsibility. However, there will need to be some vetting with GRTC's HR Department if the perspective employee has a felony conviction.
12. How is the driver supposed to know if it is door to door or curb to curb pick-up?	Most of the service will be curb-to-curb. The operator would need to determine by asking the customer if door-to-door is necessary (reasonable assistance).

13. Do we propose both methods of payment or just select one?	Propose both revenue hours and per trip costs and GRTC will select what they would like to do.
14. Where will the contractors' trainer be able to train their employees at?	They will use the same training room as GRTC and if that is not available they will be able to use the maintenance training room.
15. Is Drive cam required by GRTC?	No, that is up to the proposer.
16. Please provide the sign in sheet for the mandatory pre-proposal conference that took place on June 1, 2017.	The sign-in sheet can be found on GRTC's website at www.ridegrtc.com , "About Us", Procurement.
17. Please describe three or more key service objectives for this new contract, including any service delivery issues the proposers may be able to address.	<ul style="list-style-type: none"> • Real-time monitoring which is a key component to making scheduling adjustments is one key issue. • Responding to calls and returning calls in a timely manner is critical to good customer service. • Managing the overall scheduling product/batching process in order to maintain 92% OTP is a primary item.
18. Scoring and Evaluation Criteria (page 13) - Please clarify how the prices will be evaluated; will the full contract term be considered or only the Year 1 price? Or full contract term plus option years?	Full Contract term plus option years will be evaluated.
19. Scoring and Evaluation Criteria (page 13) - Please elaborate on how pricing will be scored within the proposal evaluation process. Will there be a mathematical calculation based on relativity to lowest price?	GRTC has determined that the selection of the most advantageous offer requires comparative judgments of factors in addition to and other than price. Therefore pricing will not be scored based on a mathematical calculation based on relativity to lowest price but rather on the evaluation committee's determination of best value.
20. Please provide the revenue service hour definition.	The revenue service is the time when a vehicle is available to the general public, and there is an expectation of carrying passengers. Revenue service includes layover/recovery time but excludes charter service and deadhead which are the

	miles that a vehicle travels when out of revenue service.																												
<p>21. Page 16 of the RFP provides a monthly breakdown of the Revenue Miles, Revenue Hours, and Service Hours. Can you provide the number of Service Miles by month as well?</p>	<p>The total miles are the service miles. They are one in the same.</p>																												
<p>22. Please provide copies of the last three months of management reports from the Contractor.</p>	<p>Documents are included in a zip file. Payroll reports are omitted.</p>																												
<p>23. Please provide copies of the last three months of invoices from the Contractor.</p>	<p>Documents are included with the management reports.</p>																												
<p>24. Please provide the current rates paid to the existing Contractor for providing these services. Also, please indicate the total amount paid to the Contractor for the last fiscal year.</p>	<p>During the last fiscal year, MV Transportation was the service provider until April 30, 2016. The hourly rate from July 2016 – November 2016 was \$31.869. The hourly rate from December 2016 – April 2016 was \$32.051. The total amount paid to the Contractor from the last fiscal year is listed below:</p> <table border="1" data-bbox="764 1325 1552 1843"> <thead> <tr> <th>Month</th> <th>Invoice Amount</th> <th>Liquidated Damages</th> <th>Net</th> </tr> </thead> <tbody> <tr> <td>Jul-16</td> <td>\$412,110.79</td> <td>\$0.00</td> <td>\$412,110.79</td> </tr> <tr> <td>Aug-16</td> <td>\$439,296.64</td> <td>\$0.00</td> <td>\$439,296.64</td> </tr> <tr> <td>Sep-16</td> <td>\$409,220.91</td> <td>\$0.00</td> <td>\$409,220.91</td> </tr> <tr> <td>Oct-16</td> <td>\$420,065.29</td> <td>\$0.00</td> <td>\$420,065.29</td> </tr> <tr> <td>Nov-16</td> <td>\$411,985.54</td> <td>\$0.00</td> <td>\$411,985.54</td> </tr> <tr> <td>Dec-16</td> <td>\$409,544.69</td> <td>\$0.00</td> <td>\$409,544.69</td> </tr> </tbody> </table>	Month	Invoice Amount	Liquidated Damages	Net	Jul-16	\$412,110.79	\$0.00	\$412,110.79	Aug-16	\$439,296.64	\$0.00	\$439,296.64	Sep-16	\$409,220.91	\$0.00	\$409,220.91	Oct-16	\$420,065.29	\$0.00	\$420,065.29	Nov-16	\$411,985.54	\$0.00	\$411,985.54	Dec-16	\$409,544.69	\$0.00	\$409,544.69
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	Jan-17	\$382,422.58	\$7,233.00	\$375,189.58
	Feb-17	\$366,258.31	\$3,800.00	\$362,458.31
	Mar-17	\$433,408.95	\$4,000.00	\$429,408.95
	Apr-17	\$395,359.66	\$106,435.00	\$288,924.66
	Total	\$4,079,673.36	\$121,468.00	\$3,958,205.36

<p>25. Please provide a listing of any liquidated damages charged or incentives earned over the past 12 months for each service type.</p>	<p>The liquidated damages are listed in the above chart. No incentives were earned.</p>
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<p>26. Please verify that there is not a Disadvantaged Business Enterprise (DBE) goal established for this contract and that a record of good faith effort is not required.</p>	<p>Reference section 1-25 of RFP# 160-17-06. No DBE goal was established for this solicitation.</p>
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<p>27. What reporting systems are used to capture on-time performance.</p>	<p>A report is generated from RouteMatch which provides the on-time performance.</p>
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<p>28. Please provide the name of the reservations software that will be provided by GRTC.</p>	<p>RouteMatch</p>
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<p>29. Please clarify the intended daily hours of operations that calls will be taken by the reservationist? Will reservation hours be the same on Saturday and Sunday?</p>	<p>Reservationists will be available on-site to accept reservations from 7:00 a.m. to 5:00 p.m., Monday through Friday, and 8:00 a.m. to 4:30 p.m., Saturday and Sunday.</p>
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<p>30. Please clarify if GRTC will be providing the Reservation's telephone system.</p>	<p>The phone system is ShorTel which is provided by GRTC.</p>
<p>31. Please provide the number of calls per hour for reservations in 30 minute increments for a 7-day period that does not include holidays or any unusual events.</p>	<p>The information is being provided in a separate document.</p>
<p>32. Please clarify if GRTC or the Contractor is to provide the 120 hour comprehensive driver safety and training program.</p>	<p>The Contractor is responsible for the 120 hour comprehensive driver safety and training program.</p>
<p>33. Will GRTC be providing support vehicles? If not, does the GRTC have any requirements regarding support vehicles? Type, number, age limit, fuel type.</p>	<p>GRTC will provide support vehicles.</p>
<p>34. Are current employees members of a union? If so, please provide collective bargaining agreement, union business agent name and contact information.</p>	<p>The operators are a part of ATU-Local 1220. The president/business agent is named Frank Tunstall. His phone number is 804-399-4810. They are currently under contract negotiations with the new service provider, so the new contract has yet to be ratified.</p>
<p>35. 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 the following information about the incumbent Operators:</p>	

<ul style="list-style-type: none">a. The number of full-time and part-time Operators, Maintenance, Dispatchers, along with their hire dates or seniority. (Awaiting seniority roster.) b. The current Operator wage scale and average hourly wage. c. A thorough description of the employees' benefits programs, including the name and summary of the current medical insurance plan(s) to include employee premium contribution amounts for each coverage choice, deductibles and co-pays, and the effective plan year or renewal date. d. What is the benefit eligibility waiting period (i.e. 0, 30, 60, 90 days)? e. Descriptions of any shift "premiums", lunch/break provisions, or other work rules that impact Operator productivity and resulting labor costs.	<p>The information is being provided in a separate document.</p> <p>The operator wage scale is from \$11.00 to \$13.18 per hour. The average hourly wage is \$11.73 per hour. However, that might change depending upon the ratification of the labor agreement.</p> <p>With the labor agreement still not settled, this information is currently not available.</p> <p>With the labor agreement still not settled, this information is currently not available.</p> <p>Lunch breaks have been in place. However, based on service needs, they may not always take place. Basically, straight runs that operate at 8 hours get a 30 minute break, and runs that operate at 10 hours get a one hour break.</p>
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<p>36. Will vehicles for training purposes be provided by the GRTC?</p>	<p>Yes, there are currently two vehicles that are mainly used for training.</p>						
<p>37. Please clarify the number of revenue hours the Contractors should price.</p>	<p>The projected revenue hours for the base three years of the contract are as follows:</p> <table border="1" data-bbox="808 485 1601 573"> <thead> <tr> <th data-bbox="808 485 1073 527">Revenue Hours (Y1)</th> <th data-bbox="1073 485 1338 527">Revenue Hours (Y2)</th> <th data-bbox="1338 485 1601 527">Revenue Hours (Y3)</th> </tr> </thead> <tbody> <tr> <td data-bbox="808 527 1073 573">159,883.57</td> <td data-bbox="1073 527 1338 573">164,680.08</td> <td data-bbox="1338 527 1601 573">169,620.48</td> </tr> </tbody> </table>	Revenue Hours (Y1)	Revenue Hours (Y2)	Revenue Hours (Y3)	159,883.57	164,680.08	169,620.48
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<p>38. Please clarify what “Fueling Services” means? Does that mean a service comes out and fuels the vehicles?</p>	<p>GRTC’s maintenance personnel are the individuals who are designated to fuel the vehicles.</p>						
<p>39. With respect to the Draft Agreement, Article 10. Indemnification, provision 10.1, 10.2 and 10.3 (e-page 11); permitting GRTC to the right to pick its own defense counsel (at Contractor’s cost) against any suits, claims, or actions, and to assess any costs of such defense to Contractor, including attorney’s fees, expert witness fees, and court costs, would GRTC consider amending this section such that it will be entitled to select counsel only in the event of a conflict with Contractor’s representation? Otherwise, the efficiencies of joint defense counsel paid for by insurance may be lost.</p>	<p>A proposer’s marked-up form agreement will be considered during the review process.</p>						
<p>40. The RFP Article 3-14 Insurance Requirements (e-page 21 & 22); GRTC is references that Contractor must comply with coverages and limits set forth in Exhibit A – Draft Agreement; Article 11. Insurance in the Draft Agreement (e-page 11) refers</p>	<p>Attachment D denotes the insurance requirements.</p>						

<p>Contractors must require with Attachment D. Insurance (e-page 25). Please confirm that the Insurance requirements that the Contractor must require with is Attachment D Insurance as Exhibit A has not been provided.</p>	
<p>41. With respect to the Draft Agreement, Article 11. Prompt Payment, provision B. (e-page 31); GRTC is requiring notification of failure by the Contractor to make prompt payment to the subcontractor hereinbefore provided will result in notification to the Contractor's bonding company by GRTC. Please confirm that a Payment Bond is required. If so, please provide the requirements of a Payment Bond</p>	<p>Reference section 2-12 of RFP# 160-17-06 for bonding requirements.</p>
<p>42. Within the Draft Agreement, Article 11 Insurance, 11.1 (e-page 11); GRTC requires that the insurance policies shall be endorsed to give GRTC 30 days' written notice (10 days in case of Workers Compensation) of cancellation for any reason, non-renewal or material change in coverage or limits. The industry standard is to provide Notice of Cancellation 30 days, 10 Days for Non-payment, the current Cancellation language found on the standard ACCORD form is "Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with</p>	<p>A proposer's marked-up form agreement will be considered during the review process.</p>

<p>the policy provisions". Please confirm that GRTC will amend the contract to the industry standard.</p>	
<p>43. Within the Draft Agreement, Article 11 Insurance, 11.3 (e-page 12); GRTC requires that complete, certified copies of all insurance policies applicable to this Agreement shall be sent to GRTC within 60 days of each inception or anniversary date, so that these insurance policies may be reviewed by GRTC. Until copies of policies are received, Evidence of Coverage in the form of an original Certificate of Insurance shall be submitted to GRTC. Contractor also agrees to have deficiencies in the insurance policies amended as per the directions of GRTC or its representatives. 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 GRTC will delete this requirement and accept a Certificate of Insurance evidencing the required coverage as is standard in the industry.</p>	<p>A proposer's marked-up form agreement will be considered during the review process.</p>
<p>44. Does GRTC require that the client (GRTC) be involved in the preventability determination of accidents concerning the Contractor's operators?</p>	<p>GRTC has an Accident Classification Committee that reviews and rules on all accidents. Here is the procedure: The Accident Classification Committee will review all accidents. The Accident Classification Committee shall consist of a representative from each of the GRTC Safety and Risk Management, Transportation, and Maintenance Departments, as well as a Bus Operator who is selected in</p>

	<p>mutual agreement by the ATU Local 1220 President and the Director of Safety and Risk Management. The Accident Classification process is as follows:</p> <ul style="list-style-type: none"> • 1st Step: The Accident Classification Committee determines initial classification of accident. • 2nd Step: Operator attends Committee meeting to contest initial classification of accident. • 3rd Step: Operator attends the Committee meeting to contest the 2nd Step classification of the accident to a police officer – who determines the final classification of the accident. The police officer will hear all evidence and review the DVR in the presence of all parties. However, the police officer does reserve the right to review the DVR alone.
<p>45. Understanding that road supervisors are directed by GRTC, what is the accident reporting process the Contractor would follow regarding vehicle accidents reported to GRTC?</p>	<p>There is a separate document which illustrates the accident reporting procedures.</p>
<p>46. Is there a process we can install which will address the ability to control road supervisor duties and service? Specifically, lack of control of road supervisors could impact:</p> <ul style="list-style-type: none"> • Auto Liability and Workers Compensation claims being more frequent and costly due to a lack of adherence to the Contractor's processes. • Ability of the Contractor to promptly instill a consistent safety culture. • Ability to perform FTA 	<p>The road supervisors work in conjunction with the Contractor as it relates to addressing operational needs. For example, they execute the drug/alcohol testing. In addition, they perform ride-alongs and performance road checks both random and upon request by the Contractor.</p>

<p>requirements for random, reasonable suspicion and post-accident testing.</p>	
<p>47. Please provide copies of all 13(c) agreements currently in effect that are applicable to federal funds received by GRTC.</p>	<p>The information is being provided in a separate document.</p>
<p>48. Please provide copies of all 13(c) referral letters from the Department of Labor and related documents for the past three years.</p>	<p>None exist.</p>
<p>49. Have there been any 13(c) claims filed during the term of MV or First Transit? If so, please provide copies of related documents.</p>	<p>No</p>
<p>50. Have there been any court challenges regarding 13(c) or any labor disputes during the term of the current contract? If so, please provide copies of related documents.</p>	<p>No</p>
<p>51. Have there been any certification challenges in connection with any FTA grants during the period that the MV of First Transit has been in place? If so, please provide copies of related documents.</p>	<p>No</p>
<p>52. <u>Section 2.5</u> – Will GRTC extend the thirty (30) day notice requirement regarding</p>	<p>A proposer’s marked-up form agreement will be considered during the review process.</p>

<p>intention to renew or terminate to at least ninety (90) days? A longer notice period is standard in these types of contracts. If the contract is not going to be renewed, there are sometimes regulatory requirements with respect to the workforce that require more than 30 days' notice, and a longer period can ensure a smoother transition.</p>	
<p>53. <u>Section 3.2</u> Will GRTC consider revising the second sentence as follows in order to acknowledge that GRTC should have responsibility not only for its employees' negligence but also willful misconduct? Also, this revision is consistent with the last sentence of Sec. 3.2 and eliminates any ambiguity resulting from the inconsistency.</p> <p>“Contractor shall be responsible for and shall bear the risk of loss or damage to its Supplies while at GRTC’s facilities, unless such loss or damage results from the negligence or willful misconduct of GRTC or its employees or agents.”</p>	<p>A proposer’s marked-up form agreement will be considered during the review process.</p>
<p>54. We also request that the last sentence of this Section 3.2 delete the word “solely”. To the extent GRTC is also partially responsible for a claim, it is more equitable for there to be contributory</p>	<p>A proposer’s marked-up form agreement will be considered during the review process.</p>

<p>indemnification.</p>	
<p>55. <u>Section 12</u> Will GRTC consider revising this provision to clarify that Contractor does not have infringement liability with respect to software that is provided by and mandated by and mandated to be used by GRTC. Contractor does not have an ability to protect itself from this risk as it is was not involved in the procurement of, or decision to use, such software.</p>	<p>A proposer’s marked-up form agreement will be considered during the review process.</p>
<p>56. <u>Section 15.3</u>. Will GRTC please confirm that there are currently no members, officers or employees of GRTC who have financial interests, directly or indirectly, in both the current contract with First Transit and the previous contract with MV?</p>	<p>Yes, GRTC currently has no members, officers or employees of GRTC who have financial interests, directly or indirectly, in both the current contract with First Transit and the previous contract with MV.</p>
<p>57. In general, Contractor should not be responsible for nonperformance penalties to the extent they are caused by GRTC. For example, failure to perform service due to lack of availability of vehicles because of maintenance issues should not result in a penalty.</p>	<p>That is correct.</p>
<p>58. With respect to the “Failure to Respond to Complaints”, the contract should clarify that Contractor is only responsible to address complaints Contractor receives. There is currently no mechanism in the contract regarding an</p>	<p>The current practice has been that any complaints received by GRTC are forwarded to the Contractor for handling and addressing. Then, the contractual requirement as it relates to resolving complaints takes place.</p>

<p>obligation by GRTC to forward customer complaints received by GRTC.</p>	
<p>59. Could GRTC please provide specific information regarding the current wages for all employees, includes non-represented employees, currently involved in the provision of this service? This will allow proposers to ensure a smooth transition by offering comparable wages.</p>	<p>The information is being provided in a separate document.</p>
<p>60. Could GRTC please provide detailed information regarding all benefits programs for the current employees, including carrier, benefit type, premium rates, when the plan renews, participation statistics?</p>	<p>With the labor agreement still not settled, this information is currently not available.</p>
<p>61. Could GRTC please provide a seniority list for the current employees for this service? Please indicate position, full time or part time, length of service, current rate of pay, and projected rate of pay at the start of the service term.</p>	<p>The operator wage scale is from \$11.00 to \$13.18 per hour. The average hourly wage is \$11.73 per hour. However, that might change depending upon the ratification of the labor agreement. The information is being provided in a separate document.</p>
<p>62. Could GRTC please provide a copy of the current collective bargaining agreement between the Contractor and ATU local 1220?</p>	<p>With the labor agreement still not settled, this information is currently not available.</p>
<p>63. "Please clarify which are the key personnel for which names, titles, and resumes are requested. Section 1-18 D.1. refers to</p>	<p>General Manager, Operations Manager, Safety Manager, Customer Service Manager, and Training Manager</p>

<p>""resumes"" plural, while section 3-3 suggests that only the General Manager resume is requested."</p>							
<p>64. Please clarify how many revenue hours and trips (or productivity) should be assumed and be included in the price proposal preparation. The price proposal not differentiating fixed costs from variable costs, the absence of guidance will make it difficult for Proposers to provide comparable price proposals.</p>	<p>The projected revenue hours for the base three years of the contract are as follows:</p> <table border="1" data-bbox="808 472 1599 556"> <thead> <tr> <th>Revenue Hours (Y1)</th> <th>Revenue Hours (Y2)</th> <th>Revenue Hours (Y3)</th> </tr> </thead> <tbody> <tr> <td>159,883.57</td> <td>164,680.08</td> <td>169,620.48</td> </tr> </tbody> </table>	Revenue Hours (Y1)	Revenue Hours (Y2)	Revenue Hours (Y3)	159,883.57	164,680.08	169,620.48
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<p>65. Will proposers be evaluated on unit prices regardless of the number of units or will proposers be evaluated on the total contract amount?</p>	<p>See question #19.</p>						
<p>66. Please clarify what happens if the contractor exceeds the proposed annual cap on revenue hours. Why is not an annual cap on trips also requested?</p>	<p>See question # 7.</p>						
<p>67. The price proposal says that "[p]roposers must provide a detailed fee proposal to include all labor costs, overhead and profit." Could GRTC please provide some more guidance, preferably a template to be used?</p>	<ul style="list-style-type: none"> • The proposer should disclose profit and breakdown expenses into categories such as wages, taxes and benefits, training, recruiting, hiring, insurance, admin, overhead etc. • GRTC will not provide a template so as to not impede or limit a proposer's summary of the requested information. 						
<p>68. Please clarify the definition for revenue hours. In particular, are no shows and late</p>	<p>The revenue service is the time when a vehicle is available to the general public, and there is an</p>						

<p>cancellations included in the revenue hours?</p>	<p>expectation of carrying passengers. Revenue service includes layover/recovery time but excludes charter service and deadhead which are the miles that a vehicle travels when out of revenue service. No shows and late cancellations are included in the revenue hours.</p>																												
<p>69. If GRTC elects to pay for the services on a per trip basis, how will GRTC reimburse the Contractor for no-shows and late cancellations?</p>	<p>GRTC will not reimburse for no-shows and late cancellations.</p>																												
<p>70. Is there an annual cap on revenue hours under the previous or existing contract? If so, could GRTC please indicate what it is?</p>	<p>Here is the revenue hour cap for the current contract:</p> <table border="1" data-bbox="987 743 1373 905"> <thead> <tr> <th>Year</th> <th>Revenue Hour Cap</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>171,142</td> </tr> <tr> <td>2</td> <td>178,856</td> </tr> <tr> <td>3</td> <td>187,799</td> </tr> </tbody> </table>	Year	Revenue Hour Cap	1	171,142	2	178,856	3	187,799																				
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<p>71. Could GRTC please provide MV Transportation and First Transit's performance history, by category (on-time performance, productivity, etc...), indicating if the measures have resulted in liquidated damages, with amounts, for the previous 12 months?</p>	<p>Performance measures are included in a separate document. Payroll reports are omitted.</p> <p>During the last fiscal year, MV Transportation was the service provider until April 30, 2016. The hourly rate from July 2016 – November 2016 was \$31.869. The hourly rate from December 2016 – April 2016 was \$32.051. The total amount paid to the Contractor from the last fiscal year is listed below:</p> <table border="1" data-bbox="764 1394 1552 1896"> <thead> <tr> <th>Month</th> <th>Invoice Amount</th> <th>Liquidated Damages</th> <th>Net</th> </tr> </thead> <tbody> <tr> <td>Jul-16</td> <td>\$412,110.79</td> <td>\$0.00</td> <td>\$412,110.79</td> </tr> <tr> <td>Aug-16</td> <td>\$439,296.64</td> <td>\$0.00</td> <td>\$439,296.64</td> </tr> <tr> <td>Sep-16</td> <td>\$409,220.91</td> <td>\$0.00</td> <td>\$409,220.91</td> </tr> <tr> <td>Oct-16</td> <td>\$420,065.29</td> <td>\$0.00</td> <td>\$420,065.29</td> </tr> <tr> <td>Nov-16</td> <td>\$411,985.54</td> <td>\$0.00</td> <td>\$411,985.54</td> </tr> <tr> <td>Dec-16</td> <td>\$409,544.69</td> <td>\$0.00</td> <td>\$409,544.69</td> </tr> </tbody> </table>	Month	Invoice Amount	Liquidated Damages	Net	Jul-16	\$412,110.79	\$0.00	\$412,110.79	Aug-16	\$439,296.64	\$0.00	\$439,296.64	Sep-16	\$409,220.91	\$0.00	\$409,220.91	Oct-16	\$420,065.29	\$0.00	\$420,065.29	Nov-16	\$411,985.54	\$0.00	\$411,985.54	Dec-16	\$409,544.69	\$0.00	\$409,544.69
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	<table border="1"> <tr> <td>Jan-17</td> <td>\$382,422.58</td> <td>\$7,233.00</td> <td>\$375,189.58</td> </tr> <tr> <td>Feb-17</td> <td>\$366,258.31</td> <td>\$3,800.00</td> <td>\$362,458.31</td> </tr> <tr> <td>Mar-17</td> <td>\$433,408.95</td> <td>\$4,000.00</td> <td>\$429,408.95</td> </tr> <tr> <td>Apr-17</td> <td>\$395,359.66</td> <td>\$106,435.00</td> <td>\$288,924.66</td> </tr> <tr> <td>Total</td> <td>\$4,079,673.36</td> <td>\$121,468.00</td> <td>\$3,958,205.36</td> </tr> </table>	Jan-17	\$382,422.58	\$7,233.00	\$375,189.58	Feb-17	\$366,258.31	\$3,800.00	\$362,458.31	Mar-17	\$433,408.95	\$4,000.00	\$429,408.95	Apr-17	\$395,359.66	\$106,435.00	\$288,924.66	Total	\$4,079,673.36	\$121,468.00	\$3,958,205.36
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72. Could GRTC please provide the previous 12 invoices submitted by MV Transportation and First Transit, including all back-up/operating statistics/monthly reports submitted with those invoices?	Documents are included in a zip file. Payroll reports are omitted.																				
73. Could GRTC please provide a list of all DBE vendors currently providing services for the current Contractor?	There are no DBE vendors currently providing services for the current Contractor.																				
74. Can GRTC please provide a current organizational chart or a list of positions that illustrates the staffing provided for this service by the current contractor?	<ul style="list-style-type: none"> ○ General Manager ○ Operations Manager ○ Safety Manager ○ Customer Service Manager ○ Dispatchers ○ Operators ○ Customer Service Representatives 																				
75. Could GRTC please clarify on what basis will the price proposal be evaluated?	See question # 19.																				
76. Could GRTC please clarify how it will consider start-up costs in the price proposal?	See question # 19.																				

<p>We kindly request the start-up costs not to be evaluated in the price proposal for ensuring a playing level field between Proposers.</p>	
<p>77. Section 2-12 "Bonding Requirements" says that the "Contractor will furnish [...] a performance bond in an amount equal to 50% of the Contract value". Could GRTC please define Contract value? Would it be based on the 3-year base contract term or the maximum 5-year contract duration?</p>	<p>The performance bond may be provided to GRTC once negotiations have concluded, a contract value has been determined and prior to award of a contract. The performance bond should be based on the base term as a contract renewal is not guaranteed.</p>
<p>78. Considering the payment for services on a revenue per hour or per trip basis, would GRTC consider declaring a fixed amount to the required Performance Bond?</p>	<p>See question #77.</p>
<p>79. Section 2-12 "Bonding Requirements" says that a performance bond equaling 50% of the Contract value or Irrevocable Letter of Credit equaling 100% of the Contract value will be furnished by the Contractor. These levels of are significantly higher than industry standards. Would GRTC consider decreasing the bonding requirement?</p>	<p>This should be addressed as a Notice of Exception and will be evaluated accordingly.</p>
<p>80. Please describe the current supporting technologies that will be provided (including but</p>	<p>Currently, the dispatching/scheduling software that GRTC uses is RouteMatch. Apollo is the onboard camera system. Radios and tablets are installed on all of the vehicles. ShorTel is the telephone system which is being</p>

<p>not limited to on-board technologies), and any planned changes over the duration of the Contract, including scheduling software, GPS, in vehicle cameras, radios, MDT's, and phone systems.</p>	<p>used. During the course of the contract, fare validators will be installed on the vehicles. The customers will pay with a preloaded SmartCard or ID which will replace the current ticket process. In addition, GPS software will be added.</p>
<p>81. Could GRTC please provide six (6) recent months of trip origin and destination data including pull-out times, pick-up times (including zip code), drop-off times (including zip code), pull-in times? Please provide complete driver manifest or the equivalent for the six (6) month period.</p>	<p>Pull-out times, pickup/drop-off times are included in a separate report. However, GRTC does not feel comfortable releasing manifests which would have confidential client information (address, phone number, etc.)</p>
<p>82. Could GRTC please provide a fleet list with the year, make, model, seating capacity, and expected fleet replacement schedule?</p>	<p>The information is located in a separate document. The vehicles have a space type capacity of 10 ambulatory and 3 non-ambulatory.</p>
<p>83. Section 3-10 "Monthly Reports" list all the reporting activities the Contractor will provide GRTC on a monthly basis. Could GRTC please indicate if GRTC's provided software's are enough to produce the information and reports requested, or should the Contractor bring its own complementary systems?</p>	<p>With the exception of payroll reports, all of the information which is required for the monthly reports would be provided by the GRTC provided software, RouteMatch.</p>
<p>84. We understand from section 3-2 that street supervision will be provided by GRTC. Street supervision is one of the many</p>	<p>There are 22 fulltime and 4 part-time transportation supervisors. They are all crossed trained on the basic duties of the operation. Therefore, any supervisor is capable of working on the paratransit service. There is at</p>

<p>ways to control and improve on-time performance. Could GRTC please explain how many street supervisors are working on the system, their shift schedules, and how they will interface with the staff provided by the Operator?</p>	<p>least one road supervisor on duty whenever there are any vehicles in revenue service. Depending on the amount of service that is on the street, there can be anywhere from one to four road supervisors on duty. The supervisors do interact with the provider staff.</p>
<p>85. Could GRTC confirm that the Operator is now responsible for scheduling the services and completing the batching process (i.e. scheduled manifest)?</p>	<p>Yes, that is correct.</p>
<p>86. Section 1-24 introduces the ability for Proposers to submit alternatives that would provide enhancements beyond the RFP requirements. Could GRTC please explain how these proposal alternatives will be evaluated?</p>	<p>See question #9.</p>
<p>87. Section 3-2 indicates that GRTC will provide the Scheduling Software. Would GRTC be open to an alternative proposal with the proposer providing the Scheduling Software?</p>	<p>Reference section 1-24 of RFP # 160-17-06.</p>
<p>88. Are any of the current employees represented by a labor union? If so, could GRTC please provide a copy of the current collective bargaining agreement(s)?</p>	<p>The operators are a part of ATU Local 1220. They are currently under contract negotiations with the new service provider, so the new contract has yet to be ratified.</p>
<p>89. Section 3-9 lists minimum staffing. This section indicates that the contractor is to provide 90 full time and 30</p>	<p>The 90 FT/30 PT is a minimum requirement. First Transit currently employs 87 FT/21 PT operators.</p>

<p>part time drivers. Driver requirements are typically determined by the proposer and fluctuate over time. Is the 90 FT and 30 PT an absolute requirement? Could GRTC please indicate how many drivers does First Transit currently employ, full time and part time?</p>	
<p>90. Please provide your definition of Revenue Hour(s) used to compute the number of revenue hours reported section 3-1 actual operating data 4/2016 to 3/2017?</p>	<p>Reference question #68.</p>
<p>91. Please provide your definition of Service Hour(s) used to compute the number of revenue hours reported section 3-1 actual operating data 4/2016 to 3/2017?</p>	<p>The service hours include the revenue hours plus any deadheading. Deadhead is defined as the miles and hours that a vehicle travels when out of revenue service. Deadhead includes leaving and returning to the garage or yard facility, changing routes and when there is no expectation of carrying revenue passengers.</p>
<p>92. Please provide your definition of a revenue trip?</p>	<p>A revenue trip is defined as the period from the pickup location to the drop off location.</p>
<p>93. Please provide daily revenue hour and service hour numbers for the period 4/2016 to 3/2017?</p>	<p>The information is being provided in a separate document.</p>
<p>94. Please provide the number of actual pull outs and pull ins daily for the period 4/2016 to 3/2017 including actual pull out and pull in times?</p>	<p>The information is being provided in a separate document.</p>
<p>95. Since GRTC provides maintenance, how is the contractor compensated for service interruptions resulting from maintenance issues?</p>	<p>If service disruptions are the result of maintenance issues/lack of equipment, no liquidated damages are assessed for that service day.</p>
<p>96. Will GRTC consider</p>	<p>No</p>

<p>transferring a limited number of Road Supervisor position's to the contractor provided it is cost neutral to GRTC?</p>	
<p>97. For the period May 1, 2017 to May 31, 2017 could GRTC please provide complete copies of the driver schedules and manifests with all actual data shown?</p>	<p>GRTC does not feel comfortable releasing manifests which would have confidential client information (address, phone number, etc.)</p>
<p>98. Could GRTC please provide daily revenue only ridership statistics for the period May 1, 2017 to May 31, 2017 by day by hour?</p>	<p>The information is being provided in a separate document.</p>
<p>99. Could GRTC please provide daily operational statistics by day by hour for the period May 1, 2017 to May 31, 2017 (revenue hours and Service hours)?</p>	<p>The information is being provided in a separate document.</p>
<p>100. Could GRTC please provide a breakdown of the monthly ridership statistics provided between ADA, PCA, minor, Welfare-Work, other revenue or other non-revenue if any?</p>	<ul style="list-style-type: none"> ○ For FY17 (July 2016 – May 2017) here is the breakdown of the revenue and non-revenue ridership: <ul style="list-style-type: none"> ▪ CARE/CARE Plus 326,338 ▪ C-VAN 7684 ○ The remaining information is being provided in a separate document.
<p>101. Please identify which trips would be considered revenue trips for purposes of pricing the proposal on a per trip basis.</p>	<p>Any trip in which passengers are transported is considered a revenue trip.</p>
<p>102. The RFP indicates that GRTC is providing a fleet of 80 vehicles. The RFP also indicates that GRTC will be taking delivery of 10 new replacement vehicles. Is the contractor to assume that the fleet will remain constant at 80</p>	<p>Yes</p>

vehicles?	
103. Could GRTC please provide daily vehicle availability for the past twelve months?	That information is not available. However, the NTD report does include the average daily vehicle availability which is included with the April/May monthly reports.
104. Could GRTC please provide a driver seniority list?	The information is being provided in a separate document.
105. Could GRTC please provide driver turnover statistics for the past twelve months?	That information is not available.
106. Could GRTC please provide daily absenteeism statistics for the past twelve months?	That information is not available.