

This document has been provided as “Attachment B1 Response to Vendor Questions.” The below documents have also been referenced and available for responses.

“05-EXP-2022 Attachment B1 Response to Vendor Questions”

“05-EXP-2022 Attachment B2 CBA, MOU, Seniority”

“05-EXP-2022 Attachment B3 Organizational Chart for existing Contractor”

“05-EXP-2022 Attachment B4 Invoices for Expenses Incurred on Behalf of Contractor”

“05-EXP-2022 Attachment B5 PART-Contractor Maintenance Plan”

“05-EXP-2022 Attachment B6 Liquidated Damages Imposed”

“05-EXP-2022 Attachment B7 Executed Contract and Extensions”

“05-EXP-2022 Attachment B8 Fleet Listing and Mileage”

“05-EXP-2022 Attachment B9 Incumbent Invoices”

“05-EXP-2022 Attachment B10 Maintenance Plan”

“05-EXP-2022 Attachment B11 GTFS Feed”

“05-EXP-2022 Attachment B12 Blue Books – Route design - operational details”

“05-EXP-2022 Attachment B13 On-Bus Equipment”

“05-EXP-2022 Attachment B14 Warranty Coverages HD Buses 2020-2025”

“05-EXP-2022 Attachment B15 Repair Order History”

Vendor # 1

1. Under the 2017 RFP process for this Contract, proposers were required to identify and establish a lease or purchase of an operations pull out/maintenance facility west of Kernersville and near the Clark Campbell Transportation Center in Winston-Salem. Will PART please confirm a facility in the western service area is no longer required?
 - **PART: Correct. All required facilities are provided to the contractor by PART for a nominal lease.**

2. Will PART please confirm that the contractor is responsible for reimbursement of costs associated with their allocated share of used space and number of telephones/computers at the Coble Transportation Center and that PART allocates monthly expenses between all departments? If so, will PART please detail how those monthly expenses will be allocated to the successful contractor? Will PART please provide a 12-month history for what the incumbent was invoiced?
 - **PART: The Phone bill is allocated based on the number of lines provided to contractor at the CTC and Maintenance facility. Other expenses such as utility, janitorial, and landscaping are as incurred. The CTC and Maintenance facility are quoted separately when procuring those services and separate utility meters are maintained for both facilities. Historical invoices are provided as Attachment B4.**
3. Will PART please clarify the contractor's responsibilities for this requirement in RFP section 4.9 OPERATING FACILITY: "Reimburse PART for utilities and inhabitant expense that are billed to the property owner; including but not limited to trash collection, electrical at buildings, natural gas at buildings, landscape maintenance, IT management, telecommunications, janitorial service." Will the contractor just compensate PART for the costs of these expenses? Or will the contractor need have their own subcontracting agreements for landscape maintenance, IT management, and janitorial services?
 - **PART: See above. Contractor is only expected to provide reimbursement. PART maintains the contract.**
4. If the contractor is to reimburse PART for these expenses, will PART please provide a 12-month history for what the incumbent was invoiced?
 - **PART: See above. PART will provide as Attachment B4.**
5. Will PART please provide the names and contact information for all DBE and non-DBE subcontractors the incumbent contractor currently utilizes?
 - **PART: The incumbent does not currently utilize any DBE subcontractors. Body repairs, OEM's for engine, transmissions, and other expenses associated with warranties are performed by third parties. Contractor has service agreements for fluids, tires, and annual vehicle lift inspections A summary of the roles/responsibilities is provided as Attachment B5.**
6. With certain subcontracting work and opportunities currently being held by existing incumbent contractor personnel, will PART please identify NAICS commodity codes or suggested services DBE vendors could perform to meet the 5% goal?
 - **PART: NAICS codes identified by proposers in submissions to the Piedmont Area of NC public transit agencies include 425120, 424720, 448190, 541890, 453210, 811192, 541614 and 812331. Proposers can also consult the NCDOT UCP Directory available at: <https://www.ebs.nc.gov/VendorDirectory/default.html> for a full list of DBE's available.**
7. Will PART please provide copies of the executed contract and any amendments with the incumbent contractor?
 - **PART: PART has provided the original 2017 executed contract and annual board resolutions authorizing extension as Attachment B7.**

8. Will PART please provide the projected annual vehicle revenue and deadhead miles for the express bus, shuttle bus, vanpool public transportation services for each year of this new Contract?
 - **PART: Vanpool transit miles are outside of the scope of this RFP. Revenue and deadhead miles will be provided for current year. PART does not anticipate significant deviations from current year for the duration of the new contract, but PART continuously seeks enhancement of service and opportunities to expand. As stated in the RFP (5.3 Contract Terms) any service level increase or reduction in excess of 10% per budgetary year (July 1 through June 30) will constitute the ability to negotiate a new hourly rate. Service level changes are measured in revenue hours. PART Express information is available from NTD at <https://www.transit.dot.gov/ntd/transit-agency-profiles>**
9. Will PART please describe how the buses are being sanitized each day? Are any subcontractors being utilized?
 - **PART: Bus interiors and exteriors are cleaned daily at the end of use. Incumbent does not utilize subcontractors. PART previously utilized a third-party contractor for COVID-19 mitigation measures as needed.**
10. Will PART please verify the required bus operator training hours?
 - **PART: PART's expectation is that Contractor will present a training program consistent with industry standards and in compliance with all applicable regulations for CDL training with passenger endorsement. PART does not impose a specific number of hours and expects the highest standards to achieve success.**
11. Will PART please provide the number of open or vacant positions for each mode of service by employee classification?
 - **PART: PART is unable to confirm all positions since the contractor is responsible to keep all positions filled for daily operations, maintenance, and management. To that end – PART can confirm that there are NO vacant positions at the time of this RFP. PART can also confirm that the operator positions are fully filled and not vacant at the time of this question being answered.**
12. Will PART please provide the annual operator turnover rate?
 - **PART: We are not able to answer that question. The current workforce is not employed by PART. We can confirm that we are Not short with filled positions and PART HAS NOT had any loss of service due to shortage of workforce.**
13. Will PART please provide the annual overtime rates for all employment classifications?
 - **PART: This information is NOT managed by PART directly. Additional information may be available in the attached CBA and subsequent MOU.**
14. Will PART please provide the current number of computer workstations and peripherals supplied by the current incumbent contractor?
 - **PART: 10.**
15. Will PART please verify what networking and computer equipment is currently provided by the incumbent contractor?
 - **PART: PART provides the networking for our facilities. Contractor will establish a separate Internet service provider for individually owned and operated workstations outside of the PART network and software technologies.**

16. Will PART please verify if the incumbent contractor employs SmartDrive, DriveCam, or similar system?
 - **PART: The incumbent contractor utilizes DriveCam at their own expense.**
17. Will PART please confirm who is responsible for all the expenses related to the provision of the Zonar pre-trip/post-trip software?
 - **PART: Zonar is not explicitly required by PART but is currently utilized by and the responsibility of the incumbent contractor. An automated pre-trip/post-trip program is expected. Proposers plan to pre-trip/post-trip inspection will be considered within the “Operations Capability” portion of the evaluation criteria.**
18. Will PART please provide the current peak bus pulls for the express and shuttle bus services?
 - **PART: The peak times for buses and shuttles are Monday – Friday 5:45am – 9:15am (leaving every 30 minutes) and 3:45 – 6:45pm (leaving every 30 minutes). Saturday services operate an hour intervals throughout the day. RECOGNIZE – PART Express connects communities, and our service is an extension to local public transit systems operated by municipal systems. Our service is scheduled and operated to connect with the local systems for customer transfer when applicable.**
19. Will PART please specify how operator reliefs are currently conducted?
 - **PART: The contractor holds this responsibility and PART does not have that information available. Stand by operators should be available for daily service needs. Run cuts and coverage are the responsibility of the contractor to provide seamless service for our customers.**
20. Will PART please provide the last 12-months of contractor invoices for the requested transit services?
 - **PART: PART has provided October 2021 through September 2022 as Attachment B9.**
21. Will PART please provide the last 24 months of LD’s issued to the incumbent provider?
 - **PART: A summary of liquidated damages has been provided as Attachment B6.**
22. Will PART please provide the hours each weekday the Customer Ticket Window will need to be staffed?
 - **PART: An employee must be available to assist riders at the Customer Ticket Window and cover phone intake from 6:00 am to 9:00 pm Monday – Friday and from 7:00 am to 7:00 pm on Saturday.**
23. Will PART please provide the current work schedules for incumbent contractor’s dispatchers and road supervisors?
 - **PART: Work schedules are the responsibility of the contractor and will be evaluated as part of the Operations Capability and Staffing Plan sections of the RFP. Dispatchers and road supervisors are required during all service hours. Specific work schedules are the property of the incumbent.**
24. Section 4.7.4 COMMUNICATIONS SYSTEMS states: “PART currently uses a push to talk communication system.” Will PART please provide the make/model, number of units, and more information on this communication system? Will PART please confirm the incumbent contractor provides the equipment along with the airtime for this system?

- **PART: Correct. The incumbent contractor provides the equipment along with the airtime. Motorola XPR 5550e. Estimated number is 50 for all vehicles, dispatchers/supervisors.**
25. Will PART please provide the current Teamsters Union Local 391 Collective Bargaining Agreement (CBA) and any subsequent Memorandum of Understanding documents representing any changes to the CBA?
- **PART: This has been provided as Attachment B2.**
26. Will PART please provide the number and type of support fleet the current incumbent has assigned to the PART operation?
- **PART: We are aware of one maintenance vehicle with utility boxes/lift gate, one truck, one supervisor SUV and one management personnel vehicle.**
27. Will PART please clarify if the vehicles projected to arrive in January 2023 and May 2023 are replacement vehicles or expansion vehicles?
- **PART: Vehicles projected to arrive in January 2023 and May 2023 are replacement vehicles. Replacing the existing Orion HD buses and Sprinter LTV's.**
28. Will PART please clarify how many units are being utilized in the Vanpool program and the average annual miles associated as maintenance servicing relies on miles for scheduled preventative maintenance cycles?
- **PART: PART is not requesting the vendor to provide a holistic preventative maintenance program. PART is only requesting an hourly rate to perform maintenance of the nature described in the cost sheet.**
29. Will PART please clarify who is currently responsible for counting fares and the daily procedures for this function?
- **PART: Collection methods are as follows.**
 - **Internet Pass Sales:** Internet Pass sales are made through the UMO App or at the Coble Transportation Center (CTC). These pass sales are deposited into the TRUIST Operating Account. Receipts are reconciled and recorded into the accounting system by the Accounting Associate. Passes requested by the Commuter Resources Information Associate on behalf of business, must provide a request to the Grants & Procurement Specialist to initiate invoicing.
 - **FARE collections:** Vehicles contain Diamond Drop Boxes. Drop boxes are pulled twice a week. The amounts collected in the Diamond Drop Boxes are recorded, by the bus driver, into the pass sales system. The drop boxes are stored in a locked cage in the vault room. In the presences of a contract employee, Loomis collects the funds in the vault twice a week. Loomis prepares a deposit ticket and deposits collections into PART's operating checking account. The Accounting Associate records the deposit from the checking account deposit detail provided by the Deputy Finance Officer. Deposits are verified/reconciled by accessing Loomis' Synergy website.
 - **CTC sales:** Sales at the CTC are reconciled by the DFO through the NCR and Internet Pass systems. At a minimum, the DFO collects cash sales when receipts reach an amount not to exceed \$500. The DFO prepares the bank deposit slip and the CFO initials verifying that the deposit slip matches the NCR Point of Sale report. The DFO deposits the cash into the TRUIST operating

account. When receipt is received, the Accounting Associate enters the deposit into the Accounting Software system. Note: The credit card receipts go directly to the TRUIST-Internet Acct while all other deposits are in the PART Operating Account. Credit card receipts are reconciled and recorded by the Accounting Associate.

30. Will PART please clarify if the current incumbent is participating in local, state, or national bus rodeo competitions?
 - **PART: Yes the incumbent is participating in bus rodeo competitions.**
31. Will PART please clarify if the contractor will be responsible for supply and cost of the support fleet fuel?
 - **PART: Yes. Contractor is currently responsible for supply and cost of their own support fleet fuel.**
32. Will PART please provide the last 12 months usage of vacation and sick leave for the current workforce?
 - **PART: PART does NOT retain those personnel records and are unable to answer.**
33. Will PART please clarify how the current incumbent contractor is conducting the NTD sampling process?
 - **PART: PART staff conduct and manage the NTD sampling process. The contractor is involved in the planning of such regulatory compliance.**
34. Will PART please provide a copy of the current seniority roster of all employee classifications?
 - **PART: Reference Attachment B2.**
35. Will PART please clarify if the Service Provider can satisfy the required limits for Auto, General Liability, and Umbrella through any combination of deductible, self-insured retention, primary limits, excess limits, and /or umbrella limits?
 - **PART: A combination of methods is allowable so long as the minimum insurance requirements stated in section 4.16 of the RFP are satisfied.**

Vendor # 2

1. PG.15 "Section 4.2 4.2 Service Levels At Issuance of RFP" - Please provide definition and timeline for useful life regarding fleet.
 - **PART: PART utilizes useful life as identified by FTA. PART manages a 5 year capital plan and financial "reserve" funds for planned capital purchases.**
2. PG.15 "Section 4.2 4. Service Levels At Issuance of RFP" - Please provide full fleet listing with make, model, year and current life mileage.
 - **PART: PART has provided this information as of October 31, 2022 as Attachment B8.**
3. PG.15 "Section 4.2 4.2 Service Levels At Issuance of RFP" - Please provide full major component history for rebuild or replacement of engines, transmissions, and differentials.
 - **PART: There has been one major component rebuild or replacement within current fleet (2017-2021 HD Buses and all LTV's) A transmission was replaced on bus unit 1722.**

4. PG.19 Section 4.7.3 - Please provide long term replacement plan for PART operating fleet.
 - **PART: PART replaces vehicles upon meeting FTA useful life as measured in years or miles. PART maintains a 5 year capital plan, a local capital reserve fund with restricted funds for maintain a state of good repair.**
5. PG.20 Section 4.9 Operating facility - Please provide a complete listing of all the facility and shop equipment contractor is required to maintain, including description, useful life requirement, and replacement costs.
 - **PART: In relation to the On-Site visits, proposers had the opportunity to view the maintenance and passenger facilities. PART provides stationary vehicle lifts, fuel and fluid tanks, Air Compressor, bus wash, above-head air/fluid reels, and hoses. Contractor is responsible for all necessary tools and additional equipment. A spreadsheet will be provided summarizing the current split of responsibilities alongside response to question. For example, wheel balancers, mobile lifts, wheel alignment, etc. are provided by incumbent. Reference Attachment B5**
6. PG.20 Section 4.9 Operating facility - Please provide last 12 months of maintenance records for all facility equipment.
 - **PART: PART has provided a summary of expenses billed back to the contractor as Attachment B4**
7. PG.20 Section 4.9 Operating facility - Please provide equipment documentation including required scheduled maintenance for all equipment contractor that is required to maintain.
 - **PART: A copy of our equipment and facilities responsibility agreement is included with Attachment B5. Attachment B13 list on vehicle IT equipment that includes maintenance of technologies. All other equipment is the property of the contract and maintenance is the responsibility of the contractor.**
8. PG.21 Section 4.10 Vehicle maintenance - Please provide listing of all van pool vehicles to be maintained by the contractor, including make, model, year, and current life mileage.
 - **PART: PART is not requiring the vendor to provide a holistic preventative maintenance program for the Vanpool program. PART is only requesting an hourly rate to perform maintenance of the nature described in Attachment A3 Cost Proposal - Tab “Marketing and Vanpool Maintenance”**
 - **PART: Current Vanpool fleet is as follows:**

Make and Model	Year	Quantity
Dodge Caravan	2014	11
Ford Transit 350	2016	7
Ford Transit 350	2017	11
Dodge Caravan	2018	2
Ford Transit 350	2018	1

Dodge Caravan	2019	4
Ford Transit 350	2019	6
Dodge Sprinter	2008	1

9. PG.21 Section 4.10 Vehicle maintenance - Please provide a complete listing for PART's Vehicle maintenance standards as referenced in the RFP.
 - **PART: PART has provided this as Attachment B10.**
10. PG.21 Section 4.13 Vehicle cleaning - Please provide the requirements/schedule for vehicle interior and exterior cleaning.
 - **PART: Vehicles are expected to be cleaned daily following use. Customer care and convenience is a priority for PART.**
11. PG.33 Section 6.2 Price proposal - Please clarify pricing for Van Pool services is labor only and parts are pass through/cost plus?
 - **PART: Pricing for Vanpool is labor only. Parts are passed through at cost. When advantageous - parts may be provided by PART.**
12. PG.27 Section 4.16 Insurance - PART shall be given a Certificate of Insurance from the insuring company showing the insurance coverage and cost for each coverage. Please confirm that PART will accept a standard ACORD form certificate showing the coverage, insurance carrier and limits.
 - **PART: PART will accept a standard insurance Acord form certificate.**
13. PG.35 Section 6.3 Proposal Acceptance and Validity - Please confirm if a bid bond is required. If so, please confirm the amount.
 - **PART: A bid bond is not required. An addendum has been issued clarifying the bond requirements.**
14. PG.7 Section 1.1 g Attachment A1 Liquidated Damages - Please provide a two-year history of all liquidated damages assessed under the current contract by category.
 - **PART: PART has provided a summary of liquidated damages assessed from July 1, 2020 to September 30, 2022 as Attachment B6.**
15. PG.8 Section 1.1g - Please provide an organization chart and listing of current staff.
 - **PART: This is included as Attachment B3.**
16. PG.8 Section 1.1g - Please provide the current or most recent copy of the collective bargaining agreement and any extensions.
 - **PART: This has been provided at Attachment B2**
17. PG.8 Section 1.1g - Please provide the current contract with the incumbent and all amendments since its inception.
 - **PART: This has been provided as Attachment B7.**
18. PG.8 Section 1.1g - Please provide copies of all incumbent contractor invoices for service delivery for the past 12 months.
 - **PART: This has been provided as Attachment B9.**
19. PG.8 Section 1.1g - Please provide the most recent incumbent employee seniority list for all positions with current wage rates.
 - **PART: Wage details can be obtained Attachment B2 (CBA and MOU).**

20. PG.8 Section 1.1g - Please provide all available information regarding the incumbent employees' health plans, including plan descriptions, premium amounts, employer/employee cost sharing percentages and overall plan participation.
 - **PART: Refer to Attachment B2 for references to insurance. Proposers' compensation and benefits will be considered as part of the Staffing Plans portion of the evaluation.**
21. PG.8 Section 1.1g - Please provide a two-year history of total, revenue and deadhead hours, and miles operated under the current contract, split by service type (Express, Shuttles and PTIA/On Demand)
 - **PART: Revenue and deadhead information is available from NTD.**
22. PG.8 Section 1.1g - Will the agency provide service vehicles to an incoming contractor for purposes of training?
 - **PART: Yes, PART will provide existing fleet vehicles for training purposes so long as training does not conflict with daily operation of service.**
23. PG.8 Section 1.1g - Please confirm who is responsible for environmental assessments / Phase 1 assessments / stormwater plan/permitting for all locations.
 - **PART: These are the responsibility of PART.**
24. PG.8 Section 1.1g Attachment A3 Cost Proposal Marketing & VanPool Maintenance - Please provide two years of historical cost and hours for Marketing and Promotional Events, and two years of Van Pool Maintenance cost and hours, split by Minor/Major.
 - **PART: Prior 2 years of Marketing and Promotional Events will be inaccurate due to Covid-19 pandemic and related reductions in these types of events. Vanpool Maintenance from July 1, 2020 to June 30, 2022 totals \$24,473 for existing contractor. Majority of related Vanpool maintenance is managed between PART staff – Vanpool lease lead drive utilizing external resources with geographic localities near the vanpool travel path.**

Vendor # 3

1. The RFP states proposers should use good faith efforts to meet the 5% DBE participation goal. Does PART require proposers to provide evidence of good faith efforts in their response?
 - **PART: Yes. If proposer is unable to meet the 5% DBE goal then good faith efforts should be documented.**
2. Does the 50-page limit on proposals apply to the entirety of the Qualifications Proposal (Sections 1 through 12), or just to the technical sections of the Qualifications Proposal (Sections 6 through 12)?
 - **PART: The 50-page limit applies to the entirety of the proposal. Items such as signed and completed Attachment A2 and Attachment A3 do not count towards the 50-page limit. Specific requested documents such as training manuals, employee handbooks, or other attachments do not count towards the 50-page limit. Refer to Addendum 1 for updates on this item.**

3. Which software packages will PART provide to the Contractor for the Contractor's use in carrying out the scope of services outlined in the RFP, and for what purpose(s) does PART intend for the Contract to use which PART-provided software?
 - **PART: PART provides POS software on a PART issued computer. PART maintains access to REMIX for route planning and Title VI. Route planning is not the responsibility of the contractor. Routes are provided by PART. Operational related software / hardware utilized by the contractor include AVL, UMO, and SEON Cameras. For example, SEON Cameras are maintained by PART but access is provided to contractor through a browser link for viewing.**
4. Which types of software is the Contractor expected to provide for use in carrying out the scope of services outlined in the RFP -- such as a Maintenance Management System, a CAD/AVL system, a pre- and post-trip inspection platform, an operator scheduling and run-cutting platform, etc.?
 - **PART: PART provides necessary CAD/AVL systems for the scope of services outlined in the RFP. A maintenance management system, pre- and post- trip inspection platform, operator scheduling, and run-cutting platform are the responsibility of the contractor.**
5. Will PART consider increasing the page limit for responses from 50 to 100 pages?
 - **PART: PART believes 50 pages is sufficient. Items such as signed and completed Attachment A2 and Attachment A3 do not count towards the 50-page limit. Specific requested documents such as training manuals, employee handbooks, or other attachments do not count towards the 50-page limit. See Addendum 1 for clarification on which items count towards the 50-page limit.**
6. Can PART please provide the CBA agreement with Teamster Union Local 391 referenced in the RFP, and provide any/all other additional Collective Agreements?
 - **PART: This has been provided as Attachment B2.**
7. Can PART 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.
 - **PART: Wage information can be located within Attachment B2. Other detailed information requested is not controlled by PART and those items that are of personnel nature are not available for open records distribution.**
8. Can PART please provide a fleet replacement schedule that covers the duration of the contract term?
 - **PART: PART replaces vehicles when they meet FTA useful life in either miles or years and when funds are secured.**
9. Can PART please provide detailed information regarding all benefits programs for the current employees, including Medical, Dental, Vision, Pension/401k, including participation rates by tier and employer contribution levels for each category of coverage?
 - **PART: Refer to Attachment B2 for references to insurance. Proposers' compensation and benefits will be considered as part of the Staffing Plans portion of the evaluation.**

10. In order to provide accurate collision and comprehensive insurance coverage, can PART please provide a replacement value of all assets the Contractor is required to insure (e.g., buses, other vehicles, facility, parts/equipment) and required valuation to be insured (e.g., actual cash value, book value, replacement cost)?
 - **PART: Insurance limits are identified within the RFP in section 4.16 Insurance Requirements. To assist in developing a responsive RFP reference below:**
 - **HD BUS: Replacement value \$600,000**
 - **Cutaway Vehicle / Shuttle: Replacement value \$150,000**
 - **Inground lift: Replacement value \$250,000**
 - **Above ground lift: Replacement value \$50,000**
 - **Bus Wash: Replacement value \$300,000**
 - **Fluid Storage: Replacement value \$200,000**
 - **Air Compressor: Replacement value \$125,000**
11. Can PART please disclose the last 5 years of loss history for Workers Compensation and Auto Liability (# and type of incidents, financials including paid to date and reserves by year) required to carry, in order to correctly price insurance coverages?
 - **PART: Insurance limits are identified within the RFP in section 4.16 Insurance Requirements**
12. Can PART please provide vehicle accident and injury statistics experienced by the current Contractor for the past 24 months?
 - **PART: The information below is a summary for the past 12 months.**
 - **Injuries = Zero injuries resulting in insurance or legal recourse**
 - **Preventable accidents = 11/4/21, 2/2/22, 4/20/22, 4/21/22, 5/4/22, 7/13/22, 8/12/22, 9/20/22, 11/10/22, 11/16/22**
 - **Non-Preventable = 11/23/21, 12/7/21, 4/14/22, 7/21/22, 10/22/22, 11/14/22**
13. Can PART please provide a more detailed fleet list with current vehicle mileage?
 - **PART: PART has provided this information as of October 31, 2022 as Attachment B8.**
14. Can PART please confirm if the Contractor is responsible for heavy maintenance repairs such as engines and transmissions?
 - **PART: The Contractor is responsible for all maintenance including heavy maintenance repairs such as engines and transmission.**
15. Can PART please provide a work order data dump from the Revenue Vehicle Maintenance system for the previous 24 months? Excel format would be preferable. This will allow proposers to estimate their maintenance costs more accurately.
 - **PART: Reference Attachment B15.**
16. Can PART please provide a list of shop equipment to be made available to the Contractor?
 - **PART: PART provides an inground and above ground vehicle lift. All other maintenance equipment is the responsibility of contractor. Refer to Attachment B5**
17. Can PART please provide a three-year history of utility, telephone, maintenance, and repair charges incurred by the current Contractor for the current facility?
 - **PART: PART has provided June 2020 through September 2022 as Attachment B4.**

18. Can PART please provide the following information to assist with run cutting: 1) Latest GTFS Feed; 2) Relief Point; 3) Deadheads; 4) Current Depot Coordinates.
 - **PART: Deadhead information is available through the NTD Database. GTFS has been made available as Attachment B11. Route level information has been made available as Attachment B12.**
19. Can PART please provide 3 years of historical Service Statistics data by route, including Revenue Hours, Revenue Miles, Deadhead Hours, Deadhead Miles, and other hours and miles (i.e., Training, Recovery / Layover time)?
 - **PART: This information is available through the NTD database.**
20. Can PART please provide current block schedules, driver paddles and run cuts for the current fixed route service, in Excel format if available?
 - **PART: See Attachment B12 for this information. PART does not develop run cuts but provides the information to contractor available in B12.**
21. Does PART have a minimum driver training hour requirement?
 - **PART: PART's expectation is that Contractor will present a training program consistent with industry standards and in compliance with all applicable regulations for CDL with passenger endorsement. PART does not impose a specific number of hours. PART expects the highest level of professionalism and employee success for the benefit of our public service on PART Express.**
22. Can PART please confirm that the Contractor is not responsible for payment of armored truck transport regarding the cash collection policies?
 - **PART: Contractor is responsible for payment of armored truck transport.**
23. Can PART please provide 12 months of historical invoices?
 - **PART: This has been provided as Attachment B9.**
24. Can PART please provide 3 years of historical penalties / assessed liquidated damages to the incumbent Contractor.
 - **PART: PART has provided this as Attachment B6.**
25. Can PART please confirm if office / transition space will be available to the incoming Contractor for start-up activities? Additionally, how many revenue vehicles will be made available for training purposes?
 - **PART: PART will provide service vehicles for training purposes so long as training does not conflict with operation of service. PART can provide transition space to the incoming contractor for start-up activities. The available space can be viewed during on-site interviews following submission of RFPs.**
26. Will PART consider including a provision permitting Contractor to seek an equitable adjustment in price due to a change in laws?
 - **PART: PART would be open to including a provision seeking an adjustment in contract price in response to changes in Local, State, or Federal laws, regulations, or rulemaking. This provision would also need to allow PART to seek adjustment in price. PART will refer to the pricing sheet and breakdown of hourly rates to consider adjustments.**
27. Will PART consider making the extension terms exercisable by mutual agreement between PART and Contractor?

- **PART: The PART Board will be presented with the option to extend based on agreements reached between PART Management and contractor.**
28. Is there a specific format requirement for the Information Management System (IMS) database, or can it be excel based?
- **PART: PART does not require a specific format for the Information Management System Database. The incumbent vendor utilizes “compass” and “oracle”. Specific proposals for contractors IMS system will be evaluated within the Operations Capability portion of evaluations.**
29. Section 8.7 Price Proposal states that "PART will score the Price Proposal based on the total contract price proposed, which is the sum of the annual prices for the initial three (3) years and the Transition and Start-up costs. The Proposer with the lowest total price will receive the maximum number of points available...other Proposers will receive points based on a ratio of their price to the lowest price." Will all proposers be required to submit their start-up costs as if they are starting service anew, regardless of whether they are the incumbent provider, in order to ensure a level competitive baseline? We recommend that PART consider evaluating start-up and transition costs separately from the price proposal. This has become a standard practice for procurements as it creates a level playing field for all proposals. Including start-up and transition costs in the evaluation serves to limit competition and give the existing contractor a competitive advantage.
- **PART: Price Proposal evaluation will be based on the total 3-year price quoted to PART. Based on submissions received by PART on past RFP's and other area transit systems, start-up costs do not represent a meaningful portion of either points awarded for the cost evaluation, or overall score assigned. Proposers are encouraged to holistically review the point evaluation weights to maximize opportunity.**

Vendor # 4

1. Is a bid bond required? If yes, amount?
 - **PART: A bid bond is not required. Addendum 1 has been issued clarifying the bond requirements.**
2. Is the contractor required to maintain the bus stops or bus stations? If yes, please provide the frequency required, number of bus stops and shelters.
 - **PART: Contractor is not required to maintain any bus stops or bus stations other than the CTC. Deficiencies identified by contractor staff should be regularly communicated to PART staff. See Attachment B5 for maintenance responsibilities of PART and Contractor at the CTC and Maintenance Facility.**
3. Please provide the last 12 months of expenses for bus stop and shelter maintenance and repairs.
 - **PART: Not Applicable.**
4. What is the current budget for this service?
 - **PART: Not Applicable.**
5. Please provide the names of any current DBE vendors including the service provided and rates.

- **PART: No current DBE vendors. Reference the opportunity for DBE participation points in submissions.**
6. While the COVID -19 pandemic has included a great number of challenges for all, it has also forced us to reevaluate our business practices. During the pandemic shutdown, fossil fuel use and pollution declined while air quality improved. While these changes are expected by experts to be temporary, we would like to use this as an opportunity to adopt more sustainable business practices to help these positive environmental trends continue into the future. As such, would PART consider permitting electronic proposal submission in place of a hard copy submission? This change reduces resource use (paper, printing materials), and reduces fossil fuel usage required to transport the physical package, allowing for a more environmentally friendly procurement process.
 - **PART: PART requires hard copy submissions as detailed in the RFP. See Addendum 1 for some items which may be submitted digitally by USB alongside hard copy submissions.**
 7. PART provided facility: Will the contractor be responsible for any costs associated with leasehold improvements?
 - **PART: This may be applicable and would be addressed on a case-by-case basis.**
 8. Please provide the total dollar amount of cash fares paid for the past 12 months.
 - **PART: For the period July 1, 2021, to June 30, 2022, \$46,151 in cash was collected at the CTC Hub and \$105,461 in cash was collected on routes. This does not include online fare payments.**
 9. Please clarify the number of vehicles used in revenue service by day of week, the peak service hours, and number of buses in service at these times.
 - **PART: The peak times for revenue service are Monday – Friday 5:45am – 9:15am (leaving every 30 minutes) and 3:45 – 6:45pm (leaving every 30 minutes). There are 21 buses in service at peak service.**
 10. What is the required schedule for vehicle interior and exterior cleaning?
 - **PART: Bus interiors and exteriors are cleaned daily at the end of use.**
 11. Please provide/confirm the revenue miles and hours; deadhead miles and hours; and total miles and hours for these services for the past 12 months.
 - **PART: This information is available through the NTD database.**
 12. Please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather, incidents, etc.).
 - **PART: PART would consider this on a case-by-case basis when documented delays occur during revenue service. Historically, this has not been an issue for PART.**
 13. IT: Does the Contractor need to provide any network cabling or facility IT upgrades?
 - **PART: PART is not aware of any network cabling or facility IT upgrades. The contractor may require ethernet cables for individual workstations if a wired connection is required.**
 14. IT: Does the Contractor network need to support a facility camera system? If so, please provide details on the system
 - **PART: No. PART provides the facility camera system. Verkada is the facility cameras system for the PART buildings.**

15. IT: Are there any non-standard system applications that need to be installed on Contractor's workstations?
- **PART: PART does not require any non-standard system applications. AVL, Facility Cameras, Bus Cameras, and UMO related functions are all accessed through the browser.**
16. IT: What systems, applications or on-bus technology does the Contractor need to provide computers or servers for?
- **PART: Contractor does not provide computers or servers for any on-bus technology implemented by PART. Contractor may need to provide computers, tablets, or servers for their own systems such as Zonar, DriveCam, etc.**
17. IT: Will we need to host or support any application, web, or database servers?
- **PART: No. Contractor does not have any hosting requirements imposed by PART.**
18. IT: Are there any other on-board applications we will be required to support (hardware or software) for passenger WIFI, AVL, passenger counting, farebox, etc.?
- **PART: PART provides all IT related support for WIFI, AVL, APC, farebox/UMO etc. Contractor maintenance staff is required to work with PART staff to maintain functionality of these items. Parts are provided at PARTs expense for these repairs unless damage is the fault of contractor.**
19. The RFP states, "Service provider is required to have a means of communication with all in-service vehicles including intra-vehicle communication between in-service vehicles (i.e. Cellular Direct Connect) during all hours when a vehicle is on the road, with no exceptions. All means of communication shall be the sole responsibility of the Service provider." Please confirm what is currently being used to meet this requirement, and if PART believes that it is sufficient, or prefers an alternative.
- **PART: Based on our geographic coverage of service with bandwidth restrictions and proximity to the Airport, two-way handheld (radio) communication does not work. Cellular Direct Connect is currently utilized. The PART AVL system (GMV) also has a text based chat function available for onboard MDT devices.**
20. Infrastructure/Networking/Telephony: Will advanced call management features be required on contractor provided phones? (Call Recording, Call Reporting, IVR menus)
- **PART: PART provides office phones for Contractor use.**
21. Application Support: Are there any applications or systems that need to be transitioned from the current contractors system to the new contractors system?
- **PART: No.**
22. Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth.
- **PART: No.**
23. Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).
- **PART: PART provides landline phones and cabling to Contractor. Data lines for contractor provided computers and devices are at the discretion of the contractor. Current contractor maintains their own internet network and provider.**

24. Pg 20 states that contractors, "Reimburse PART for utilities and inhabitant expense that are billed to the property owner; including but not limited to trash collection, electrical at buildings, natural gas buildings, landscape maintenance, IT management, telecommunications, janitorial Service." Please provide last 12 months of costs for each of these services. Include name of service company if responsibility is outsourced.
- **PART: This has been provided as attachment B4. Attachment B5 includes additional information on the distribution of financial responsibility.**
25. IT: Is the Contractor able to segment a separate VLAN off the PART internet service?
- **PART: Contractor currently provides their own internet service.**
26. IT: What up/down bandwidth is available to the Contractor on the PART internet service?
- **PART: Contractor currently provides their own internet service.**
27. IT: Please confirm Contractor can install their own managed router and switch for segmented VLAN.
- **PART: Yes. Contractor can install their own managed router and switch.**
28. IT: Please provide detail on the office/facility phone and internet lines/connections in each work area
- **PART: Ethernet connections are available in offices and at workstations. PART provides and maintains phone lines and phone devices on contractor's behalf.**
29. IT: Is there rack space available for Contractor servers, switch, routers, etc.?
- **PART: Yes.**
30. IT: Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.
- **PART: PART is currently in the process of transitioning Managed IT Providers in December 2022. An updated diagram of the technology landscape can be made available following that transition process.**
31. Please provide a copy of the current CBA and any MOU documents in place for the operation.
- **PART: This has been provided as Attachment B2.**
32. We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.
- **PART: Reference should be made to Attachments B2 and B3. The staffing plan and business approach to fulfill the expectations of this RFP and pending contract is aligned with the evaluation process of your proposal submission.**
33. Are the current transit employees covered by 49 USC 5333(b) (also known as Section 13c of the Urban Mass Transportation Act of 1964)?
- **PART: Yes. In relationship to the number of operators that have joined the local union.**
34. 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 PART 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.

- **PART: PART will negotiate in good faith to address increased labor costs due to changes in applicable laws, rules, and regulations. PART will refer back to the cost sheet for any contractor initiated requests for rate adjustment.**
35. Would PART consider an assignment provision that allows Contractor to assign the Contract in the instance of a merger, acquisition, corporate reorganization, public stock offering, or sale of all or substantially all of its assets with reasonable notice to but without prior written consent of PART? If so, may contractor's present sample language in its proposal?
- **PART: No. Any request of assignment will require the prior written consent of PART. Outcome will require approval of PART management, legal counsel, and the PART Board.**
36. Please provide a list of PART provided maintenance shop tooling or supplies.
- **PART: PART does not provide tooling or supplies. An above ground and inground lift are provided. Refer to Attachment B5 for financial responsibilities of PART.**
37. Please provide the last 12 months history for major component replacement and repair for the PART provided fleet.
- **PART: There has been one major component replacement or repair in the last 12 months. A transmission was replaced for bus unit 1722.**
38. Please provide extended warranties, and which vehicles are covered by the warranties.
- **PART: This has been provided as Attachment B14.**
39. Please confirm that PART will pay for all major facility repairs, and that contractor will only be responsible for minor facility maintenance. Please define major facility repairs.
- **PART: See Attachment B5 for the distribution of financial responsibility for PART provided facilities.**
40. Please provide a current organization chart to include management, staff and drivers.
- **PART: This has been provided as Attachment B3.**
41. Please provide details regarding any subcontractors being used in this service currently, and which services they are providing.
- **PART: Current contract does not utilize subcontractors. Any planned approach will require the same rules and regulations for sub-contractor utilization with respect to Federal Certifications and Assurances and will require prior approval from PART management.**
42. Please provide detailed information for each Fixed Route to help with blocking and scheduling in Excel format. Please include deadhead hours and miles, number of buses currently used on each route, pull-out and return-to-yard times, etc.
- **PART: Deadhead information is available from the NTD database. See Attachment B11 for GTFS information and B12 for route level information.**
43. Please provide current run cut for this service.
- **PART: See Attachment B12.**

44. Please provide the performance statistics of the current contractor for the past 12 months for accidents (preventable and non-preventable), on-time performance, total operational complaints.
 - **PART: Refer to previous response on dates provided for preventive and non-preventive accidents. An indication of imposed liquidated damages with Attachment B6 will address performance related shortcomings of late trips/missed trips.**
45. Please provide copies of the last twelve months of invoices from the Contractor.
 - **PART: This has been provided as Attachment B9.**
46. Please provide a copy of the current contract for these services.
 - **PART: This has been provided as Attachment B7.**
47. What are 3 things that PART would like to see improved in the current service?
 - **PART: PART is satisfied with the level of service received under the current contract. The RFP details PART's priorities for service to meet the needs of our customers.**
48. What are the top 3 complaints received by passengers on this service?
 - **PART: Lack of multi-agency faring, frequency of service across geographical area, and Sunday service.**
49. RFP page 18 states, "All Express routes and Shuttle routes shall operate Monday through Friday; and limited Saturday services as designated, approximately 255 days of service annually." Please confirm the number of days.
 - **PART: As stated in the RFP service is approximately 255 days of service. The specific number of days varies when a holiday falls on a service day. See PART website for holiday operating schedule.**
50. Please provide a listing, by month, of any penalties charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current contract.
 - **PART: PART has provided a summary of liquidated damages as Attachment B6. There have been some changes to the dollar amount associated with specific performance failures and the addition of some qualifying events.**
51. Would PART consider postponing performance penalties during the first 90 days of the new contract period for a new contractor?
 - **PART: As stated in the RFP, liquidated damages shall be waived for the first 45 days of in-service operations of any new contractor.**
52. Please provide the current contractor's performance in relation to the Liquidated Damages in Attachment A1 monthly for the past 12 months.
 - **PART: See Attachment B6.**
53. Please define "Driver Unsafe Operation of Vehicle" as listed in the Liquidated Damages section of Attachment A1.
 - **PART: Unsafe operation includes but is not limited to documented traffic violations, ticketing, customer complaints supported by onboard live camera systems, and other violations of employee standards set by contractor in training and policy documents.**

54. 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.
- **PART: From July 1, 2021 to June 30, 2022 PART paid the current contractor \$4,224,332.07. The hourly rate is currently \$86.23 per express bus revenue hour of service and \$66.85 per shuttle revenue hour of service.**
55. Would PART allow for an expansion of the page limit listed in the RFP to a maximum of 100 pages?
- **PART: PART believes 50 pages is sufficient. See Addendum 1 for clarification on which items count towards the 50-page limit.**
56. Please confirm that proposers may include relevant attachments with their proposals, and would not be included within the page limit.
- **PART: See Addendum 1 for clarification on which items count towards the 50-page limit.**
57. Software: Please indicate which technologies would be hosted by the Client, software manufacturer or if contractor would be required to provide hosting services.
- **PART: See above answers to this question.**
58. Hardware: Please describe the manufacturer make and model of any equipment currently in use or planned for use on the vehicles including cameras, safety/security systems, routers, signs, passenger counters, tablets and fare boxes. Please clarify who provides the technology. i.e. contractor or PART
- **PART: See Attachment B13. These technologies are provided by PART. GETAC Tablets (For AVL system) and Diamond Drop Boxes (fare boxes) are provided by PART. Current Contractor provides DriveCam and Zonar.**
59. During the transition, how many vehicles will be made available to the incoming contractor to perform training?
- **PART: PART will provide existing fleet vehicles for training purposes so long as training does not conflict with daily operation of service.**
60. During the transition, will there be space available at the facility to conduct start up activities?
- **PART: PART can provide transition space to the incoming contractor for start-up activities. The available space can be viewed during on-site interviews following submission of RFPs.**
61. Please confirm that Route 6 has been eliminated and should not be included in the hours calculated.
- **PART: Route 6 has been eliminated and should not be included in the hours calculated. Route 6 was not included by PART in the RFP.**
62. Please confirm that drivers cannot have any felony offenses or if PART would be open to drivers cannot have any felony offenses within the past 10 years.
- **PART: Confirmed. Drivers cannot have any felony offenses.**
63. Please confirm that drivers must pass a pre-employment alcohol test, or if they must only pass a drug test prior to employment.

- **PART: As stated in the RFP, the service provider shall test all personnel in accordance with a drug and alcohol testing program in compliance with 49 CFR Parts 653 and 654.**
64. Please define "Driver Unsafe Operation of Vehicle" as listed in the Liquidated Damages section of Attachment A1.
- **PART: See Above. Duplicate Question.**

Vendor # 5

1. Can you please provide any MOU's between the incumbent and the Union since the labor agreement was ratified?
 - **PART: See Attachment B2.**
2. What are the current financial responsibilities between the incumbent and PART regarding facilities? Is there currently a lease or agreement in place? If so, will the responsibility split remain the same for this new contract?
 - **PART: A summary sheet of the facility related financial responsibilities has been provided as Attachment B5. There is currently a nominal lease for the facilities occupied by the incumbent. PART anticipates the responsibility split remaining the same for the new contract but is willing to negotiate specific items at the request of proposers.**