

Solicitation Addendum

Solicitation Number: **2020-10432**
Solicitation Description: **EBPC Paratransit Coordinator Office Request for Proposals (RFP)**
Solicitation Due Date and Time: **27 April 2020 at 4:00p PT**
Addendum Number: **2**
Addendum Date: **21 April 2020**
Purpose of Addendum: **Changes to the RFP**
Contract Contact: **Dora English, Assistant Contract Specialist**
denglish@actransit.org | 510.891.4789

The Alameda-Contra Costa Transit District herewith issues this *Addendum No. 2* to the above-referenced *Request for Proposals*. **Except as modified below, all other terms and conditions remain in effect. Strikethrough text represents deletions from the original RFP, and **bold/italicized/underlined text** represent additions to original RFP text.*

INSTRUCTIONS

1. Return one (1) properly executed copy of this Addendum with proposal submission. Failure to sign and return this Addendum may result in the rejection of Offeror's proposal.
2. Carefully read, review and adhere to all notices, instructions and changes to the RFP in this Addendum.
3. Following are the District's revisions to the RFP.

A. QUESTIONS AND CLARIFICATIONS

Question 1a. Page 2. I. 2 Schedule of Events - Given the uncertain nature of operating in the current global pandemic how likely is this schedule to change?

Response: We have taken the current COVID-19 crisis into consideration when developing the revised schedule, which has revised the Proposal Submission date to **27 April 2020 no later than 4:00p.** Please reference Addendum 1A for complete details.

Question 1b. When does the District intend to take the item to the Board of Directors for approval?

Response: This recommendation for contract award will be presented for approval by **27 May 2020.**

Question 1c. When do you anticipate a contract being awarded?

Response: The anticipated award date is on or about **29 May 2020.**

Question 2. Addendum 1 now indicates that in addition to electronic submission, a USB drive and hard copy must also be submitted via mail or in person. Must these arrive by the proposal due date of 4 pm on April 22, 2020. Or may they follow within 10 days or some other date/time range?

Response: All submissions in response to this RFP, must be received by the submission due date. **No late submissions will be accepted. Incomplete submissions may be deemed nonresponsive.**

Question 3. Page 3, II.2. A. iii. Given the uncertain nature of the operating in the current global pandemic, is the District open to a period of time less than 150 days? 30 days?

Response: While we recognize the uncertainty that is present in the current COVID-19 climate, the District must be able to rely upon the integrity of submitted proposers to enter into a contract should the proposer win the award. Submission of a Proposal shall constitute a firm offer to the District for one hundred fifty (150) calendar days from the submission deadline for Proposals.

Question 4. Page 3, II.2. A. iii. By way of example, if the District were not able to complete the award and contract process for, say 95 days, and at that time the proposer stated they were unable to move forward with the project, what action would the District take?

Response: Submission of a Proposal shall constitute a firm offer to the District for one hundred fifty (150) calendar days from the submission deadline for Proposals. All Proposers must be able to proceed within the stated period when submitting a proposal in response to this RFP.

Question 5. Please provide a copy of the most recent FTA Triennial Review for ADA Paratransit

Response: AC Transit completed a Triennial review in 2017. BART completed its last review in 2018. The results for both may be accessed on the FTA website.

Question 6a. On average, how many hours per week, month, year are currently utilized to deliver all the items indicated in the scope of work?

Response: This is a full-time, exempt position.

Question 6b. Does the scope of work include or anticipate the performance of new deliverables that have not historically been part of the program? If so, how many hours does that add to question 8a above?

Response: This RFP has an expanded scope of work which includes the following additional tasks:

- 2A. Audits and a Plan for monitoring as iterated in the initial two (2) paragraphs; and
- 2C. Bullet 7 - Plan for monitoring; and
- 2F. Complaints and the Rider Advisory Committee; and
- 2G. Points 2 – 4: Meetings, Mailing Address and Local Phone Number, and Records; and
- 2H. Standard Operating Procedures.

All other tasks, plus assigned Special Projects, were accomplished during the full-time workweek.

Question 6c. How many FTE are currently utilized to provide these functions/activities/tasks?

Response: One (1) FTE.

Question 6d. Program Management (AC Transit) will provide a central location for program records, contracts, etc. Is this a physical or electronic location or both?

Response: Currently, this information is maintained in a physical location with electronic databases. Please note this response is based on current circumstances and may be subject to change based on revised needs.

Question 6e. Will AC Transit provide office space, electricity, internet access, office furnishings, etc. for the Program Coordinator?

Response: Yes; please reference [Scope of Work, Item 2G](#).

Question 6f. Much data is being collected from service providers that is to be compiled and analyzed by the Program Coordinator. Is this data submitted through a common electronic web portal or application of some type? If not, how is it submitted? In what form/format?

Response: The District's Paratransit Broker produces reports in Adept then provides the reports to the Program Coordinator electronically. Please note this information is based on current circumstances and may be subject to change.

Question 6g. What is the current volume of complaints being received per week, month, year for which the Program Coordinator must provide follow-up?

Response: Please reference the [December 2019 Q2 Operations Report, Tab Three \(link below\)](#). The Paratransit Broker has staff to receive, investigate and respond to most of all complaints received. Our Call Center handles all calls and we cannot segregate calls specifically about complaints. The Program Coordinator is responsible for periodically auditing complaints, investigating escalated complaints and preparing responses (~5-15/yr).

Question 6h. Who is entering the data into the NTD? Is it expected the Program Coordinator will enter NTD data?

Response: NTD data is entered into the NTD system by the Paratransit Broker's Accounting and Finance Department. The Program Coordinator is responsible for ensuring the NTD data submitted is accurate and is identical to that contained in management reports. Please note this information is based on current circumstances and may be subject to change.

Question 6i. As the brokers, BART and AC Transit all have complaint procedures, is it necessary to have yet another "separate phone number and mailing address" for individuals to file complaints.

Response: Yes; the Program Coordinator serves as a single point of contact to track and provide coordination of escalated complaints between the two (2) agencies.

Question 6j. Web based complaint tracking software exists. Is this being used by the various vendors and agencies to track and monitor complaints? If not, is this an investment the District is prepared to make and utilize for this program?

Response: Complaints are entered into the Adept system by the Paratransit Broker's office.

Question 6k. Many meetings are anticipated. Does the District expect the Program Coordinator to maintain a local, stand-alone office outside of AC Transit from which to conduct business?

Response: Please reference [Scope of Work, Item 2G](#).

Question 6l. On average, how many total meetings a week and a month occur in the bay area that must be attended in person? How many meetings a week and a month may be attended telephonically or via video?

Response: Staff meetings are held twice monthly. The Rider Advisory Committee meets once bimonthly. There are additional special project meetings which may be scheduled. Most meetings are conducted at the Paratransit Broker's office located in Downtown Oakland. The Program Managers, Broker Management and the Program Coordinator also conduct meetings via conference call. Please note this information is based on current circumstances and may be subject to change.

Questions 7. Page 20-21. The insurance requirements stated seem to apply to corporations. Does the District expect individuals who may be selected under this proposal to meet all the same insurance as requirements indicated here?

Response: The listed insurance requirements apply to the Program Coordinator including Professional Liability Errors & Omissions, SAM, Personal Liability, and automobile insurance. Additional information regarding insurance requirements may be discussed with AC Transit's Risk Management Department at a later date.

Questions 8. GENERAL. The goal of the program is clearly to monitor and encourage effective and efficient service delivery as well as assure customer service. Other areas not listed in the scope of work have an impact on these outcomes. (I.e.: ADA Eligibility, the quality and availability of Travel Training Programs, Enrollee Route Audits, Shared Vehicle Programs, Mileage Reimbursement programs, Subscription ride policies, etc.).

Response: There is no question to respond.

Question 9a. Does the District anticipate the Program Coordinator to audit any of these or similar programs?

Response: Please reference [Scope of Work, Item 2H](#).

Question 9b. Does the District anticipate the Program Coordinator to help establish any of these or similar programs?

Response: Please reference [Scope of Work, Item 2H](#).

Question 10. The RFP anticipates a transition period of May - June with contract year 1 beginning on July 1. Given the current pandemic and Stay at Home directives, how likely is this schedule to change?

Response: We have taken the current COVID-19 crisis consideration when developing the revised schedule. The anticipated award date is on or about 29 May 2020. Please reference [Addendum 1A](#) for complete details.

Questions 11. Does the Broker maintain a phone system that records phone calls, and provides analytics, such as number of calls, hold times, and number of dropped calls?

Response: Yes.

Question 12. Is the coordinator responsible for monitoring and audit of complaints that are submitted through the complaint system of the Agencies?

Response: Please reference [Scope of Work, Item 2F](#).

Question 13. Regarding the separate phone number to receive complaints/commendations outside the Broker and Agency's processes, does one currently exist, and if so, does it use a local area code or is it toll free? If not already existing what would be the preference for area code?

Response: No separate phone number currently exists at this time. This will be the responsibility of the Program Coordinator to establish. The preferred area code is 510.

Question 14. What is the current annual budget for the contract?

Response: In the interest of maintaining competitiveness, we will not be disclosing the project budget or specific costs until the contract is awarded.

Question 15. What is the proposed budget for FY 20-21 for this contract?

Response: Since these services have yet to be procured and in the interest of maintaining competitiveness during the procurement process, we will not be disclosing the project budget or specific costs until following contract award.

Question 16. Who is the current contractor?

Response: The current Program Coordinator is a private contractor.

Question 17. Please provide sample reports for 3 months from the current provider.

Response: Please reference the [December 2019 Q2 Operations Report \(link below\)](#). Please note this information is based on the then-current circumstances and may be subject to change.

Question 18. Please provide a detail of the call volume for the past 12 months for complaints/customer service

Response: Please reference [Scope of Work, Item 2F](#) and the [December 2019 Q2 Operations Report \(link below\)](#). Please note this information is based on the then-current circumstances and may be subject to change.

Question 19. Please confirm the contractor is responsible for all postage costs.

Response: The Program Coordinator will coordinate with the Paratransit Broker to handle postage costs.

December 2019 Q2 Operations Report: <https://www.eastbayparatransit.org/CMS/uploadedFiles/opsReportDec2019.pdf>

Acknowledgment of Addenda

The undersigned acknowledges receipt of the following addenda to the bidding document: Addendum #2. The completed acknowledgement of addenda form should be returned with bid response package; not sent to the District separately. **** NOTE: Failure to acknowledge receipt of all addenda may cause the bid to be considered non-responsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the bid.**

Name of Bidder

Street Address

City, State, Zip

Signature of Authorized Official

Date