

RFP Transit-2020-01/Transit-2020-01.5
Proposer Question Responses

Potential bidders had the opportunity to ask the City of DeKalb questions regarding RFP Transit-2020-01/Transit-2020-01.5. Below is a list of questions and answers. Questions are indicated by number and the corresponding answers are indicated in red text.

1. In order to compose a thorough and thoughtful response to the City's RFP, we respectfully request a 2-week extension of the proposal deadline to July 30th.
 - The City will grant a two (2) week extension of the proposal. The revised due date is now Thursday, July 30, 2020. This information will be included in the addendum.

2. In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will the City accept digital signatures (verified through DocuSign)?
 - Digital signatures are acceptable.

3. Further, considering business closures in response to the COVID-19 pandemic, will the City accept proposal submissions via email?
 - Physical copies of the proposal must be received by the City at the Water Division Building no later than 1:00p on Thursday, July 30th, 2020. The Water Division Building's address is 1216 Market Street, DeKalb, IL 60115.

4. Can the City share its total and annual budget for this procurement? Providing Offerors with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as Offerors will compete to provide the greatest value for the City's money.
 - 2020 annual budget for this procurement is \$3,115,000.

5. Is the City open to proposals to replace the deviated fixed route service with an on-demand, dynamically-routed service (i.e. real-time demand response)? We have found that this service model provides greater coverage at a lower cost per trip than deviated fixed route. Further, on-demand accessible transit provides customers with the freedom to travel spontaneously.
 - Yes, the City welcomes proposals that include this information.

6. On page 25, the City mentions that proposers must include any operating equipment “including hardware and software.” Is the City open to proposers including innovative paratransit and flexible transit software solutions? Such a system could include unified and automated dispatch across integrated driver and rider applications.
 - Yes, the City welcomes proposals that include this information.
7. Is the City interested in receiving one proposal from a single, integrated software and operations provider? By allowing a bid that combines technology and operations, the vendor can quote an operating cost that incorporates substantial efficiency gains from the vendor’s technology.
 - Yes, the City welcomes these proposals.
8. The City states on pages 6-7 that “the purpose of this RFP is to seek competition.” Could the City provide additional detail on the type of competition that it seeks with regard to its existing paratransit and deviated fixed route operations?
 - In accordance with Federal Transit Administration (FTA) Circular 4220.1 F requirements, the City must provide open competition and release a Request for Proposals (RFP) when the nature of the procurement does not lend itself to sealed bidding and the recipient expects that more than one source will be willing and able to submit an offer or proposal.
9. Is the current operator discontinuing its paratransit and deviated fixed route operations within the DeKalb UZA at the end of its current contract?
 - The existing service provider also operates the Rural transit service. They will continue to operate that service under their contract with DeKalb County.
10. The City mentions that proposers may use app-based reservation systems on page 29 of the RFP. Are customers currently able to book trips on a user-friendly mobile application?
 - Customers are not currently able to book trips via a mobile device.
11. To provide clear estimates of expected efficiency gains, the vendor would like to request demand data from the three different services. This will allow vendors to estimate how the service will perform under actual demand patterns. In particular, the vendor would like to request two weeks of the following data in a csv or excel file for all three service types:
 - Ride request time and date
 - Request origin address
 - Request destination address



- # of passengers
Please see Exhibit A. Data covers 6/1/20 – 6/14/20. Disclaimer: the data provided may be inadvertently disproportionate because of COVID-19. Origin and destination addresses will not be provided at this time for confidentiality purposes.
12. In addition to submitting a completed version of the City’s Proposal Pricing Form, can Proposers include a supplementary pricing form that clarifies the cost structure of the proposed solution?
- Yes, proposers can include additional supplementary pricing information.
13. To provide a more detailed understanding of current service performance, could the City provide the following data for 2018 and 2019:
- **Usage** - fleet miles, average trip length, peak vehicles (weekday, Saturday, Sunday)
 - **Customer satisfaction** - no shows, trip denials, complaints, on-time performance
 - **Customer support** - number of calls by call type (booking, “Where’s my ride” calls, etc.), average hold time, % answered
 - **Financial** - cost per trip, cost per revenue hour, cost per revenue mile
- Please see Exhibit B. Data made available by current provider.
14. Is the City interested in responses that propose allowing customers to schedule same-day bookings, in which customers would request rides for that day in real-time using a mobile application or phone booking?
- Yes, the City welcomes proposals that include this information.
15. Is the City interested in proposals that allow for alternative means of fare payment, such as electronically through a mobile application or web-based system where riders can link a credit card/debit card/voucher card/etc.?
- Yes, the City welcomes proposals that include this information.
16. Does the City use the same fleet for both paratransit and deviated fixed route, or are vehicles only used for one service or the other?
- Most of the City fleet is used for paratransit services. The Super Medium Duty vehicles are typically used for the deviated fixed route service; however, they are interchangeable, as necessary.



17. Are the same drivers used for both services, or is the driver pool distinct for each service?
- Some drivers can operate both the paratransit and deviated fixed route services if they have the appropriate license credentials.

18. Does the City have call center/customer service performance targets?
- The proposers may submit, though are not required, proposed service performance targets for any area of operations including call center/ customer service performance service targets. The City anticipates open communication and dialogue with the selected provider to mutually determine the service performance targets to ensure efficient and productive service within the DeKalb Urbanized Area.

19. Page 6 paragraph 1) & 2)

"1) Prices/costs shall be provided on a total operating cost per revenue-hour of service with an identification of the anticipated annual number of service hours to provide the proposed services (complete Table 1 on Page 9 below). The Price Proposal shall be submitted in a separate envelope."

"2) A marginal cost model to add or subtract minor service changes up to 15% of the estimated 38,823 service hours per year shall be included in the Price Proposal."

The paragraphs above suggest that the rate in Table 1 is a rate per revenue-hour, but paragraph 1 and 2 suggest that the 38,328 hours are Service hours, (not revenue hours), **Are the 38, 823 hours Service hours? If it is in fact service hours, then should the price/cost be on a service hour basis not a revenue hour?**

- The word "service" has been changed to "revenue" in the Price Proposal document for clarification purposes.

20. Page 8 paragraph 11) states the following:

"11) The CITY shall agree to provide payment to the selected PROPOSER following the end of each calendar month. Upon receipt of an itemized bill, including documented vehicle service hours provided."

What is the definition of Service hours? Generally speaking, the pricing document uses both terms, Revenue Hours, Services Hours. This needs clarification in order to accurately price out this proposal. A Revenue hour definition exists per the NTD definition in the RFP page 31 Table 1, however, Service Hours are not defined in either document.

- The word "service" has been changed to "revenue" in the Price Proposal document for clarification purposes.



21. Further, paragraph 11) a) refers to revenue hours

- “11) The CITY shall agree to provide payment to the selected PROPOSER following the end of each calendar month. Upon receipt of an itemized bill, including documented vehicle service hours provided.
 - i. a) The CITY will reimburse the selected PROPOSER for revenue hours provided during the monthly invoice period.

The City will reimburse for revenue hours, yet we are basing our quote on 38,823 Service Hours (highlighted paragraph 2 above). Once again, there is contradiction in terms throughout this pricing document between revenue hours and service hours. Please clarify and if Service hours are the intended metric, then a clear definition of service hours is requested.

- The word “service” has been changed to “revenue” in the Price Proposal document for clarification purposes.

22. Page 9 Table 1

- The table references Hourly Rate (Marginal Cost). Will the City reimburse the Proposer at the “Hourly Rate” applied to Service Hours or Revenue Hours?
- Are the 38, 823 hours revenue hours? Per Page 6 paragraph 1 it would suggest that these are service hours.
- Is the “Price” in this column a total dollar amount or a price rate? (Hourly rate * 38,823 hours + fixed cost + Startup costs)? Or (Hourly Rate * 38,823 hours + fixed cost + startup costs)/38,823 hours?
- The City will reimburse the Proposer on a per revenue hour basis. Table 1 in the Price Proposal has been modified for clarification.

23. Page 6 V. Proposed Price paragraph 5).

This paragraph indicates that the City will provide fuel for all revenue vehicles. This being the case, then my marginal cost should not include fuel in the Hourly Rate (Marginal Cost), correct?

- The City cannot provide guidance on this topic.

24. Back on the topic of using Revenue Hours as a basis for invoicing the City. If in fact it is the intention in this contract to invoice based on revenue hours, per the NTD definition found in Table 1 page 31 of the RFP, then is it the City’s expectation that the Proposer will not plan for, or factor in “on-call” activity? Meaning, if our drivers have finished their assigned routes for the day, we do not have a driver wait for possible activity. The NTD definition of Revenue Hours does not allow for on-call hours.

- The Proposer should not consider “on-call” activity as a revenue hour. The ADA does not require same-day pick-ups to occur; however, cancellations may occur



throughout the day that may allow the Proposer to provide a same-day ride. The Proposer will be reimbursed for actual revenue hours of service; “on-call” or “standby” operators are not considered as revenue hours for this proposal.

25. RFP Page 24 7) The City may add a second deviated route. For purposes of calculating the price proposal, are we to assume that this new route will operate on the same days of services as the current flex routes? (reference page 21 F.2) Hours of Service Table 2 – Deviated Fixed Route)

- The proposed second deviated fixed route will operate the same days of service as the current flex route.

26. Page 10 Table 3

How many hours per week is considered a Full-Time Employee?

- The City cannot provide guidance on this topic.

Average Hourly Wages – Is this the Average Hourly Rate paid to the employee(s) for the respective Job type? The Average Hourly Wage on a per Revenue Hour? The Total Annual Wages for all the Operators at their regular rate?

- Yes, the average hourly rate paid to employee(s) for their respective job type.
- No, not the average hourly wage per revenue hour.
- Yes, the total annual wages for all operators (or other job classification) at their regular rate.

Operators Overtime – Is this the annual estimate of overtime dollars? Or an Average Overtime Rate?

- Table 3 of the Price Proposal has been modified for clarification.

Annual Total Wages – Does this represent all the wages, including Overtime, Sick, Vacation and Holiday Pay?

- Table 3 of the Price Proposal has been modified for clarification.

27. P. 35 Paragraph 3)a)

“PROPOSER may not have an NTD Reporter ID for urban paratransit service in the DeKalb, Illinois Urbanized Area.”

VAC has been the NTD reporter in the past. Has this been addressed with NTD to remove us as lead reporter?

- The City has been in contact with and confirmed this status change with the National Transit Database (NTD).



28. P. 28 paragraph 9

Age-based eligibility increases from 60 years to 65. Under Title III, Seniors are age 60 and over. Is this something that can be reviewed as part of any contract discussion?

- The City utilizes guidance from Federal Transit Administration 49 U.S. Code 5307 that defines a “senior” as an individual who is 65 years of age or older.

29. Does the City have a plan to determine paratransit eligibility? Is that the role of the provider? If so, does the City have guidance they are prepared to issue to support that determination?

- Page 28, H-9 of RFP Addendum 1 states the following: *“Eligibility requirements and process of the paratransit service is determined by the CITY in accordance with ADA standards. A State of Illinois identification card, issued by the Illinois Secretary of State, that clearly states the person has a disability or is 65 years of age or older will confirm eligibility. The general public who currently use the service and do not qualify based on age or disability will be charged a premium fare as defined in Operations, C2.”* This statement explains the eligibility requirements. It shall be the responsibility of the provider to implement and enforce these eligibility standards. The City will work in partnership with the selected Proposer to ensure understanding of the process prior to the start of service.

30. How does the City differentiate between paratransit rider and a demand response rider?

- A “paratransit rider” is a passenger that has submitted an application, received approval, and has met the eligibility requirements as defined on page 28, H-9 of the RFP. A “demand response rider” is an individual that does not meet the eligibility requirements and is then considered as a general public passenger.

