

RFP Transit-2020-01/Transit-2020-01.5

Proposer Question Responses (UPDATED 07/06/2020)

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.

31. Please provide information on Major Component replacements including the odometer reading at which any transmission or engine was replaced.

- Per the current provider, two vehicles in the existing fleet have had major components replaced. One engine replacement at 135,034 miles and one transmission replaced at 235,468 miles.

32. Please provide the miles between mechanical road failures for 2019.

- Per the current provider, this information is unavailable. The average road call occurs once per month.



33. Please provide an updated list of current vehicles. It appears that 7 vehicles have already been replaced. Are those already listed in the current fleet plan?
- The vehicle list provided in the RFP remains the same. The 7 vehicles referenced have already been replaced and are not part of the current fleet replacement plan.

34. What date were the odometer readings pulled?
- May 1st, 2020

35. Are there any requirements for fleet maintenance software?
- There are no requirements for fleet maintenance software.

36. In regard to insurance, the RFP states:

“c) Certificates and General Conditions: Unless otherwise indicated herein, any certificate of insurance shall further indicate that the CITY and the Board of Trustees of Northern Illinois University are additional primary and non-contributory insured on the Comprehensive General Liability and Automobile policies of insurance, shall indicate that such policies shall not have any right of subrogation against the CITY or the CITY’s insurers and the University or the University’s insurers, and shall indicate that said policy shall not be cancelled or revoked except after the provision of not less than 30-day notice to the City.”

The standard is to provide Notice of Cancellation 30 days, 10 days for Non-payment, the current Cancellation language found on the standard ACORD form is “Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.” Please confirm that the CITY will amend the contract to the industry standard.

- Please refer to Addendum 2 for the updated language associated with *Insurance*, 1 c) located on page 51 of the RFP.
37. Please confirm that the City will provide the successful contractor with all the equipment listed on page 40/116 for carrying out the contract.
- Yes, the City can confirm that it will provide the successful contractor with all equipment listed on page 40 of the RFP.
38. Please provide the current bill rate for the service provided today.
- Please refer to the “Exhibit B Question Response” located within Related Documents for similar information.



39. Please provide copies of the last 12 months of invoices and management reports.
- The request for 12 months of invoices must be submitted to the City of DeKalb as a Freedom of Information Act request. A copy of 12 months-worth of management report data is included with this response and is labeled as “Exhibit C Question Response.”
40. Please provide bidders with a current list of employees to include position, wage rate, hire date, PTO schedule and benefits contributions/participation and plan information to ensure that employees are kept whole.
- The current operator is unable to provide this information for confidentiality purposes.
41. Please provide a current seniority list (names can be redacted to protect privacy – perhaps just list position name and number for positions other than driver, along with seniority date.) Please also indicate if these positions are full time or part time.
- The current operator is unable to provide this information for confidentiality purposes.
42. V.2., on page 6 of the RFP Price Proposal document states: 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. Will the City please provide additional detail on how bidders should provide this information (ie: specific increments, where on the pricing form?)?
- Please complete Table 1 on page 9 of the Price Proposal to satisfy this question.
43. V.6., on page 6 of the RFP Price Proposal document states: The review of the cost shall be based on the initial year of the contract. Cost increases in the following years shall be based on the rules identified in the Financial Requirements. Please confirm pricing for years 2 and 3 of the contract will be based on the rates provided by the contractors in Table 1 and Table 2.
- Yes, the pricing for Years 2 and 3 of the contract will be based on the rates provided by the contractors in Table 1 and Table 2.
44. Please confirm that the City will provide the radio equipment and airtime charges and the contractor is only responsible for maintenance of the equipment.
- Yes, the City will provide the radio equipment and airtime charges; the contractor shall be responsible for the maintenance of the equipment.



45. Please confirm that the City will provide training vehicles during a possible transition.
- It is the City's intent to provide a small number of training vehicles should a transition occur. This topic can be discussed further during any potential negotiations with the chosen provider.
46. Please confirm that start-up costs will be reimbursed upon completion of start-up activities at the beginning of service on 01/01/2021.
- Start-up costs will be reimbursed upon completion of start-up activities after the contract begins on 01/01/2021.
47. In order for us to conduct a thorough analysis of the operation and appropriately account for deadhead hours, please provide trip data for one month of service. A workbook has been included with our questions that contains the requested data points.
- We are unable to complete the workbook with associated data; however, please review "Exhibit D Question Response" for a listing of deadhead hours by day and service type for January 2020.
48. For the paratransit service, please provide a list of the top 5 trip generator locations for the paratransit services. If the information is available, please provide the percent of trips that originate from these locations.

Location	Address	Percent of Trips
Opportunity House	357 N. California St., Sycamore, IL	7.57%
DaVita Dialysis	2200 Gateway Dr., Sycamore, IL	5.25%
DaVita Dialysis	1001 S. Annie Glidden Rd., DeKalb, IL	2.54%
Colonial House	1600 N. 14 th St., DeKalb, IL	2.12%
Wal-Mart	2300 Sycamore Rd., DeKalb, IL	1.93%

49. How has the COVID-19 situation affected the service levels compared to what is in the RFP? What is the City's plan for restoring service to levels indicated in the RFP?

Month	2019 Para Rides	2020 Para Rides	2019 Flex Rides	2020 Flex Rides
April	5,337	1,666	3,036	941
May	4,285	1,965	2,623	1,207
TOTAL	9,622	3,631	5,659	2,148

Month	2019 Para Revenue Hours	2020 Para Revenue Hours
April	3,634.62	2,510.96
May	2,947.44	2,602.80
TOTAL	6,582.06	5,113.76



The City intends to return to pre-COVID-19 service; however, a definitive timeline is unavailable due to the current uncertainties that still exist. If COVID-19 requires continued service reductions beyond 15%, the City will negotiate with the selected provider, if necessary.

50. What is the current on time performance for each of the service types provided? What is the average on time performance for the last year?
- Please refer to “Exhibit B Question Response” for additional information.
51. What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings over the last year?
- Per the current provider, recorded complaints are defined by issues that cannot be handled at dispatch level. The provider recorded 7 elevated complaints for approximately 74,000 boardings between July 1, 2019 and June 30, 2020. Please refer to “Exhibit B Question Response” for additional information.
52. What are the current miles between road calls for each of the service types provided? What are the average miles between road calls for the last 12 months?
- Per the current provider, this information is unavailable. The average road call occurs once per month.
53. Page 23 – 24 of the RFP provides 2019 data and estimated service levels for next year. There are some drastic changes in the projection for 2021 (specifically Revenue miles for NIU paratransit and Paratransit w/NEMT). Will the City please elaborate on the reasons for these expected changes?
- The revenue miles associated with NIU paratransit was inaccurately calculated; this number has been updated in Table 6 on page 24 of the RFP. The anticipated reduction in Paratransit w/NEMT revenue miles is associated with the implementation of increased eligibility and passenger pricing.
54. What software is the current contractor using for paratransit scheduling?
- The City is unable to provide this information.

