

August 29, 2019

Vendor Questions Regarding RFP #403 – Senior Shuttle Program

*****Please note, the Question and Answer period for this RFP has now closed.
These are the final questions being answered for this RFP.**

1. What are the billable hours? I know the service hours are Monday through Saturday from 8-5 but is there billable lead time from office and back to office?
ANSWER: Billable hours are only 8am until 5pm.
2. Is the route all scheduled rides? (including the public)
If the answer is YES: Does, the driver still run the entire route per stop if he knows that he did not drop anyone off at that stop?
If the answer is NO: If these are not scheduled rides what happens if the capacity of the vehicle is exceeded at a pickup stop?
ANSWER: No, if the capacity of the vehicle is exceeded, they will come back to pick them up.
3. How many passengers used the shuttle per month in 2018? If you don't have monthly, please provide entire year of 2018?
ANSWER: We do not have monthly but for the entire year of 2018 there were 8,866 passengers.
4. Please provide the capacity of the vehicle/vehicles that the current provider is using, including the driver seat?
ANSWER: The current vehicle seats 7 people.
5. Please provide how many vehicles are used to complete Route A and Route B? Is there a need to ever use 2 vehicles for the route if capacity exceeds one vehicle, besides having a backup?
ANSWER: There is currently one vehicle used and no need for 2 vehicles.
6. Appendix E, 1.: Just to confirm that this is only for Ambulatory clients? Appendix E, 1.a) is asking how many are wheelchair accessible vehicles?
ANSWER: Yes, this is for ambulatory clients only.
7. Insurance requirements, page 12, the insurance requirements are much higher than the standard contracts that we hold. I was able to get it waived for the East/West specialized transportation program that we currently have. Do I need to get it waived in writing before putting in a bid?
ANSWER: No, this can be done after the bid is awarded. Please specify in your proposal the insurance that you do have and that you will be requesting a waiver for the rest.
8. Can the City provide an annual budget for this procurement?
ANSWER: \$95,809 – Note this is Racine County, not the City of Racine.

9. Is the City interested in responses that propose an app-based, on-demand service model for these services? Under such a model, customers would request rides in real-time using a mobile application. Such a model would additionally support over the phone, pre-scheduled reservations.

ANSWER: Racine County maybe interested in this in addition to what we already do.

10. Is the City open to using non-employee drivers where legal and appropriate? These drivers, for example, could be 1099 contractors that drive a designated fleet of branded vehicles, held exclusively for use by City. Using contractor drivers allows for more flexibility in the labor model and a consequent scale up and down of vehicles to match demand throughout the day. This operating efficiency generally reduces deadhead hours and vehicles required, reducing the cost to the City.

ANSWER: No due to liability they need to be employees of the proposer's business. Note: This is Racine County.

11. Is the City interested in proposals that recommend a partnership model through which the City and Contractor engage in close, ongoing collaboration to continuously refine service models and explore innovative approaches in order to achieve efficiency and quality of service improvements?

ANSWER: Yes – Note: This is Racine County.

12. Are the current employees/ operators represented by a collective bargaining unit? If so, please provide name and contact information, in addition please provide the current Collective Bargaining Agreement (CBA).

ANSWER: No

13. Please provide an operator seniority list including current wages

ANSWER: We do not have this since this is a contracted program.

14. Please provide the volume of hours on which proposers should base their proposals for each component. Please describe plans, if any, for any changes to the volume of hours in the next 12 months.

ANSWER: There is no plan to change the hours described in the RFP.

15. Has service experienced problems due to driver shortages? If so, please explain.

ANSWER: No, not that we are aware of.

16. For the purposes of insurance and wage costing, please provide the current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours for the provision of these services. Please provide the current performance achieved in each of the services as it relates to the listed performance standards in the RFP.

ANSWER: In 2018 there were 28,623 miles driven by SPARC drivers, there were 2416 hours.

17. How many vehicles will be required to perform services? How many vehicles are currently being used by the current contractor?

ANSWER: One vehicle is required, and one vehicle is currently being used.

18. Please provide the specifications of the vehicles for the service.

ANSWER: It is currently a Dodge Grand Caravan.

19. Please confirm that the contractor will be responsible for dispatching and scheduling functions.
ANSWER: Yes
20. Please provide the peak vehicles for weekdays and Saturday and the average daily pullout
ANSWER: There is only one vehicle every day that has the same scheduled route.
21. Please indicate whether the contractor will have to provide a support/road supervisor vehicle.
ANSWER: No
22. Please provide the amount of penalties assessed against the current service provider within the last 12 months. Please list by category if available.
ANSWER: There have been none.
23. Will the County provide parking space for the vehicles?
ANSWER: No
24. Will the County provide office space for the contractor?
ANSWER: No
25. Please provide 12 months of invoices (current contract)
ANSWER: No
26. Please provide type of vehicle preferred (requirements)
ANSWER: A small bus or van.
27. Please clarify the term of the contract. Is it a one-year contract with possible two additional years?
ANSWER: Yes
28. Is the contractor being paid by the trip or per revenue hour?
ANSWER: The contractor is paid per revenue hour.
29. Is this contract similar to the current contract with Kenson Enterprises, LLC?
ANSWER: Yes, it is for the same program.
30. Why is this contract being lead out again only after one year?
ANSWER: The last time it went out for competitive bid was the fall of 2015 for the start of 2016, so it is time according to Racine County contracting requirements.
31. What is the current contract rate?
ANSWER: The budget sheet of the current contract lists the unit rate as \$39.01 and the estimated units as 2,456. This gives the current contract an estimated program total of \$95,809
32. What is the counties budget amount for this contract?
ANSWER: \$95,809
33. Appendix G is a little confusing, this the contractor supposed to fill this out? Its missing vehicle hours, miles and one-way passenger trips. Can you provide those missing entries?
ANSWER: There are not missing entries. The information that you enter in the first 2 pages generate then entries on this page.