

Questions 3
City of Madera
Management and Operation of City
of Madera Transit Division
RFP #2017 18-10

1. Personnel, pg. 11: Do the incumbent dispatchers, customer service representatives, and supervisory personnel meet the bilingual requirement in this RFP?

No.

2. Exhibit 4 Performance Standards Incentives, and Penalties, pg. 41: Please provide the current contractor's performance against these performance measures for the last 12 months along with the details and amounts of all liquidated damages assessed in the last twelve months. Also, please indicate if the liquidated damages for this new RFP differ from the current contract.

Most recent contractor performance review and assessed damages during the contract

3. General: For each service, 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 broken down by weekdays and weekend days. For Fixed Route services, please provide the information by route.

In April 2018 City operated the following for Fixed Route: Total Hours 1638.82 Revenue Hours 1471.05 Total Miles: 20766 and Revenue Miles: 20011. For Dial-A-Ride, operated the following: Total Hours 1067.22 Revenue Hours 890.33 Total Miles: 13404 and Revenue Miles: 12432. For fixed-route – by Route is not available. Revenue Hours/Miles are as defined by FTA:

Revenue Service (Miles, Hours, and Trips) - The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:

- Directly pay fares;
- Are subsidized by public policy; or
- Provide payment through some contractual arrangement.
- Vehicles operated in fare free service are considered in revenue service.

Revenue service includes:

- Layover / recovery time.

Revenue service excludes:

- Deadhead; Vehicle maintenance testing; School bus service; and Charter service.

4. General: Please provide a copy of the current pull out and return to yard times for each of the routes and clarify the number of vehicles used in revenue service by day of week and the maximum number of vehicles used at peak service time.

Pull and return should be estimated/scheduled by Proposer based on start time and location of each route per day. The number of peak vehicles currently is 11.

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5. General: Would the City consider evaluating start-up costs separate from contract pricing evaluation to ensure an equal price comparison between bidders and the incumbent operator?

All costs need to be accounted for in the format described in the RFP Cost Proposal Forms. Yes, startup costs are to be identified on a separate form to allow for consideration separately with respect to the level of activity proposed.

6. "The current contractor is contractually committed to providing one additional bus on an as-needed basis..." To ensure that all bidders are pricing the same level of associated operating costs, are you requiring bidders to include in their price the cost of a "spare" vehicle; or would the cost of a spare be negotiated outside of this RFP agreement? Does the City pay for the fuel of any Contractor-owned vehicles? Is there a separate billing rate for the use of Contractor-owned vehicles?

The full phrase referenced in the question is " The current contractor is contractually committed to providing one additional bus on an as-needed basis plus utility vehicle(s) for shuttling drivers and Contractor staff as needed." The City does not pay fueling costs or any other related maintenance costs for non-city vehicles. Provision of Contractor's non-revenue vehicles to shuttle drivers and contractor staff is at the contractor's expense.

7. Please clarify the need for supervision coverage - "Management and/or supervisory personnel shall be available Monday through Saturday during designated hours of operation." Dispatchers and Drivers are in the same union. Does the City want road supervisor positions added to supplement the General Manager? Weekday service operates 11 1/2 hours per day and 7 hours on Saturday.

The intent by the City is for Contractor to provide a Manager (or role that can act as/stand in for Management) to be physically located at the Operations Facility in Madera. The General Manager will be expected to remain at the facility or otherwise within the Madera service area during normal working hours as appropriate to the maximum extent possible. At all times, the General Manager, or position designated to act for the General Manager, shall be available either by telephone or in person to make decisions regarding day-to-day operations or provide coordination as necessary, and shall be authorized to act on behalf of CONTRACTOR regarding all matters pertaining to this Scope of Work. Proposers may propose to fill this role with any title/classification (that includes supervisory capacity and authority mentioned above) to accomplish the scope of work.

8. Please clarify how the prices will be evaluated; will it only be the Year 1 price since all other years are based on a 2% multiplier?

Prices will be evaluated using the Evaluation Factors listed in the RFP Section VI Proposal Requirements Item 23 Resource Allocation/Cost Proposal Form found on page 27. This includes how accurately the proposed costs reflects the anticipated costs for services requested.

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9. Please clarify the use of an annual 2% rate increase and CPI calculations. Does the Contractor only develop a rate for Year 1 and all future years will be based on the CPI calculation? Given the labor cost increases heavily driven by the \$1 per year CA minimum wage increases and benefit cost increase the CPI rate will not keep up with realistic operation costs. Note in the current union agreement that Contractors will need to follow, the driver wage scale increases by 11% the 2nd year and another 18% in the 3rd year which is far greater than 2% or even what CPI will be.

RFP is for a three-year contract with two optional one-year extensions. Proposers should project initial bid year accordingly to allow for 2% CPI to compensate project cost and assumptions over the life of the contract. Prices will be evaluated using the Evaluation Factors listed in the RFP Section VI Proposal Requirements Item 23 Resource Allocation/Cost Proposal Form found on page 27. This includes how accurately the proposed costs reflects the anticipated costs for services requested. A Seniority List is provided as an attachment to these questions, proposers should use this information in preparation of their proposed budgets. Note - 65% of current employees exceed the \$15 minimum wage required to be met by January 1, 2022

10. The Cost Proposal Worksheet allows the Contractor to enter line item costs for each of the base years and the option years. Request that the rates developed and proposed by the Contractor be the actual rates for the contract and the CPI calculation not be used.

Proposers should complete the RFP forms as requested. Prices will be evaluated using the Evaluation Factors listed in the RFP Section VI Proposal Requirements Item 23 Resource Allocation/Cost Proposal Form found on page 27. This includes how accurately the proposed costs reflects the anticipated costs for services requested.

11. If all future years after Year 1 are to be based on the CPI, recommend the price pages be revised to only provide detail costs for Year 1 with a firm 2% calculation for all other years. Please confirm the Contractor will not be limited to this 2% calculation but rather the CPI up to 3% as indicated in Attachment A.

Proposers should complete the RFP forms as requested. Prices will be evaluated using the Evaluation Factors listed in the RFP Section VI Proposal Requirements Item 23 Resource Allocation/Cost Proposal Form found on page 27. This includes how accurately the proposed costs reflects the anticipated costs for services requested.

12. 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 the agency 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.

Proposers should complete the bid making projections based on provided information. City will make every good faith effort to negotiate specific requests made to the City in writing. The City will only respond to unanticipated events if and when they occur.

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13. Day-to-Day Operations - Please clarify whether the Dispatcher on duty meets the requirement of these duties or whether the City would like increased coverage with a Supervisor or Manager on duty at all times

The "Dispatcher on duty" must meet the requirements as set forth in the following statement to meet the requirements of the City. "The intent by the City is for Contractor to provide a Manager (or role that can act as/stand in for Management) to be physically located at the Operations Facility in Madera. The General Manager will be expected to remain at the facility or otherwise within the Madera service area during normal working hours as appropriate to the maximum extent possible. At all times, the General Manager, or position designated to act for the General Manager, shall be available either by telephone or in person to make decisions regarding day-to-day operations or provide coordination as necessary, and shall be authorized to act on behalf of CONTRACTOR regarding all matters pertaining to this Scope of Work. Proposers may propose to fill this role with any title/classification (that includes supervisory capacity and authority mentioned above) to accomplish the scope of work."

14. Request pricing for Years 2 through 5 be based on contractor provided rates. Using the CPI process limits annual increases which is often below the actual cost for labor and benefits.

See responses to similar previous questions. Proposers should complete the RFP forms as requested. Prices will be evaluated using the Evaluation Factors listed in the RFP Section VI Proposal Requirements Item 23 Resource Allocation/Cost Proposal Form found on page 27. This includes how accurately the proposed costs reflects the anticipated costs for services requested.

15. For fixed route service, please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather, incidents, etc.).

"Billable time" may continue due to unanticipated or unforeseeable factors such as weather or major traffic incidents. This would exclude typical traffic patterns and conditions.

16. Please clarify why the definition for "Vehicle Service Hours" for Dial-A-Ride excludes "paid ... driver break periods." State law requires an employer to pay their employee for a 10-minute rest break in the first and second halves of their shift. Request that these short 'restroom' breaks be included in the Vehicle Service Hours.

See Addendum #3 for correction.

17. For DAR service, please clarify if revenue hours begins at the first pick-up, even if that pick up is a no show.

Revenue hour begins when the driver arrives for the first pick-up location even if pick up is a no-show. CONTRACTOR shall properly document and differentiate all no-show's on monthly reports.