

## Transit Operator RFP

Updated 3/11/21

### Questions and Responses

1. What is the DBE requirement for the Regional Public Transit Operators contract?
  - a. The SGRC did not set a DBE goal for this procurement. You may view our DBE policy here: <https://www.sgrc.us/rfps.html>
2. List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.
  - a. This information is available in the RFP, which is available at this website: <https://www.sgrc.us/rfps.html>.
3. Soft Copy of the Tender Document through email.
  - a. The RFP is available for download at this website: <https://www.sgrc.us/rfps.html>.
4. Names of countries that will be eligible to participate in this tender.
  - a. Vendors from all counties are eligible to participate in this procurement opportunity, but must meet all service requirements contained in the Scope of Work.
5. Information about the Tendering Procedure and Guidelines
  - a. This information is contained in the full RFP and is available at this website: <https://www.sgrc.us/rfps.html>.
6. Estimated Budget for this Purchase
  - a. It is estimated that the total cost of this procurement will be approximately \$3,600,000.
7. Any Extension of Bidding Deadline?
  - a. There is no extension planned for this procurement opportunity.
8. Any Addendum or Pre Bid meeting Minutes?
  - a. Vendors have asked some questions, those questions and responses have been posted to the website (<https://www.sgrc.us/rfps.html>). A pre-bid meeting will be held on March 5, 2021, details of this virtual meeting are located in the RFP package.
9. What is the DBE Goal for this procurement? The RFP noted a DBE Goal of 10%.
  - a. There is no DBE goal for this procurement. The 10% DBE goal as noted is a national goal, not specifically for this procurement or agency.
10. What are the 2020 NTD numbers?
  - a. Please refer to the addendum to the RFP for Third Party Operation of Transit Service for Southern Georgia Regional Commission dated March 9, 2021.
11. Is the DHS and DCH POS Contract Revenue going to be allowed to be used as local match and is this clause just referring to additional Private Pay POS contracts?
  - a. Yes, DHS and DCH POS Contract Revenue as well as other TPO-sourced revenue (including private parties using 5311 vehicles) will be allowed to be used as local match.
12. Please clarify and elaborate on the following RFP Requirements. On the one hand the RFP is encouraging innovation and creative marketing to grow the system and ridership, however under the Marketing it states that the TPO will be restricted to the budgeted hours/miles/trips and funding included in the annual contract.
  - a. The marketing section does not refer to the TPO budget restrictions, instead, this information is provided in the "Ridership and Operational Data" section.

- b. The contract still has a cap of the total dollar amount that is available for use. SGRC desires for the TPO to use innovation and creativity and to provide the services in the most efficient way possible.
13. What is the RESERVATION FOR NEXT DAY SERVICE CUT OFF TIME?
- a. Public trips are encouraged to have a 24 hour notice, however, trips with less notice will be worked in when possible. DHS has provided additional requirements (that are less than 24 hours in advance) for their clients, for the TPO to adhere to. A significant majority of DHS trips are subscription trips and will be entered well in advance of the 24 hour time period. The TPO is encouraged to provide additional innovations to promote advanced trip ordering by the public.
14. Is the 24/7 Service Delivery Day and Time Requirement for ALL trips or just DHS trips? Several times in RFP it states 24/7, 7 days and week. However, in contract it states the HOURS of SERVICE are 6:00AM-8:00PM. Does the 24/7, 7 days a week apply to all trip types or DHS trips?
- a. The contract will need to be altered; all services should be available 24/7 (except holidays noted in the RFP).
15. What are the insurance requirements?
- a. Please refer to the addendum to the RFP for Third Party Operation of Transit Service for Southern Georgia Regional Commission dated March 9, 2021
16. Estimated 3.6 million cost does that include adding 9 vehicles, according to the RFP, we need 47 buses, and there are only 38 in the fleet.
- a. No, if you are adding vehicles, you will need to procure them on your own. SGRC will not purchase the additional vehicles. SGRC encourages fleet allocation geographically in order to best meet the service needs of the region.
17. Counties without Transit Service ridership estimates include 4 counties: Atkinson, Charlton, Coffee, Irwin. No other data on counties except OWPT. Is this to be included in our costs?
- a. Yes, this should be included in your cost.
18. We are responsible for maintenance on vehicles that have 10 vans with 125,000+ mileage. Ford mechanics estimate they will need engine and transmission replacements. We recommend replacing these vehicles with new vehicles. Will that be allowed?
- a. Yes, vehicles can be replaced.
19. Does the yard need to be in Valdosta?
- a. No, the yard does not need to be in Valdosta.
20. Can SGRC share its total and annual budget for this procurement? Providing Offerers with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as Offerers will compete to provide the greatest value for the SGRC's money.
- a. Yes, please see the response to question #6.
21. We understand that in the current service model, riders must book their trips at least one day in advance. Would SGRC be interested in incorporating options for on-demand services into this program (i.e., permitting riders to make in-the-moment bookings for rides they would like to take as soon as possible)?
- a. Yes, please refer to the "Introduction" section of the RFP.
22. Is SGRC interested in responses that propose an app-based ride booking model? Under such a model, customers would request rides in real-time using a mobile application. Such a model

would additionally support phone booking for customers without smartphones as well as desktop booking portals for riders, human services agencies, caregivers, etc.

- a. Yes, please refer to the addendum to the RFP for Third Party Operation of Transit Service for Southern Georgia Regional Commission dated March 9, 2021. GDOT will provide the Qryde trip ordering app at no cost to the TPO. However, SGRC is not sure when the app will roll out at this time.
23. We read the RFP to suggest that the Contractor is required to use QRYde software. Is the SGRC open to proposals in which the Contractor would use their own proprietary scheduling and dispatching software, if such software can be demonstrated to offer superior value to SGRC, and said software can allow SGRPC to meet all reporting requirements as determined by entities like GDOT? Working with an integrated software and operations provider could streamline operations, centralize accountability with a single Contractor, and provide SGRC additional visibility into the services delivered on its behalf.
  - a. The TPO can use the software of choice, however, the data must be entered into Qryde (per GDOT requirement) at the expense of the TPO.
24. The RFP solicitation reads: "The SGRC 5311 rural public transit program currently operates XX vehicles with XXX public trips and XXXX DHS trips." Can you please fill in the missing statistics in that sentence?
  - a. Yes, this information is provided in the RFP Addendum that was posted 3/9/21 under the "Ridership and Vehicle Estimates" section.
25. We understand that in addition to operations, SGRC expects its Contractor to provide additional vehicles and drivers for the service to address excess demand. For this purpose, is SGRC open to using non-employee drivers where legal and appropriate? These drivers, for example, could be independent contractors that drive a designated fleet of branded vehicles, held exclusively for use on behalf of SGRC. Using contractor drivers allows for more flexibility in the scaling up and down of shift hours to match demand throughout the day. This operating efficiency generally reduces deadhead hours, reducing the costs for SGRC.
  - a. Yes, as long as FTA regulations (and all other federal and state laws) are met. Also, the individuals will need to have completed the required training of GDOT and DHS.
26. In order to compile a thorough and thoughtful response to SGRC's RFP, we respectfully request a 3-week extension of the proposal deadline to April 9, 2021.
  - a. The proposal deadline will be extended to April 5, 2021 at 12 pm.
27. Does SGRC have any flexibility with regard to the anticipated launch date of July 1?
  - a. Current individual county transit programs will end June 30, 2021. In order to provide continuous public transit services throughout the region, the SGRC Transit program must begin July 1, 2021.
28. 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 SGRC accept digital signatures (verified through Docusign)?
  - a. The SGRC is willing to allow companies to optionally submit 1 hard copy and 1 digital copy of your proposal. Exercising this option will not impact scoring of a firm's proposal.
29. Further, considering business closures and shipping delays caused by the COVID-19 pandemic, will SGRC accept proposal submissions via email?
  - a. SGRC will not accept any proposal submissions via email.

30. Who are the current maintenance providers and where are they located?
  - a. Current individual county transit programs utilize in-house staff for most maintenance activities. Specialized services are provided by multiple maintenance providers.
31. What is the total number of FT and PT drivers that are currently being used?
  - a. The current transit operator employs 28 full time and 12 part time drivers. Tift county employs 2 drivers.
32. Is the current TPO being paid by service hour, service mile or per trip?
  - a. Public trips are paid per trip and DHS trips are paid per hour or trip, depending on the trip type. The RFP requires that the preferred method of hour, mile or trip to be submitted in the bid proposal.
33. Will the 2020 trip numbers be provided?
  - a. Yes, please refer to the addendum to the RFP for Third Party Operation of Transit Service for Southern Georgia Regional Commission dated March 9, 2021