



## *Plymouth Metrolink*

June 2, 2016

Proposers,

Below are the questions asked (in black) and the responses in red.

To ensure full understanding of the responses, an opportunity is presented to request clarification of the responses provided by Metrolink. Questions/clarifications are only limited to the responses provided by Metrolink. In other words, no new subject matter will be answered outside the scope of the responses. The last set of questions are due by 4:00 pm central time on Friday June, 3 (tomorrow). A final response will be provided by Metrolink next week.

After receiving final response, communications between potential proposers and the Contract Administrator end. Good luck on your proposals.

1. Can you please explain the vision of the alternate maintenance proposal? Does this mean a third party could be responsible for the maintenance? **No, as stated in the pre-proposal conference and in the RFP. If a firm proposes on D-A-R, for example, you will also need to propose on the maintenance portion keeping the service together with the maintenance.** How should the operating provider work/coordinate with this entity? **N/A.** How can the operating provider be confident that repairs are available when needed? **The service provider will also provide the maintenance, as stated in the RFP.** Will the operating provider need to have complimentary maintenance personnel? **As outlined in the RFP the minimum number of maintenance personnel are identified on page 35.**
2. Our firm does not intend to do maintenance only as pertaining to the Alternate Proposal. **Please refer to the answers in question 1.** We plan to operate and do the required maintenance along with the operations of the service. Can we provide all maintenance information in the primary proposal? Or, are we to complete two proposals, one for operations and one for maintenance? **Again as the RFP states, one for service and one for the maintenance that matches the service. Answer the questions asked in the RFP for both service and maintenance. However, only one transmittal letter is needed between Service and Maintenance.**
3. Please define platform hours. **Platform hours are when the bus leaves the garage to when it returns to the garage. Please note there are no Platform hours requested for this RFP. Revenue hour for fixed route depends on the pre-approved schedule for the service. Layover time and the bus is not in scheduled revenue service is not revenue time. For D-A-R revenue it is first passenger picked up to last passenger dropped off by each vehicle. Please make clear the difference between platform and revenue hours. Please read the answer to the first half of question 3.**
4. Performance Bond Questions: The RFP states that a bond is needed for 100% of the contract amount. Bonding agencies will write this kind of policy for 1 year increments of that year's

revenue. Please clarify this requirement. Can the performance bond be for liquidated damages? Can it be for a single year of revenue? **Yes. Modification: The modification is the Bond will be equal to the first year of operation. A new bond equal to the second year of operation will need to be purchased the last quarter of the contract year for the following year of service and so on through the four year term of the contract.** Please provide the current Performance Bond of the incumbent provider. **The performance bond for the incumbent is unavailable.**

5. What happens with rates and responsibilities if an Alternate Maintenance Proposal is accepted? **That means the service portion was also accepted. Refer to question 1.**
6. A.1.3 provides operating statistics for the Metro Link program. Please provide the same data per Commuter Service, DAR, and Shuttle. **Shuttle service will no longer exist in the service plan. Moving to the new contract the service provided will be fixed route and Dial-A-Ride (DAR) only. Shuttle has been incorporated in the fixed route.**
7. What are the current rates per revenue hour? **The current contract is based on service hours which is the same as the definition of revenue hours in the RFP. The service/revenue hourly rates are: Fixed Route: \$130.53 per service hour. Dial-A-Ride: \$55.63 per service hour. The new contract beginning December 4, 2016 will be using revenue hours which is synonymous to service hours.**
8. Please provide the capacity levels of all cut-away buses? **16 seats and above. Current small bus seating capacities are attached as Attachment 1.** How many buses have seating capacity greater than 15 people? **All.** Does the contract require CDLs for operating buses with less than 15 passengers? **The contractor will follow all applicable laws which states it is a requirement to have a CDL for buses having 16 or more seats.**
9. Please provide the administrative/management staffing requirements if only award the dial a ride contract or the fixed route contract. **Fixed route is identified in the RFP. Clarification: Dial-A-Ride will require a general manager and person of contact and at least 3 full time equivalent (FTE) dispatcher/reservationists equaling 24 hours/day. Street supervision/monitoring is also critical for DAR. It is the responsibility to propose enough staff to ensure quality operation during the hours of service.**
10. Please provide the maintenance staffing requirements if only awarded the dial a ride contract or fixed route contract? **On page 35 of the RFP DAR requires two full time technicians (1-A and 1-C). One of the two has to be the Lead. Fixed route requires five technicians. Levels are outlined on pages 35 and 36 of the RFP.**
11. Please provide the job requirements of the security officer? **The safety and security responsibilities can be carried out by one of the proposed staff. Is this person to be armed? No. When is this shift to be staffed? During hours of operation. What is the role of this requirement? To ensure safe operation and the safety and security of its customers and staff. Also as part of this position, Metrolink may request an Emergency Prepared Plan from the proposer. For DAR that responsibility would be part of the GM's reporting responsibility or an assigned designee (approved by Metrolink).**

12. Please provide a description of bus technology equipment? **Your question is answered below by your next question.** Please include the models, the functions of the equipment, how it operates, etc. This list should include but isn't limited to: fare box, video/audio recording, and fare reader devices (Go to Cards), MDTs, driver/maintenance monitoring. **Correct. The list provided is all regional equipment and the region typically decides the technology. As for model numbers (please ask the Metropolitan Council for that information), functions of equipment and how it operates, that is the responsibility of the contractor to ensure that all technology is maximized to best serve the customer. As technologies become more enhanced it is possible that new and different technology will be required by Metrolink to deliver service.**
  
13. A.2.23 Observations by Administrative Personnel- Can you please confirm this requirement. If each administrative staff (A.2.7 Contractor Managerial (Administrative) Positions: GM, AGM, SO, and 2 Street Sups) at 60 hours each per month. That is 300 hours dedicated per month. Is this the intent of the requirement? **Revised: For DAR a minimum of 25 hours/month for the GM or designated individual will be required to monitor the operation. Fixed route requires 100 hours per month. In the proposal please identify the staff who will be responsible for monitoring services.**
  
14. Please describe the fare collection technology for fixed route and DAR? Will the City consider a different platform of technology? **The Metrolink follows the regional fare collection policies and procedures for fixed route. DAR fares and collection methods are established by Metrolink and carried out by the provider. Currently DAR collects fares and sells punch cards.**
  
15. What is the dispatch software used for fixed route: **Transit Master by Trapeze provided by the region. DAR: will be what the proposer provides as an appropriate software to handle the number of daily rides plus required reporting. Are MDTs present in Fixed Route yes and DAR? No. Other technologies may be suggested to Metrolink. Will the City consider using different software? Yes but Metrolink has final decision on the reservation and scheduling software to use. How should the cost of this different software be applied to the cost proposal? It should be included in the proposal costs.**
  
16. It states in "A.2.40 Vehicle Insurance" the City will provide auto insurance and the Contractor will pay deductible. However, it states in "19.1.1. Automobile Liability:" that the provider is responsible. Please confirm. **The provider is responsible for all insurance as outlined in the sample contract. Page 50 of the sample contract, Section 19 identifies contractor responsibilities.**
  
17. In states in " A.2.42 New Dial-A-Ride (D-A-R) Services" for new DAR service- that the contractor will use Ride Cell or other. What is the DAR Software presently being used? **RouteMatch.** Will the City pay for the Ride Cell Software? **Ride Cell is only one option. If the proposer has a better software, please propose it. No matter what software is proposed, the contractor is responsible for the license and annual fee of that software. If we proposal and alternate, how will this be funded? Answered within this question. Neither Ride Cell or RouteMatch are required for this RFP. The provider is responsible for the selection of the DAR software that has the capabilities to manage the program as it exists today as well as providing for online and phone app capabilities for reservations.**

18. Please confirm the number of vehicles used for DAR service: In one section it say 6 and in another it say 13. **There are 13 cut away style vehicles in the fleet. Eight will be assigned for DAR and five will be assigned to fixed route.**
19. In sample contract: 6.1 states that a FT Safety Manager and 2 FT Dispatchers are required. Please confirm. **Clarification: Section 6.1 of sample contract is for fixed route operations only. Please see answer to question 9 for DAR FTE and staffing.**
20. Please confirm the liquidated damages affecting DAR? **None were identified in the RFP. However, if the contractor does not comply with the terms of the contract, action will be taken to remove the contractor and performance bond will be enforced.**
21. Please provide odometer readings of all vehicles and a list of major repairs. **Mileages by vehicle are attached as Attachment 2.**
22. For both fixed route and DAR please provide per run/route/vehicle information for a normal week of operation: **Fixed route paddle boards are attached for the most current service. Be aware the service plan may/will change to match customer demand. Fixed route paddle boards are Attachment 3. DAR hours of operation are 6:00 am to 6:00 pm.**
- Daily pull out
  - Daily revenue times
  - First pick up time
  - Last drop off time
  - Layover times
  - Daily pull-in times
  - Fixed Route Run/Trip assignments (What trip number is assigned to each run)
23. Number of Call Center Agents for DAR. **Please see answer to number 9, above.**
24. Daily call volume by hour for a week of normal operations to include hold time, call abandonment. **That information is not available with existing contract but reporting requirements will be required as part of the new contract.**
25. Is the provider responsible to provide the Call Center Phone systems? **Yes.** Please provide requirements. **It is the proposer's responsibility to acquire appropriate equipment and enough staff to ensure a maximum 10 second call wait time and the ability to produce reports showing performance.**

26. Page 13: D and E, Cost Proposal and Cost proposal alternate:

This section states that both the cost proposal and alternate maintenance proposal are based on "revenue hour annual quantification of cost." However, as shown below, the cost proposal worksheets have different revenue hours listed for the same type of work. Please correct the cost proposal pages.

|  |  |  |  |                             |  |            |  |             |
|--|--|--|--|-----------------------------|--|------------|--|-------------|
|  |  |  |  | Rev                         |  | Rev        |  | Rev         |
|  |  |  |  | Hours                       |  | Hours      |  | Hours       |
|  |  |  |  | Blended<br>- Fixed +<br>DAR |  | Fixed Only |  | DAR<br>Only |

|                                  |  |        |   |        |   |        |
|----------------------------------|--|--------|---|--------|---|--------|
| Revenue Hour Method Driver:      |  | 38,500 | = | 26,000 | + | 12,500 |
| Revenue Hour Method Maintenance: |  | 38,500 | = | 26,000 | + | 12,500 |

An error was made when transcribing the numbers to the RFP document. Revenue/Service hours have been corrected and are reflected in the above table. Please make corrections on cost sheets prior to submittal of proposals.

27. Page 22, A.1.3, Fleet List

- a. Please provide current mileage on each vehicle. See Attachment 2, Miles per Bus as of December 31, 2015.
- b. Please provide the annual revenue miles and annual total miles for each type of service. Based on 2015 NTD reported data:
  - Fixed revenue miles: 460,424
  - Fixed total miles: 857,883
  - DAR revenue miles: 181,736
  - DAR total miles: 259,807

28. Page 23, A.2.5

- a. Please provide the labor agreement for the current bus operators. For convenience of all vendors, attached is a PDF copy of First Transit's current Union CBA with Teamsters Local 120. Attachment 2.

29. Referencing the Cost Proposal Forms for Plymouth Driver Services, where should the wage and benefit costs be placed for the additional required position of Assistant General Manager/Safety and Security Manager? Should it be placed under the Management Fee section replacing "Additional Staff, if any"? The assistant gm is not a required position. However, should you propose an assistant GM not specifically called out in RFP these position including all related budget should appear under additional staff section.

30. Pages 7 and 8: 4. Experience. Given that large companies could have over 100 contracts, would the City of Plymouth consider limiting the number of contracts reported in our proposal to a finite number, (6 to 8), for similar types of service? Please provide your list and detailed summary of projects including type of service number of staff number of buses, who holds the contract and contact person with phone number and email.

31. Page 18, 21. Performance and Payment Bonds, and Page 53, 19.4 Bonds. See number 4, above.

- a. Page 18 states a requirement for a bond for 100% of payments due contractor and page 53 states a bond for "four times the total Revenue Hour annual qualification of cost". Please clarify
- b. With the requirement to provide performance and payment bonding, please clarify if proposers should provide a Letter of Consent to Surety (proof of ability to obtain bonding) in Part C. Certifications. No letters of "Consent of Surety"
- c. Where would you like the cost of providing the performance bond to be included in the pricing, as a separate line item under "Management Fee"? Correct.

32. Page 30, A2.40 Vehicle Insurance, and Attachment D: C. Sample Contract.

Currently, the contractor provides insurance for the vehicles. There appears to be a conflict as to who should provide insurance in this RFP. Please clarify. See answers to question 16.

- a. Page 30, Section A2.40 Vehicle Insurance states that the City of Plymouth will provide vehicle insurance. If this is the case, can you provide complete information on the requirements including the liability limits on the City's insurance? Is the contractor required to provide umbrella insurance?
- b. Page 30 is in conflict with C. Sample Contract...page.50, Section 19, which states Contractor shall purchase and maintain insurance.

33. Page 31-32, A.3.2 Days and Hours of Service

- a. For each type of work, please provide by route by day: the revenue hours, revenue start and end times, revenue start and end addresses, revenue miles. This information is necessary to build accurate driver schedules and maintenance costs. **Current paddle boards are attached for fixed route (Attachment 3). Hours of service operation are provided in answer 22 above.**

34. Page 94, I-2 Current Driver Wage Range

The Wage Range on page 94 needs to be replaced as the rates are not the current driver wage ranges; they are a mix of union driver rates and non-union supervisor rates. Please replace this information with the following chart that reflects the driver wages per the CBA and current driver census. Please recognize that these rates do not reflect the new requirement for a \$16.00 per hour minimum wage. **Wage rate is also included in Attachment 4, CBA.**

- a. Furthermore, due to the nature of this express peak period work, an important component of providing this service with quality drivers has been the inclusion of a split-shift bonus of \$2.00 per hour for 81% of the fixed route driver hours. **If any other compensation, please specify in proposal and add to cost sheet.**

**Union CBA rates effective 9/1/2016**

| Rate     | # of drivers |
|----------|--------------|
| \$ 13.35 | 13           |
| \$ 13.45 | 4            |
| \$ 13.55 | 10           |
| \$ 13.65 | 6            |
| \$ 13.68 | 4            |
| \$ 15.58 | 1            |
| \$ 15.76 | 1            |
| \$ 16.19 | 7            |
| \$ 17.39 | 1            |
| \$ 20.15 | 13           |
|          | 60           |