



City of Colorado Springs

**ADDENDUM #4
R23-157 PB
03/26/2024**

NAME OF PROJECT: ADA Complementary Paratransit Services

PROPOSAL DUE DATE HAS BEEN UPDATED TO: WEDNESDAY, APRIL 17, 2024 - NO LATER THAN 5:00 PM MST

This document shall become as fully a part of the above named solicitation and Contract Documents as if included and shall take full and complete precedence over anything stated or shown to the contrary in them.

Acknowledgment: Each Offeror shall indicate in the place provided acknowledgment of receipt of this Addendum.

Each and every Offeror, subcontractor, and material supplier shall be responsible for reading each and every item in this Addendum to ascertain the extent and manner it affects the work in which he is interested.

*****CHANGES TO THE PUBLICATION NOTICE*****

The following items and information are corrections and additions to the above referenced project.

1. **The City’s response to questions submitted**
2. **Additional Liquidated Damages**
3. **Safety & Security Form**
4. **F-30 Form**
5. **Facilities Tour - Thursday, April 4, 2024, 1 – 2 PM.**

Please email transitcontracting@coloradosprings.gov to notify us of your attendance.

Offeror shall acknowledge receipt of this addendum by signing below, and this addendum must be returned as part of the proposal.

Signature

Date

Firm



Question Number	Question	The City's Response
1. Page 11, 2.1 Proposal Format	Can bidders include a table of contents with their proposals? If so, does this count towards the 25-page limit?	Answered in Addendum 3
2. Page 11, 2.1 Proposal Format	Can bidders include a cover page with their proposals? If so, does this count towards the 25-page limit?	Answered in Addendum 3
3. Page 11, 2.1 Proposal Format	Can bidders include section dividers with their proposals? If so, do these section dividers count towards the 25-page limit?	Answered in Addendum 3
4. Page 11, 2.1 Proposal Format	Does the proposed project schedule count within the 25-page limit?	Answered in Addendum 3
5. Page 11, 2.2 Cover Letter	The cover letter has a three-page limit. Please confirm that this is not included in the overall 25-page limit.	Answered in Addendum 3
6. Page 12, 2.4 Organizational Background and Overview	This section states, "Financial stability information (annual public reports or private financial statements shall be included in an appendix or under separate cover; private financial information will be kept confidential by the City) may be requested during the proposal evaluation and award process." Further, in Exhibit 1 Proposal Certification on page 22, the instructions state "Provide one (1) copy of current financial statements (if required). Enclose financial information in a separate envelope; do not bind with the other proposal copies. If review of the information is to be	Answered in Addendum 3



	<p>restricted to the City's financial officer, it must be marked accordingly." Please clarify whether the financial stability information is required to be included with bidder proposals. Or is this information only required during the evaluation and award process (if requested)?</p> <p>a. If bidder financial stability information is required with bidder proposals, should this information be submitted as an appendix to the technical proposal? Or should it be submitted under separate cover?</p> <p>b. If bidder financial stability information is required with bidder proposals and should be submitted under separate cover, how should this information be submitted? Should it be uploaded in the BidNet portal? If so, under which item name? Or should this information be sent via email to the purchasing contact listed in the RFP?</p>	
<p>7. Page 15, 2.6 Price Area</p>	<p>Is pricing information to be included in the technical proposal, or submitted separately with Schedule A (Price Sheet)? If part of the proposal, please confirm the price narrative does not count toward the 25-page limit.</p>	<p>Answered in Addendum 3</p>
<p>8. Page 16, 2.9 Insurance Requirements</p>	<p>Please confirm that bidders do not need to include a certificate of insurance (COI) with their proposals.</p>	<p>Answered in Addendum 3</p>



9. Page 52, Start-Up/Transition Plan	Would MMT consider waiving all liquidated damages for the first three months of operation in the event a new contractor is selected?	No, the City will not waive liquidated damages for the first three months of operations.
10. Page 52, Payment	Does billable time begin at the first pick up, even if that pick up is a no show?	Revenue service begins at the first pick-up and ends with the last drop-off. If this first pick-up is a no-show, revenue service hours will begin at that trip's scheduled time.
11. Page 53, Contactor Staffing	Please provide numbers for total staff employed by the current contractor by job category, or an organizational chart outlining these positions. For any shared or non-dedicated positions, please indicate the percentage dedicated to the current contract.	In Addition to positions identified in the attachment Q12 - Contractor Staffing. The current supplier also staffs the following: Road Supervisors: 3 Office Staff/Management: 7 Total: 64 employees
12. Page 53, Contactor Staffing	As our company would like to retain as many of the current employees as possible, please provide a current staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Operator1, CuDispatcher1, Dispatcher2, etc.).	Please see attachment Q 12 - Contractor Staffing.
13. Page 53, Contactor Staffing	To ensure that none of the current employees go backwards in benefits should a transition occur, please provide information regarding the current rates/benefits for employees. Please include specific information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by employer.	The City does not have this information.



14. Page 53, Contactor Staffing	Please explain if there have been any challenges due to the incumbent contractor having operator shortages?	In general, there have been very few challenges.
15. Page 53, Contactor Staffing	Please provide any information about incentive programs that are offered to the current employees of this contract?	The City does not have this information.
16. Page 53, Contractor Staffing	What is the starting wage rate for operators, dispatchers, road supervisors, reservations agents, schedulers, maintenance technicians, etc.?	The City does not have this information.
17. Page 53, Contractor Staffing	If local, state, or federal governments change the laws, rules or regulations that affect minimum wages and/or benefits that are mandated for the employees of this contract, and this event was not known at the time of bidding, how will THE CITY respond to a potential request for increased compensation?	The City is aware that all staff are above minimum wage. If there are changes within the federal, state or local laws we will be open to negotiate.
18. Page 53, Facilities	What office furniture is the contractor required to provide?	Answered in Addendum 3
19. Page 54, Maintenance	This section states that the contractor is responsible for all maintenance costs on the facilities. Please provide a breakdown of facility maintenance performed (including costs) over the last five years.	Answered in Addendum 3
20. Page 54, Utilities	Please provide a breakdown of utility costs paid by the contractor over the last five years.	Please see attachment Q20 – 5 yrs of Para Utilities history for a history of 1161 and 1165. The facility at 1070 previous to February 1, 2023, was inhabited by a previous Contractor that MMT does not have utility information for. The most recent utility billing for February through



		mid-August (2023) totaled \$9,965.
21. Page 54, Utilities	Please provide a list of the utility companies utilized and their contact information.	Answered in Addendum 3
22. Page 54, IT Equipment	What is the phone system provided? Please provide sample phone logging reports for review.	Our phone system is Cisco. Please See attachment Q22 Oct 2023 Phone Logs.
23. Page 54, IT Equipment	Will MMT supply road supervisors with hand-held radios?	Answered in Addendum 3
24. Page 54, IT Equipment	Please describe the make and model of the radio system used to communicate with operators.	Answered in Addendum 3
25. Page 56, Eligibility Determination	Please provide the total number of ADA eligibility determinations completed each year for the past five years?	Please see attachment Q25 - Eligibility.
26. Page 56, Eligibility Determination	Please provide a summary of determinations by month for the prior 36 months (unconditional, conditional, temporary, denied, etc.).	Please see attachment Q26 - Eligibility 36 months.
27. Page 56, Eligibility Determination	Please outline the current eligibility assessment process and any changes that the City would like to see in the new contract term.	Please see attachment Q 27 - Guide-to-Ride. Pages 4-6 provide an explanation of the eligibility assessment process. No changes to this process are anticipated at this time.
28. Page 56, Eligibility Determination	Specifically what assessments are currently being performed (physical, cognitive, FACTS, MMSE, etc.)?	Presently, MMT is conducting phone interviews for the eligibility assessments. Please see attachment Q28 - Evaluation Form.
29. Page 56, Eligibility Determination	Are eligibility assessments done virtually or in person? If in person, are 100% of assessments done in person at the administration building located at 1070 Transit Drive?	Assessments are currently done via phone but may possibly transition to in person.
30. Page 56, Eligibility Determination	Is there an indoor assessment course in the administration	Answered in Addendum 3



	building located at 1070 Transit Drive? If so, please describe what equipment is included in the course and provide photos. If not, is MMT looking for the new contractor to build an indoor assessment course?	
31. Page 56, Eligibility Determination	Is there an outdoor assessment course used for eligibility assessments? If so, please describe the course and provide photos. If not, is MMT looking for the new contractor to build an outdoor assessment course?	Answered in Addendum 3
32. Page 56, Eligibility Determination	Please provide a list of all employees by position associated with the eligibility determination program.	Three (3) part time employees are staffing the eligibility determination function.
33. Page 56, Eligibility Determination	What technology/software is currently used for the ADA eligibility determination program? Is it the contractor's responsibility to provide this software?	Answered in Addendum 3
34. Page 56, Eligibility Determination	Is there an online application for customers?	Answered in Addendum 3
35. Page 57, Travel Training	Will MMT provide trainees with free fare for all training rides?	Answered in Addendum 3
36. Page 57, Travel Training	How many individuals were travel trained in the prior 36 months?	From 2020 to 2023 there were 5 people who received travel training. This information can also be found in Attachment Q25 Eligibility.
37. Page 57, Travel Training	Please clarify if there is a current backlog of travel training services to be completed.	Answered in Addendum 3
38. Page 58, On-Time Performance	If a passenger is picked up early, or prior to the 30-minute reservation window, does this count against on time performance for this contract?	This will not negatively impact on-time performance. However, if a driver arrives prior to the 30-minute window, the driver shall wait no less than 5 minutes from



		the start of the 30-minute pick-up window before they issue a no-show to the client. The Contractor shall not require the customer to board prior to the 30-minute window.
39. Page 58, On-Time Performance	What is the current on-time performance for each of the service types provided? What is the average on time performance per year for each of the three past years?	Please see attachment Q39 - OTP.
40. Page 58, Vehicles	Is the contractor responsible for supplying any non-revenue vehicles (i.e. vehicles for road supervisors, shop/maintenance trucks, etc.)?	Answered in Addendum 3
41. Page 58, Vehicles	How many and what type of non-revenue vehicles are supplied by MMT?	Answered in Addendum 3
42. Page 58, Vehicles	If non-revenue vehicles such as relief, supervisor, or shop vehicles are currently being provided by the contractor, what is the number and type of these vehicles?	Answered in Addendum 3
43. Page 58, Vehicles	Does MMT have requirements for the specifications of non-revenue vehicles?	Answered in Addendum 3
44. Page 58, Vehicles	Is a snowplow provided by MMT that can be used by the contractor?	Answered in Addendum 3
45. Page 58, The City Vehicles	When can interested parties inspect the vehicles provided by MMT?	Answered in Addendum 3
46. Page 58, The City Vehicles	Does MMT have any remaining or extended warranties that apply to the provided fleet?	Answered in Addendum 3
47. Page 58, The City Vehicles	Please clarify MMT's planned replacement schedule for the provided fleet.	Answered in Addendum 3
48. Page 58, The City Vehicles	If vehicles are not replaced according to the estimated	Answered in Addendum 3



	replacement plan, will MMT work with the contractor on additional maintenance costs?	
49. Page 58, the City Vehicles	What are the life mile goals for each vehicle type?	Answered in Addendum 3
50. Page 58, the City Vehicles	Do any of the vehicles provided by MMT require a CDL to operate?	Answered in Addendum 3
51. Page 58, the City Vehicles	What are the current pre- and post-trip times allocated for operators at the start and end of their shifts?	15 minutes at start of shift 5 minutes at end of shift 7 minutes for fuel
52. Page 58, the City Vehicles	Does MMT provide daily vehicle inspection (DVI) forms for the contractor's operators to use?	Answered in Addendum 3
53. Page 58, the City Vehicles	This section states that "MMT's Vehicle Maintenance Contractor will provide to the contractor those lubricants, solvents, repair parts needed for minor maintenance." If the Vehicle Maintenance Contractor will provide these items to the contractor, please clarify what items the contractor will be responsible for so bidders can include these items in their pricing.	Answered in Addendum 3
54. Page 58, the City Vehicles	a. Who is MMT's Vehicle Maintenance Contractor? b. What maintenance do they complete on the paratransit vehicles used in this contract?	Answered in Addendum 3
55. Page 58, THE CITY Vehicles	Please clarify the expectations for maintenance that is to be performed by the contractor to estimate staffing needs and costs. Is the contractor responsible for all vehicle maintenance associated with this RFP? Or just minor	The Paratransit contractor is only responsible for minor maintenance activities such as refilling fluids and cleaning the vehicles. The Vehicle Maintenance Contractor is responsible for all repairs.



	maintenance? If only minor maintenance, what does this include?	
56. Page 58, Vehicle Operators	What is the current and past 12-month turnover rate (detailed by month) for operators?	Answered in Addendum 3
57. Page 58, Vehicle Operators	Please provide the current operator run cut/schedule.	Answered in Addendum 3
58. Page 59, Reservations/Scheduling/Dispatching	Please provide the current dispatch and call center employee schedule.	Answered in Addendum 3
59. Page 59, Reservations/Scheduling/Dispatching	Please provide average call volume, by day of the week if possible.	A sample of this information is found in attachment Q22 - Oct 2023 Phone Logs
60. Page 59, Reservations and Scheduling	Does the contractor have the ability to schedule/modify subscription-based trips for passengers?	In general, yes; however, the Contractor must follow all policies and procedures, including, but not limited to, the Metro Mobility Guide-to-Ride.
61. Page 59, Reservations and Scheduling	Please provide a week's worth of in-bound reservations calls by hour of the day for review.	Please See attachment Q22 - Oct 2023 Phone Logs.
62. Page 59, Dispatching	Please provide a week's worth of in-bound "Where's My Ride" calls to the dispatch center by hour of the day for review.	Please See attachment Q22 - Oct 2023 Phone Logs. These logs show the number of calls placed to Dispatch, but the reason for the calls is not tracked.
63. Page 59, Dispatching	How many dispatch radio stations are provided to the contractor?	Answered in Addendum 3
64. Page 59, Fares	Are fares currently collected via armored car service?	Answered in Addendum 3
65. Page 59, Vehicle Operator Training	Does MMT have an hours requirement for vehicle operator training? Or is this up to the contractor's discretion based on industry best practices?	The City does not have a minimum requirement for the training program; however, the contractor's training program shall be compliant with all applicable regulations.
66. Page 59, Vehicle Operator Training	Will MMT make any vehicles available to an incoming	Possibly. This may be negotiated with the successful proposer and



	contractor to perform the necessary training during the transition period? If yes, how many, and what type?	will be subject to vehicle availability.
67. Page 60, Taxi Overflow and Taxi Choice Programs	Please provide a breakdown of taxi rides provided each year for the last five years.	Please see attachment Q67 – Taxi Trips 2019-2023.
68. Page 60, Taxi Overflow and Taxi Choice Programs	Please provide the names and contact information for all firms contracted under the taxi overflow and taxi choice programs.	Z Trip Colorado Springs 4625 Town Center Dr. Colorado Springs, CO 80916 (719) 766-4567 The City is open to a different Taxi Choice provider or more than one.
69. Page 60, Taxi Overflow and Taxi Choice Programs	How is the contractor compensated for taxi trips?	The contractor is currently compensated at a “per trip” cost.
70. Page 99, Video and Audio Cameras	This section states that “Security cameras are used both on vehicles and in facilities to record significant events, monitor criminal activity, and ensure contract compliance.” a. Does the City provide these cameras? b. What type of on-board cameras are provided?	a. The City provides security cameras. b. The on-board cameras are SEON/Safefleet.
71. Page 99, Video and Audio Cameras	Will MMT provide the contractor with access to these camera systems to pull video and audio footage as needed?	The City will generally make available video and audio recordings available to the Contractor upon request.
72. Page 126, Appendix A, Price Sheet	Please confirm that the bidder can add additional lines on the pricing sheet as needed to account for costs not outlined in the template.	Answered in Addendum 3
73. Page 126, Appendix A, Price Sheet	If a bidder proposes staff titles outside of those listed, should the bidder add the necessary	Answered in Addendum 3



	lines or include those costs in the Miscellaneous Costs line?	
74. Page 126, Appendix A, Price Sheet	The price sheet includes a Safety and Training Manager as a listed position, but the Key Personnel section on page 53 only lists a General Manager and an Operations Manager. Please confirm that this position is not a required position for this contract.	Answered in Addendum 3
75. General, Facility Tour	When can interested parties tour the facilities provided by MMT?	MMT will provide a tour of the facilities on Thursday, April 4, 2024, from 1 – 2 PM MST.
76. General, DBE Goal	Please confirm that this project does not have a DBE percentage goal.	Answered in Addendum 3
77. General, Labor Union	<p>Are any of the current employees represented by a labor union? If yes, please provide:</p> <p>a. Copies of the current collective bargaining agreement(s)</p> <p>b. Any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor</p> <p>c. The job classifications that participate</p> <p>d. Contact information for the local union representative</p>	Answered in Addendum 3
78. General, Labor Union	Should a union organize the workforce at a future date, will MMT allow the successful bidder to renegotiate contract rates as a result?	Answered in Addendum 3



79. General, Challenges	What are the three biggest challenges that MMT faces in regard to the services being procured?	<p>1. Transitioning the eligibility and operations functions from two separate contractors to one contractor.</p> <p>2. In the event the Add Alternative moves forward, establishing a service that works for the customers and functions well operationally.</p> <p>3. Addressing increasing ridership as services return to a more pre-pandemic ridership level or a new expectation for ridership is established.</p>
80. General, Goals	What are MMT's main goals for the next contract term?	Continue to improve on the efficiency of ADA Paratransit Operations while providing a great customer experience.
81. General, Goals	What does MMT wish to accomplish over the next decade for these services?	See response to question 80.
82. General, Significant Changes	Does this RFP represent any significant changes to the current operations?	The two main changes with this RFP from the current contract is that eligibility determination activity is now included in the Statement of Work as opposed to a separate contract, and the addition of the alternative transportation service options which would allow for services not necessarily specific to ADA Complementary Paratransit service.
83. General, Utility Schedule	Please provide current utility/line worker schedule.	There are 3 Utility Workers on the current contract. Their schedules vary depending on operational conditions.
84. General, Current Rate	What is the current rate paid to the existing contractor?	Answered in Addendum 3
85. General, Total Amount Paid	What was the total amount paid to the incumbent contractor for the last two fiscal years (by year)?	Answered in Addendum 3



86. General, Productivity	What is the current level of productivity? What is the average productivity per year for each of the three past years?	Please see attachment Q86 – Paratransit Productivity 2021-2023.
87. General, Cost of Insurance	For all bidders to accurately gauge the cost of insurance, please provide data regarding the last year's a. Revenue miles and revenue hours b. Total miles and total hours c. Current deadhead miles and deadhead hours	Please see attachment Q87 – Miles and Hours 2023.
88. General, Liquidated Damages	Please provide the amount of liquidated damages that were charged to the current contractor for each month over the past year, specified by category or type.	Please see attachment Q88 – LDs 2022-2023. Please note that no LDs were assessed for November and December of 2023.
89. General, Current Contract	Please provide a copy of the current contract for each incumbent contractor for these services.	Answered in Addendum 3
90. General, Current Invoices and Reports	Please provide all bidders with copies of the last twelve months of: a. Monthly invoices b. Monthly management reports	a. Please see attachment Q90a - 12 Mths of Invoices. b. Please see attachment Q88 – LDs 2022-2023. Please note that no LDs were assessed for November and December of 2023.
91.	We would like to receive telephone system reports for a fairly representative week for the service which excludes holidays or unusual weather or events which might have impacted service levels: a) Inbound and outbound calls by time of day	Please See attachment Q22 - Oct 2023 Phone Logs.



	<p>b) Total inbound calls abandoned by time of day</p> <p>c) Average time to answer by time of day</p> <p>d) Longest wait time</p> <p>e) Average call length</p> <p>f) Agents logged in by time of day</p> <p>g) Average agent availability</p>	
92.	<p>We would like to receive the following data in excel for a recent seven-day period. We would like this data to be drawn from a fairly representative week for the service which excludes holidays or unusual trip-making patterns associated with adverse weather or special events.</p> <p>a) Origin and destination latitude and longitude coordinates for each scheduled trip</p> <p>b) Final status of each scheduled trip, e.g. whether the trip was provided, cancelled or no-showed</p> <p>c) Scheduled and actual pick-up and drop-off times for each performed and no-showed trip</p> <p>d) Passengers transported, broken down by riders, attendants, companions, children and any other passenger categories tracked by the system</p> <p>e) For each trip, whether the rider used a mobility device, service animal or any other equipment codes</p>	<p>Please see attachment Q92 Parts ABCEF – Trip Information</p> <p>d. Please see attachment Q92 Part D - Route Productivity Report. Please note: In this report “others” = “companions”</p> <p>g. 4 complaints registered during this period</p>



	<p>f) Number of trips denied, broken down by capacity, eligibility and rider refusals as well as by any other category currently tracked</p> <p>g) Number of complaints received</p>	
93.	Please provide a copy of the collective bargaining agreement that covers the incumbent employees and any side letters or amendments to the agreement.	Answered in Addendum 3
94.	Please confirm that there is no specific DBE goal associated with this procurement and that documentation of a formal Good Faith Effort is not required.	Answered in Addendum 3
95.	Please confirm that eligibility determinations do not require the physical assessment of an applicant's functional abilities. If it does, please provide the number of physical assessments conducted over the past 12 months.	Answered in Addendum 3
96. Page 11, Section 2.1 Proposal Format:	Would the City be willing to increase the page limit to 100 pages, or at least 50 or 75? With the project scope including paratransit operations, eligibility determinations, and travel training, the current page count is extremely challenging for bidders to include a detailed approach.	Answered in Addendum 3
97. Section 3.4 Award of Contract (Page 18):	Please provide a copy of the current contract with the incumbent operator and any applicable change orders or addenda.	Answered in Addendum 3



<p>98. Exhibit 1, Section 7 Contractor Personnel (Page 24):</p>	<p>Please confirm that a proposal that names and provides resumes for only the proposed general manager and the proposed operations manager would be compliant.</p>	<p>Per page 53 of the RFP, the City requests that proposers include resumes for key personnel to include the General Manager and Operations Manager. The proposer may provide resumes or additional information for other key personnel positions. The General Manager and Operations Manager are subject to the City's approval.</p>
<p>99. Exhibit 2, Section 3.2 Payments (Page 42):</p>	<p>Please provide twelve (12) months of invoices from the incumbent operator.</p>	<p>Please see the response to question 90a.</p>
<p>100. Section 2.5.1 Project Approach (Page 13):</p>	<p>a. Do the current revenue vehicles have vehicle safety equipment such as DriveCam and Mobileye currently installed? Please specify which equipment is installed.</p> <p>b. If not, would the City permit the installation of DriveCam and Mobileye?</p>	<p>a. This City does not provide this software/hardware.</p> <p>b. Yes, we would permit the installation of DriveCam and Mobileye unless the city has determined another system to use.</p>
<p>101. Section 2.5.2 Management Area (Page 13):</p>	<p>Would the City please provide a current organization chart, including the current number of individuals in each position?</p>	<p>The City does not have an organization chart for the incumbent contractor, however, details about positions and the number of positions are listed under question 11.</p>
<p>102. Section 2.6 Price Area (Page 15):</p>	<p>This section states that pricing must be competitive as compared to the budget amount and market pricing in the industry. Please provide the budget amount and/or any independent cost estimate for this service.</p>	<p>Answered in Addendum 3</p>
<p>103. Exhibit 2 Sample Contract, Section 3: Term of the Contact (Page 30):</p>	<p>This section says, "Option years may be exercised unilaterally by the City at the City's sole discretion." Would the City modify this section to</p>	<p>Answered in Addendum 3</p>



	require the mutual agreement of both parties?	
104. Exhibit 5 SOW, Part II: Payment (Page 52):	Please confirm that revenue service hours begin at the first pick-up and continue to the last drop-off. If the first pick-up is a documented “no-show,” please confirm that revenue hours begin at that trip's scheduled time.	Revenue service begins at the first pick-up and ends with the last drop-off. If this first pick-up is a no-show, revenue service hours will begin at that trip's scheduled time.
105. Exhibit 5 SOW, Part II: Real Property – Utilities (Page 54):	Please provide 12 months historical costs for utilities (including electric, gas, water, sewer, and telecommunications) for 1161, 1165, and 1070 Transit Drive.	Please see attachment Q105 - 12 Mths Utilities 1070, 1161 and 1165 Transit.
106. Exhibit 5 SOW, Part II: Real Property – Parking Facilities (Page 54):	Please specify who is responsible for snow removal from the lot at 1161 Transit Drive. If the Contractor, please provide a 12-month historical cost for snow removal.	Answered in Addendum 3
107. Exhibit 5 SOW, Part II: Real Property – Maintenance and Reference Documents (Page 54):	<p>a. So that bidders can assess the scope of work required to maintain the several facilities, please provide a copy of the Facilities and Equipment Management Procedures Manual.</p> <p>b. Also, please provide a schematic diagram of the facilities the Contractor shall maintain and other pertinent details, such as square footage, vehicle washing equipment, and landscaping description.</p>	<p>a. Please see attachments Q 107a – 2023 Facilities and Equipment Management Procedures and Q107a - Facilities Maintenance Schedule.</p> <p>b. Due to security reasons, The City is not providing a schematic design. A site visit will be conducted. Please see the response to Q 75 for date and time.</p> <p>1161 Transit Dr. is approx. 6,787 sq ft. Contractor occupies entire 1st floor; call center area, 1 office and restrooms on second floor.</p> <p>1165 Transit Dr. is approx. 17,000 sq ft, includes bus parking bays and wash bay with catwalk and Hotsy pressure washers, and 1 restroom.</p>



<p>108. Exhibit 5 SOW, Part II: Real Property – Maintenance (Page 54):</p>	<p>Please clarify where and by whom revenue vehicles will be fueled.</p>	<p>Answered in Addendum 3</p>
<p>109. Exhibit 5 SOW, Part III: Eligibility Determination (Page 56):</p>	<p>a. Please identify the party currently performing eligibility determination (and travel training).</p> <p>b. Would the City permit the recruitment of those employees by the Contractor for that role?</p> <p>c. Please provide the number of employees performing that function and their current wages, benefits, and pension status. This would be required to comply with FTA Section 5333(b) (formerly 13(c)) requirements.</p>	<p>a. Transdev, the current paratransit services operator, is performing eligibility determinations and travel training.</p> <p>b. The City is not involved in how a contractor recruits employees.</p> <p>c. Three (3) part time employees are staffing the eligibility determination function.</p> <p>The City does not have current wage, benefits, and pension status information.</p>
<p>110. Exhibit 5 SOW, Part IV: Service Standards (Page 58):</p>	<p>Please provide 12 months' history of various performance standards, particularly passengers per revenue hour, on-time performance, and number of missed trips.</p>	<p>Please see attachment Q88 – LDs 2022-2023. Please note that no LDs were assessed for November and December of 2023.</p>
<p>111. Exhibit 5 SOW, Part IV: MMT Vehicles (Page 58):</p>	<p>Please confirm that necessary lubricants, solvents, and repair parts needed for minor maintenance will be provided by the Vehicle Maintenance Contractor at no cost. If there is a charge, please provide a 12-month history of such charges.</p>	<p>Answered in Addendum 3</p>
<p>112. Exhibit 5 SOW, Part IV: Fares (Page 59):</p>	<p>Please confirm that the Contractor will collect and keep all fare revenue. The Operations Policies & Procedures states (on page 97 of the RFP document), "Contractor will deliver tickets and revenues to Transit Administration, located at 1015 Transit Drive prior to 10:30</p>	<p>Answered in Addendum 3</p>



	a.m. the following business day. Contractor shall provide a revenue report, including tickets sold and collected and all cash and farebox revenues. The City staff will count and verify tickets and count, reconcile, and deposit funds.” Please clarify.	
113. Exhibit 5 SOW, Part IV: Taxi Overflow (Page 60):	<p>a. Please identify the taxi company(ies) currently participating in the Taxi Overflow Program.</p> <p>b. Please provide a copy of the existing contract(s) with taxi providers.</p> <p>c. Please clarify if Bidders are required to identify their intended taxi contractor(s) at the time of proposal submission.</p>	Answered in Addendum 3
114. Exhibit 10 Liquidated Damages:	Please provide a 24-month history of liquidated damage assessed to the current Contractor, showing each category assessed monthly and the assessment amount.	Please see attachment Q88 – LDs 2022-2023. Please note that no LDs were assessed for November and December of 2023.
115. Page 55, Part II: General Information, IT Equipment:	Please confirm that MMT will provide the data plan for the Mobile Data Terminals (MDTS)/tablets that will be used in the vehicles.	Answered in Addendum 3
116. Page 55, Part II: General Information, IT Equipment:	Please confirm that MMT will be responsible for replacing MDTs that have reached or exceeded their useful lifespan. If the Contractor is responsible, please provide the make, model, and age of the MDTs currently in the vehicles.	Answered in Addendum 3
117. Page 55, Part II: General Information, IT Equipment:	What on-board technology (software/hardware), if any, is	Answered in Addendum 3



	the Contractor responsible for providing?	
118. Page 56, Part III: ADA Complementary Paratransit Eligibility Determination, Travel Training:	<p>a. Can MMT provide details regarding their travel training program?</p> <p>b. Does it include a pathway review as well?</p> <p>c. If so, what sort of details are gathered in the pathway view?</p>	<p>a. Please see attachment Q118 - Travel Training.</p> <p>b. No</p> <p>c. N/A</p>
119. Section I, page 4, 1.1 RFP Schedule of Events:	Please confirm that the City's answers to questions will be provided a minimum of two weeks prior to the proposal due date, to allow Offerors to incorporate new information into their proposals responsibly.	Answered in Addendum 3
120. Section I, page 4, 1.1 RFP Schedule of Events:	Please provide tentative dates for notice to proceed, and the start-up/transition period.	MMT anticipates the start-up period to commence November 1, 2024, and revenue service to commence on January 2, 2025. A notice to proceed would occur shortly before the start-up period. These dates are tentative a subject to change.
121. Section II, pages 11-16, 2.1-2.9:	Please confirm that the title page, cover letter, table of contents, divider pages, financial statements, and required attachments (e.g., project schedule) are excluded from the page limit.	Answered in Addendum 3
122. Exhibit 2, page 30, Section 2:	Please confirm the reference to "Mowing and Landscape Maintenance services" is meant to be "ADA Complementary Paratransit Services".	Answered in Addendum 3
123. Exhibit 4, pages 49-50:	Please confirm that Commercial General Liability, Workers' Compensation/Employers	Answered in Addendum 3



	<p>Liability, and Automobile Liability coverage checked in this exhibit are the only minimum insurance requirements.</p>	
<p>124. Price Adjustment:</p>	<p>Will the City include a provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of (i) changes to the scope of work/service hours requested by the City, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and (iv) costs incurred in response to a federal, state, or local state of emergency (including the COVID-19 pandemic or similar national emergency), including providing personal protective equipment, supplies, staffing, and additional services (including additional health and safety services or requirements)? If the parties cannot agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party. The contractor needs price protection for changes requested by the City or matters not contemplated at</p>	<p>Please submit this question as part of Exhibit 3 – Exceptions.</p> <p>Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals.</p> <p>i. This would be addressed at the time any changes to the scope of work/service hours is needed through the execution of a change order.</p> <p>ii. If there are changes in laws, rules, regulations, etc. applicable to the services to be provided by the Contractor, we will be open to negotiate.</p> <p>iii. If there are changes within the federal, state or local laws we will be open to negotiate.</p> <p>iv. If additional costs incurred in response to a federal, state, or local state of emergency, we will be open to negotiate. At this time, the City will not commit to 120 days termination notice.</p>



	the time of the Contractor’s proposal.	
125. Facility Condition / Environmental:	Will the City include a provision to make it clear that the Contractor is not responsible for any facility repairs or environmental issues or releases of hazardous materials existing on or prior to the Contractor’s occupancy of the City’s facilities or caused by any party other than Contractor? The contractor should not be responsible for existing issues or issues caused by other parties.	Answered in Addendum 3
126. Force Majeure	Will the City include force majeure provision relieving both parties from performance under the Contract for circumstances beyond their reasonable control (acts of God, war, labor strikes or disputes, terrorism, etc.)? The contractor should be excused from performance under the contract for circumstances beyond the Contractor’s control.	Please submit this question as part of Exhibit 3 – Exceptions. Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals.
127. Exhibit 2 / Sample Contract §19 – Intellectual Property:	This section indicates all work, information, data, software, etc. shall be considered “work for hire” and owned by the City. Will the City clarify language to clarify that only information, data, and materials produced specifically for the City under the Agreement (as opposed to work product created for Contractor’s business generally) is considered “work for hire” subject of the ownership provisions? Also, clarify that software and computer programs developed or licensed by the Contractor or otherwise provided by the	Answered in Addendum 3



	<p>Contractor for the performance of the services will not be owned by the City. Software developed, licensed or otherwise provided by the Contractor in connection with the services will not be transferred or owned by the City.</p>	
<p>128. Exhibit 2 / Sample Contract §22A – Termination for Convenience:</p>	<p>Will the City revise to provide for 60 days' prior written notice and payment of Contractor's close-out costs? Contractor will have contract termination costs as well as employment termination obligations required by law (WARN Act, etc.).</p>	<p>Answered in Addendum 3</p>
<p>129. Exhibit 2, Sample Contract. Insurance Page 31:</p>	<p>The RFP references Appendix E throughout. Please provide Appendix E so Offerors may review the requirements.</p>	<p>Answered in Addendum 3</p>
<p>130. Exhibit 2, Sample Contract. Insurance, 14. WC Insurance, Page 34:</p>	<p>This section states: "Contractor shall take out and maintain during the Period of Performance, Colorado Worker's Compensation Insurance for the Contractor and all employees of the Contractor. If any service is sublet by the Contractor, the Contractor shall require the subcontractor to provide the same coverage for the subcontractor and subcontractor's employees. Workers' Compensation Insurance shall include occupational disease provisions covering any obligations of the Contractor in accord with the provisions of the Workers' Compensation Act of Colorado". Will the City revise to the following?</p>	<p>Answered in Addendum 3</p>



	<p>“Contractor shall take out and maintain during the Period of Performance, Colorado Worker's Compensation Insurance for the Contractor and all employees of the Contractor. If any service is sublet by the Contractor, the Contractor shall require the subcontractor to provide insurance as applicable by law”. Insurance coverage types and limits may not be applicable to or not reasonably available to disadvantaged business enterprises (DBE) and smaller subcontractors. The contractor prefers to allow its vendors to maintain insurance coverage that is applicable by Law.</p>	
<p>131. Part II: General Information, Page 54, Real Property:</p>	<p>Please list all major facility repairs or upgrades made in the past 24 months for each facility provided to the Contractor for their use.</p>	<p>Answered in Addendum 3</p>
<p>132. PART IV: ADA Complementary Paratransit Service (Metro Mobility), page 57:</p>	<p>Please provide projected passenger trips and revenue service hours for each base year and potential extension year covered by this RFP.</p>	<p>MMT has estimated ridership at the numbers shown below. As described in the Scope of Work, the Contractor is expected to achieve or exceed a threshold of 2.0 passengers per revenue service hour. The Contractor shall make every effort possible to ensure an appropriate amount of revenue service hours is scheduled to meet or exceed this requirement.</p> <p><u>Ridership</u> Base Year: 121,708 Option Year 1: 127,793 Option Year 2 134,182 Option Year 3 140,892 Option Year 4 147,937</p>



<p>133. PART IV: ADA Complementary Paratransit Service (Metro Mobility), page 57:</p>	<p>Please provide the average number of pullouts for each day of service: Monday - Thursday Friday Saturday Sunday</p>	<p>Monday -Thursday AVG 32 Friday AVG 32 Saturday AVG 30 Sunday AVG 30</p>
<p>134. PART IV: ADA Complementary Paratransit Service (Metro Mobility), Service Standards, page 58:</p>	<p>Passengers per Revenue Service Hour: The Contractor will manage the number of vehicles placed into service to achieve or exceed MMT’s minimum passengers per RSH threshold of 2.0 and to comply with MMT’s intent there are no trip denials.</p> <p>Based on the numbers provided of revenue service hours and passenger trips, the passengers per RSH has not exceeded 2.0 since 2019. Can MMT please comment on what has kept the service from reaching and maintaining 2.0 passengers per RSH?</p>	<p>COVID-19 had negative impacts on paratransit productivity due to less trip volume. While services have not recovered to 2019 levels, they are trending in a positive direction. It is expected that the Contractor will enact the appropriate operational efficiencies to meet this minimum requirement.</p>
<p>135. DBE:</p>	<p>Please list any DBE vendors currently performing any services or providing supplies on this contract.</p>	<p>Answered in Addendum 3</p>
<p>136. Wage and Benefits:</p>	<p>Please provide an employee census (absent of any identifiable information) that identifies the following for each employee:</p> <ul style="list-style-type: none"> • Hire Date • Current Wage Rate • Benefits Elections (EE only, EE+1, EE + Family) • Employee Contribution Toward Benefits • FT/PT Status • Active or Inactive Status 	<p>Please see attachment Q12 Contractor Staffing.</p>
<p>137. Landscaping:</p>	<p>Please confirm who will be responsible for maintaining the landscaping. Who is</p>	<p>Answered in Addendum 3</p>



	responsible for the snow removal?	
138. Maintenance:	<p>a. What is considered minor maintenance? Please provide illustrative examples.</p> <p>b. Will the parts and tools be provided, or is the contractor responsible for purchasing and inventory?</p> <p>c. Will tire maintenance and replacement be the contractor's responsibility?</p>	<p>a. Please see the response to Question 55</p> <p>b. The Contractor will not be responsible for the purchasing of parts and tools.</p> <p>c. General tire maintenance and replacement, such as fair wear and tear, is not the responsibility of the Contractor. In the event the Contractor contributed to excessive wear and tear, then the Contractor will be responsible for the replacement or maintenance of the tire.</p>
139. Facility Maintenance:	<p>a. Who will provide the chemicals and supplies needed for custodial services and minor facility maintenance?</p> <p>b. Who is responsible for the maintenance and repair of the facility, and what procedures shall the Contractor follow?</p>	<p>a. The contractor is responsible for its own custodial and associated cleaning supplies. Contractor is also responsible to provide cleaning supplies for the fleet. Facility items outside of the contractor responsibility are maintained and repaired by the City or contracted vendor.</p> <p>b. Please see Q107 attachment – 2023 Facilities and Equipment Management Procedures.</p>
140. Exhibit 5, Part IV Vehicles (page 58)	References the Contractor's responsibility to "adhere to MMT's program of vehicle maintenance including ... preventive maintenance inspections, maintenance repair, and maintenance documentation".	Answered in Addendum 3
141. Exhibit 5, Part IV Vehicles (page 58)	Can the City please share its vehicle replacement schedule?	Answered in Addendum 3
142. IT	Can we co-locate network equipment in existing IT closets, or do we need to use separate areas?	Answered in Addendum 3



143. IT	Please provide pictures of IT closets to determine if there is enough space to co-locate equipment.	Answered in Addendum 3
144. IT	What is the current bandwidth to the facility? Is there a backup circuit? Who are the ISPs?	Answered in Addendum 3
145. IT	Please provide marked-up floor plan with IT Comm closets shown	Answered in Addendum 3
146. IT	Are interior walls cinder block or stud/sheetrock?	Answered in Addendum 3
147. IT	Are there any pain points with the current Wi-Fi? If so, please indicate where on a floor plan they exist.	Answered in Addendum 3
148. IT	Are there any existing exterior Wi-Fi access points in the parking lot/yard?	Answered in Addendum 3
149. IT	Does the facility have Cat 6 wiring throughout?	Answered in Addendum 3
150. Eligibility	Please clarify if required applicant interviews are conducted over the telephone. If some numbers are performed in person, please provide a metric on how many in-person interviews are conducted.	Please see the response to question 29.
151. Staffing	Please specify the number of individuals (full-time and/or part-time) who are currently staffing the eligibility determination function.	Three (3) part time employees are staffing the eligibility determination function.
152. Eligibility	Please confirm how many eligibility determinations are made monthly. Also, please provide historical numbers.	Please see attachment Q25 - Eligibility. Please note that prior to February 2022, the contractor was paid at a variable rate for every application processed. Starting in February 2022, the contractor was paid at a fixed-rate for general administrative



		duties such as processing recertifications and a variable rate for those applicants requiring an eligibility evaluation.
153. Eligibility	Please confirm how many appeals to negative eligibility determinations have been made in the previous year.	There have been 0 appeals to a denial of eligibility in 2023.
154. General	The current CBA is under negotiation; would the City extend the proposal deadline to allow negotiations to complete so that the new CBA can be provided to all bidders? We feel this could be accomplished without having to change the 9/1/24 start date. It is expected that all bargained and, as a result, all non-bargained employee wages and benefits will increase.	In order for the City to respond to the questions received and allow time for proposal development, the proposal due date has been extended to 04/17/2024 at 5 PM MST.
155. Page 11, Section 2.1 Proposal Format and 2.2 Cover Letter:	Please confirm that the 3- page cover letter is not included within the overall 25-page limit of the proposal.	Answered in Addendum 3
156. Page 11, Section 2.1 Proposal Format:	Are bidders permitted to use tabs to delineate sections without counting the tabs toward the 25-page limit?	Answered in Addendum 3
157. Page 57, Part IV and Price Page:	Based on the table in the RFP, hours for the new term are expected to be 3.9% higher than the current year and the price pages are requesting bidders provide pricing for a 5% increase for each option year of the contract. If the actual hours increase or decrease from these hours by more than 10%, will the city allow the contractor to adjust its rates? It is standard to have an opener in the contract for differences in service hours and the current contract	MMT agrees to allow a 10% price reopener.



	includes this language; however, we do not see it included in Exhibit 2 Sample Contract	
158. Page 50, Exhibit 4:	The standard Notice of Cancellation endorsement provides for 30 days' notice (except 10 days in the event of non-payment). Please confirm this endorsement is acceptable.	Answered in Addendum 3
159. Page 53, Part II, Real Property, Facilities:	Would MMT allow the Contractor to base the eligibility function out of the 1161/1165 Transit Drive location instead of locating it separately? This would allow more efficient workflow and reduce cost.	Answered in Addendum 3
160. Page 53, Part II, Real Property, Facilities:	Would MMT please provide a list of the utilities the Contractor would be responsible for if it uses the 1070 Transit Drive facility and estimated cost that bidders should factor for in their proposals?	The Contractor is responsible for water, wastewater, electric, and gas utilities. Since MMT and the Contractor are splitting the use of this facility, half of the utility bill will be the responsibility of the Contractor. For additional information, please see response to Q105.
161. Page 56, Part III, Application Intake and Processing:	What is the expected monthly volume of applications for eligibility?	Please see Attachment Q25 - Eligibility.
162. Page 56, Part III, Eligibility Determination:	Would experience supervising or managing paratransit services be considered acceptable background?	This alone would not be an acceptable experience. As described on page 56 of the RFP, "The person(s) conducting eligibility determination will have experience with these types of assessments or similar assessments..."
163. Proposal Due Date	In consideration of the quantity and complexity of the anticipated clarifications, would the City please postpone the	In order for the City to respond to the questions received and allow time for proposal development, the proposal due date has been



	due date for proposals to at least 3 weeks after receipt of the clarification responses from the City?	extended to 04/17/2024 at 5 PM MST.
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