

KANSAS CITY AREA TRANSPORTATION AUTHORITY

ADDENDUM #1 TO RFP #13-7028-30

FOR A CONSULTANT TO PROVIDE TRIP SCHEDULING  
AND QUALITY ASSURANCES FOR KCATA'S PARATRANSIT OPERATIONS

NOVEMBER 5, 2013

The information contained in this Addendum should be considered incorporated into the original Request for Proposals (RFP) dated October 25, 2013. Receipt of all addenda must be noted on the "Receipt of Addenda Received" form (attached), and included with the Proposal.

CLARIFICATIONS AND CORRECTIONS

1. Page 21, Section 3.1.B – "General Information" incorrectly states the closing date as May 10, 2013. The correct closing date is November 13 2013. All Proposers shall follow the Schedule stated on Page 6 of the RFP.

PROPOSER QUESTIONS AND REQUESTS FOR CLARIFICATION/INFORMATION

Proposal Reference	Questions and Answers
Page 6, Section 1 – "Proposal Calendar"	<p>Q: Would KCATA consider delaying the due date to allow proposers at least two weeks' time to respond after the answers to questions have been posted?</p> <p>A: No.</p>
Page 7, Section 2.3 -- "Selected Service Statistics, and Run and Employee Information"	<p>Q: What is the expected growth in demand for the out years? Is there a general percentage increase KCATA would like us to use in our calculations?</p> <p>A: 3%</p>
Page 8, Section 2.4 – "Contractor Responsibilities and Requirements"	<p>Q: The RFP states the contractor will handle same day dispatch M-F from 8:00 a.m. to 5:00 p.m. Is this going to run tandem to the service provider doing their dispatch for subscription trips? Who will handle dispatch after hours?</p> <p>A: Yes. The service provider contractor will handle dispatch after hours.</p> <p>Q: Do the trips include will-calls? If so, what are the numbers of will call trips that are scheduled?</p> <p>A: Yes. The contractor can expect 80 – 85 will calls daily.</p> <p>Q: Will the contractor be responsible for "Where's My Ride" type calls?</p> <p>A: No. The service provider contractor is responsible for "Where's My Ride?" calls.</p>

	<p>Q: What level of oversight over drivers is involved in the quality piece? Does it involve verifying training, on-time performance, etc.?</p> <p>A: None. The service contractor manages drivers.</p> <p>Q: Similarly, what level of oversight over the call center function is involved?</p> <p>A: None. KCATA manages the Share-A-Fare call center.</p>
<p>Page 10, Section 2.6. -- “Computer Software”</p>	<p>Q: The RFP states the KCATA utilizes the Route Match paratransit software system. Then, states the selected contractor may suggest different scheduling software during the term of the agreement. Will KCATA accept a solution that immediately integrates with the RouteMatch software in order to provide scheduling, Quality Assurance services, same-day scheduling services for trip moves and will-calls, and includes finance verification with an interface with the service providers’ MDC devices?</p> <p>A: Yes, KCATA is willing consider alternative scheduling software.</p>
<p>Page 18, Section 2.15.B -- “Staffing”</p>	<p>Q: The RFP states the contractor shall provide, at a minimum the following management staff. But doesn’t state any requirement. Is there a minimum staffing requirement, including number of management personnel?</p> <p>A: There is no minimum. The quality assurance contractor should suggest the amount of staff to fulfill this solicitation ad described.</p> <p>Q: How many schedulers are currently employed by KCATA?</p> <p>A: 2</p> <p>Q: How many dispatchers are currently employed the service provider?</p> <p>A: 8</p> <p>Q: Please confirm this RFP does not require any type of road supervision. In case it does, will KCATA supply roader supervision vehicles or will these by the contractor’s responsibility?</p> <p>A: The service contractor performs road supervision duties.</p>
<p>Page 19, Section 2.18 – “Drug and Alcohol Testing”</p>	<p>Q: Please confirm drug and alcohol testing is required for all schedulers and dispatchers employed by the contractor.</p> <p>A: Yes, testing is required.</p>

Page 14, Section 2.8.D – “Dispatching”	<p>Q: What radio system is utilized?</p> <p>A: Nextel handheld radios are used.</p> <p>Q: Please provide the average number of same day dispatched trips.</p> <p>A: 100</p>
Page 24, Section 3.10 – “Disadvantaged Business Enterprise (DBE) Requirements”	<p>Q: KCATA’s DBE requirement is 12.5%, yet Section 2.4.C states that all work shall be performed only by the selected contractor. Since this is mostly a staffing project, will the DBE requirement be waived?</p> <p>A: Section 3.10.A states that a DBE contract goal <b>has not</b> been established for this procurement.</p>
Page 25, Section 4.2 – “Volume I – Cost Proposal” and Attachment D – “Cost Proposal”	<p>Q: How would KCATA like us to handle project start-up costs?</p> <p>A: Include start-up costs in the first year cost sheet.</p>
Page 28, Section 4.C.5 – “Experience and Qualifications of Key Personnel”	<p>Q: Section 4.C.5 asks the proposer to demonstrate experience, skills and qualifications of key personnel and staff and to provide resumes. Page 28-29, 4.C.9 (Program Management) also asks the proposer to demonstrate experience, skills and qualifications of key personnel and staff and provide resumes. Due to page limitations, it would take away from the proposer’s response to include repeated information. Please clarify which section this information should be included in.</p> <p>A: Please include this information as part of 4.C.5. As indicated in 4.3.B (page 26), the resumes are not included in the page count.</p>
Page 30, Section 4.C.11.c – “Operating Plan and Procedures”	<p>Q: This section requests samples of reports to be included. Will these count toward the 30 page limit or can they be included as a separate attachment.</p> <p>A: These do not count toward the page limit.</p>
General Information	<p>Q: Do we need to provide the phones for the contract?</p> <p>A: Yes.</p> <p>Q: Is KCATA providing the facility that will house the entire contractor’s staff? What about utilities and other ancillary expenses such as internet</p>

	<p>access?</p> <p>A: No, we do not plan to provide facilities for the entire staff.</p> <p>Q: Is KCATA providing the hardware, furniture and fixtures, for the contractor's staff?</p> <p>A: No</p>
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ATTACHMENTS

1. Receipt of Addenda Form (To be completed and submitted with Proposals).

**END OF ADDENDUM**

**CERTIFICATE OF ADDENDA RECEIVED**

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RFP #13-7028-30

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Proposers shall return this **Certificate of Addenda Received** form as part of "Volume III – Contractual." The form shall be signed and dated by an authorized representative of the firm. Failure to submit this form may deem the Proposer non-responsive.

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*We hereby acknowledge that the Addenda noted below have been received and all information has been incorporated into the Request for Proposals as required.*

Addendum #1 Dated November 5, 2013                      Date Received \_\_\_\_\_

Addendum #2 Dated \_\_\_\_\_                      Date Received \_\_\_\_\_

Addendum #3 Dated \_\_\_\_\_                      Date Received \_\_\_\_\_

Company Name \_\_\_\_\_                      Date \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Authorized Signature \_\_\_\_\_                      Printed Name \_\_\_\_\_

Telephone \_\_\_\_\_                      Fax \_\_\_\_\_                      Email \_\_\_\_\_