

ADDENDUM NO. 2

Kansas City Area Transportation Authority
1350 E. 17th Street
Kansas City, Missouri 64108

PARATRANSIT SCHEDULING & DISPATCH SERVICES Request for Proposals #G20-7028-32

Issue Date: May 18, 2020

This Addendum is hereby made a part of the Request for Proposals and Project Documents to the same extent as if it was originally included therein and is intended to modify and/or interpret the RFP documents by additions, deletions, clarifications or corrections. The Contractor shall acknowledge in the proposal the receipt of this Addendum.

SECTION I PROPOSAL CALENDAR

Delete: RFP Closing 2:00 P.M., May 29, 2020

Replace with: RFP Closing 2:00 P.M., June 9, 2020

REQUEST FOR CLARIFICATIONS

1. How many vehicles are currently used by the paratransit service?

Pre-COVID-19: Independence – 7 cutaways, KCMO – a fleet mixture of approximately 70 vehicles (cutaways, Caravans and Transits) and dedicated taxis. During the shutdown, trip volume has decreased about 50% (essential locations are all that were open). Both contractors are using less vehicles/drivers and will adjust as trip volumes increase

2. How many people in the call center are currently working for the paratransit service?

This question isn't clear. There are currently 6 reservations agents working for KCATA taking customer reservations. The Where's my ride line is answered by the current contractor's dispatch staff, which fluctuates during the day, which toggles shifts 11 people who also do work for another region not included in this RFP

3. Can you share any figures on the ridership, rides, etc.?

That information was shared as an attachment to this RFP

4. Is the contractor expected to import future trips, i.e. trips that will be pre-booked for after the launch of the service with the new software? If the answer is yes, and knowing that software may have different optimization models than MTM, what is the acceptable margin to change the pre-booked trips?

It is expected that all pre-booked trips will be able to be imported as is.

5. Can we propose an Electronic Fare system in our offer?

Additional software perks can be included in your proposal

6. Can you precise what you expect from the Contractor about the call center staff? Should we manage the existing call center? How would KCATA be implied in this?

The existing call center is KCATA staff and managed by KCATA. The responsibility of the contractor is to answer Where's My Ride calls from customers

7. About the Sharepoint to drop off the offer: how can the offers be confidential towards competitors?

KCATA has measures in place to ensure secure receipt and retrieval of the submitted proposal. However, as an added security measure proposer may protect the responses with a password. If a password is added to the response the Buyer of record must be notified as such.

8. How much time is there between the notice to proceed and the full launch?

The proposal asks for an implementation schedule.

9. Page 8-9, Section 2.5, GIS and Mapping: Regarding GIS mapping, is Google Maps acceptable as an alternative (as is currently used today)?

Yes.

10. Page 12, Section 2.5, Ad-Hoc Reports: Can real-time dashboards be used as a substitute for ad-hoc reports?

A dashboard will be great, in addition to ad-hoc reporting.

11. Page 14, Section 2.5, Staffing: The RFP states the contractor shall provide staffing 4am to midnight. However, on pages 15 and 18 the RFP, it states 4am – 1am in Scheduling and Dispatch services and in Dispatching. Should it be midnight or 1 am?

Service is until midnight – staff is expected to stay until the last customer is dropped off after the last pickup

12. Page 26-27, Section 3.9 Disclosure of Proprietary Information: Please clarify how proposers should submit Proprietary Information since bids are to be submitted electronically. Would it be acceptable to follow Step 1, marking each page of each document prominently in at least

16-point font with the words, "Proprietary Information," and uploading as a separate file, appropriately identified?

A separate file does not need to be completed if the pages are marked proprietary. If there is a Freedom of Information Act request KCATA will identify and remove those pages. Please note: Cost information is not considered proprietary.

13. Page 29, Section 4.1 Proposal Format: Page 24 of the RFP states that "Proposals can be submitted via electronic submission" to the given FTP Site. Please confirm all references/requirements associated with hard copy submission (i.e. binding instructions, shipping/delivery instructions, "original" copies, etc.) are to be disregarded since proposals will be submitted electronically.

Delivery instructions regarding submittal of hard copy proposals are to be disregarded. Proposal responses should be submitted to the FTP site only.

14. Page 29, Section 4.3, A: Please confirm the Technical Proposal page limit is 40 pages and not 30 pages, as this paragraph refers to both.

Proposal response should be no more than 40 pages.

15. Page 30, Section 4.3 Volume II – Technical Proposal: States, "resume and background information should not include any more than 3 pages per individual." However, page 32, Part 5.c, states resumes should be limited to 2 pages per individual. Please clarify whether resumes should be limited to 2 or 3 pages.

Resumes should be no more than 2 pages.

16. Attachment A – Proposal Submittal Checklist: The link provided does not work and the Attachments listed under Volume III: Contractual do not match what is provided in the RFP. Please provide an accessible link to the Vendor Forms or a revised list for the required forms under Volume III.

The Attachment documents (pages 59-68) included in the RFP are the correct documents and required to be completed and submitted with the proposal response.

17. Attachment B, 38.A.2 (pages 56-57): This section of the Sample Contract/Terms and Condition states that a "separate contract goal of fifteen percent (15%) has been established for this procurement." Please confirm this is incorrect and that there is no DBE contract goal as previously stated in the RFP on page 2.

There is no DBE goal established for this project.

18. How will you be evaluating the pricing? Is it based on the lowest bidder, or some other formula?

This Request for Proposal has various evaluation factors. Price is just one of those factors and will be weighted based on lowest price.

19. Would KCATA be open to a different pricing structure? For example, tied to per vehicle per month or per vehicle revenue hour.

No. Please price as requested in the Price Proposal Response Form.

20. Can you provide an average day's manifest with PU and DO locations, timestamp and vehicle schedule in excel?

We would like to simulate your results to demonstrate the operational cost benefit. Please see attached reports. We are unable to provide a sample manifest but have other materials. Sample run cuts have also been added.

21. What is KCATA's hourly rate for contracted paratransit services?

This information must be requested through a written Freedom of Information Act Request. Please send your request to:

Kansas City Area Transportation
Attn: Amy Chambers
1200 E. 18th Street
Kansas City, MO 64108
Or via email at achambers@kcata.org

22. How many scheduling and dispatching staff does KCATA utilize?

KCATA contracts this out and does not have any scheduling/dispatch staff. The current contractor uses 11 people, but they are also tasked with other work for another region that is not a part of this proposal.

23. What are the PVH goals of KCATA?

If this means passengers per vehicle hour, the goal prior to COVID-19 was 1.65. These numbers are currently waived with social distancing in place.

24. What is the overall project budget?

This information is not available.

25. Do appendices count towards the total page limit?

No.

26. Are potential service providers permitted to visit the Scheduling and Dispatch Facility prior to the submittal due date?

Due to current COVID-19 CDC recommendations, this cannot be accommodated. The expectation is that the bidder will provide their own facility. The current facility is not an option.

27. Will the City consider a two-week extension in order to schedule a visit to the Scheduling and Dispatch Facility?

The KCATA is not operated or owned by the City of Kansas City Missouri. It is a separate entity. Due to a stiff timeline, KCATA is unable to extend the due date past May 29, 2020. Because of current social distancing rules in place, the building is not open to public for visiting.

28. Please clarify if current service providers are permitted to bid/manage the Scheduling and Dispatch services?

Yes, current providers may submit proposals for this project.

29. Please clarify the start date of the new contract.

The anticipated start date of the contract is

30. Will pricing be evaluated based on the Year 1 price only, or will KCATA be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?

KCATA evaluates pricing for the full contract term including option years.

31. Please provide the current Where's My Ride call volume, broken down by weekday, Saturday and Sunday to include hourly levels if possible.

Please see Appendix A.

32. How long has the incumbent contractor been the provider for the services for KCATA? If this includes extension years, how many years were extended?

KCATA does not enter into agreements longer than five years. The current contract has been in place for five years including option years.

33. Please provide the amount of liquidated damages (and what categories those damages were assessed to) for each month over the past year that were charged to the current contractor.

There are no liquidated damages included in this proposal.

34. Please provide a list of the top 10 trip generator locations for the paratransit services. If the information is available, please provide the percent of trips that originate from these locations.

Below are some of the most common locations, in no particular order, for January 2020 through April 2020. There is not much of a difference in fluctuation from 2019. Trip percentages can't be pulled at this time:

- Alphapointe, 7501 Prospect, KCMO 64132
- Gambro Dialysis, 2250 Holmes St, KCMO 64108
- Westport Dialysis, 3947 Broadway, KCMO 64111
- Carondelet Medical Center (various buildings), 1010 Carondelet, KCMO 64114
- Centerpoint Medical (various buildings), 19550 E 39th St. S, Independence, MO 64057
- Davita Dialysis, 4407 E. 50th Terr, KCMO 64130
- DCI Baptist (dialysis), 6530 Troost Ave, KCMO 64131
- Fresnius Dialysis, 4720 Rainbow Blvd, Westwood, KC 66205
- Haske Adult Daycare, 11301 Hickman Mills, Dr, KCMO 64134
- Kansas City Dialysis, 2340 E Meyer Blvd, KCMO 64132

35. Please provide the current rates paid to the existing contractor for the service. Also, please indicate the total amount paid to the contractor for the last fiscal year.

This information must be requested through a written Freedom of Information Act Request. Please send your request to:

Kansas City Area Transportation
Attn: Amy Chambers
1200 E. 18th Street
Kansas City, MO 64108
Or via email at achambers@kcata.org

36. Please provide all bidders with copies of the last three months of:

- **Monthly invoices**
- **Monthly management reports**

Copies of invoices must be requested through a written Freedom of Information Request. Please send your request to:

Kansas City Area Transportation
Attn: Amy Chambers
1200 E. 18th Street
Kansas City, MO 64108
Or via email at achambers@kcata.org

Management reports are not available.

37. Please clarify who is responsible for providing the MCD /AVL equipment.

The respondents to this proposal are not responsible for supplying the MCD/AVL equipment as this is the responsibility of the service providers.

38. Who determines if a same day trip request is granted? KCATA, Scheduling Dispatch, or Vehicle Provider?

This varies – it should be KCATA, and/or Scheduling/dispatch. These requests are only when there is a mistake made that is no fault of the customer and may come from KCATA reservations, KCATA management, or the Scheduling/Dispatch manager/supervisor.

39. Please tell us how many 3rd party providers are currently in the system?

There is one scheduling/dispatch provider and two service providers.

40. How will scheduling disputes between scheduling and dispatching contractor and service providers be resolved?

It is the expectation of KCATA that all contractors work with each other and KCATA to deliver service. If there are issues, they are addressed and resolved as they arise, with KCATA.

41. Who has the lead responsibility for NTD reporting, the scheduling/dispatch contractor or the service provider contractor?

The software needs to be equipped so that KCATA can pull NTD reports. KCATA enters the NTD data.

42. Who coordinates generation and submission of all the monthly reporting including OTP, completed trips, etc.?

Each service provider and KCATA pull monthly reports from the software.

43. Please clarify how the scheduling/dispatch contractor will get the information it needs to properly respond to a where's my ride call?

The software should provide this information.

44. What role does the scheduling/dispatch contractor have in progressive discipline steps for no-shows and late cancels including formal written warnings, etc., or for that matter any role in the prolonged process of discipline (e.g., suspensions) or appeal hearings?

Scheduling/dispatch plays no role in progressive discipline steps for no shows or late cancels outside of storing information and/or providing clarity.

- 45. Deductions and Incentives:** Please provide a listing of any penalties charged or incentives earned to current providers over the past 12 months.
- Please clarify if the incentives and penalties listed in the RFP differ from the provider's current contract.

The current listing of penalties charged, or incentives earned for the current provider must be requested through a written Freedom of Information Request. Please send your request to:

Kansas City Area Transportation
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Kansas City, MO 64108
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- 46. Please confirm that under the new contract, there will be no phone communications anticipated between customer and service provider; rather all calls will instead go through the scheduling and dispatch provider.**

Customers will call the reservations agents for reservations and they will call the scheduling/dispatch provider for Where's my Ride calls. If a customer has the number to a service provider, it is possible they will call, and either be assisted or redirected.

- 47. 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 that are employed by this contract, and this event was not known at the time of bidding, and this event occurs during the term of any contract resulting from this procurement – how will the City respond to the request for increased compensation? Bidders need to understand the risk associated with such an unknown event should it occur.**

In the event that minimum wage requirements do change, KCATA and contractor will assess how the contract will be affected and discuss at that time.

- 48. As our company would like to hire as many of the employees that make up the current workforce as possible, it is important to us to ensure that they make at least as much as they do now. Please provide a current seniority list (names can be stricken to protect privacy – perhaps just list position name and number (Dispatcher 1, Dispatcher 2, Dispatcher 3, etc.) along with seniority date. Please also indicate if these positions are full time or part time, and current rate of pay.**

This information is unavailable as employee pay and position is determined by the third-party provider and not established by KCATA.

- 49. Are any of the current employees' part of a labor union? If they are, please indicate for which service, as well as copies of the current collective bargaining agreement, any TA agreements,**

side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor.

None of the current contractors for this contract have employees under a collective bargaining unit.

50. Please provide the number of positions by each category type at the Scheduling Dispatch facility:

- Dispatchers
- Schedulers
- Where's My Ride agent (Dispatch Assistants)
- Admin

This information is not available as the current contractor provides services for 2 contracts and the employees have shared duties for each.

51. If there is a living wage ordinance in effect for the service area covered by the services outlined in the RFP, or one that is currently being considered by local legislation, please provide this information so all bidders can consider this when building their pricing.

This information is not available as KCATA does not determine the wage of the employees. Wages are determined by the third-party provider.

52. In order 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 these employees. Please include specific information such as a rate sheet, regarding co-pays, dependent coverage and amount of premium to be paid by employer.

This information is not available. KCATA does not establish wage rates and benefits of the employees. This is established by the third-party provider.

53. Please provide the number of vehicles used at peak time for each of the services contemplated by the RFP. If this information is available by day of week, please provide it in that format.

Please see attached Sample run cuts.

54. 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 two past years?

Please see Appendix A.

55. Please provide a brief description for each column in the tables in Appendix A –

The current column titles are self-explained using standard paratransit language.

56. How are the vehicles in the fleet being maintained, and what system is used to track vehicle maintenance activities?

The respondent to this proposal is not responsible for fleet maintenance as the fleets are maintained by the two service providers utilizing their own software.

57. Under Software Scope, adequate licensing is required. Can you please provide an estimate of KCATA users and Service Contractor needed?

There are currently approximately 125 users assigned to the current software, some very active, others may have had a one-time or testing access. We will use this as our baseline number of users.

58. What telematics devices is each service contractor utilizing? Can integration specifications for these devices be provided.

Vehicles are tracked through GPS on the tablets using the current software.

59. Under Software Technical Requirements, can data structure be provided so conversion of existing database can be reviewed.

If this is a conversion question, it is believed to be an SQL database. However, this information will be provided to the successful proposer.

60. Under trip reservations, please list requirements for multiple trip policies.

Subscription trips are allowed if a customer is going from the same origin to the same destination at a minimum of 3 times per week, on a weekly basis. They can schedule for the month.

61. Electronic fare collections is discussed on page 11 of the RFP. Please clarify who is responsible for fare.

Fares are collected by the service provider. We are currently 100% cash, exact change.

62. What is the level of communication between the scheduling and dispatch center and service provider dispatch? Who has final authority over service vehicle movement?

There should be and is daily communication between contractors (can be to drivers or to driver support). The final authority over service on the street is the scheduling and dispatch office.

63. Please clarify if the KCATA dispatch will have direct radio with provider operated vehicles (in case of an incident) or will the KCATA dispatch have to work through the provider's dispatchers?

The scheduling and dispatch staff will be the primary contact to drivers for service, via radio. The service provider is there for driver support only (i.e., mechanical issues).

64. Please clarify if the Project Manager and Supervisor will be provided an office at the Scheduling Dispatch facility.

The proposer will need to find a facility. There is no facility provided with this contract.

65. A. –“...shall include blanket contractual liability insurance...”. In general, liability policies do provide you with some contractual liability coverage. Would the City consider removing the work blanket?

The successful proposer will have the opportunity to negotiate terms & conditions of the contract prior to final award.

66. Is a bond required? If yes, please provide the amount.

There is no bond required for this contract.

67. Is a performance bond required? If yes, please provide the amount.

There is no performance bond required for this contract.

68. Can the awarded contractor for this contract also be a paratransit service delivery provider?

Yes.

69. Contractors will have a large amount of fixed costs to operate the services provided in the RFP. Would KCATA be open to an accept contract language that allows for price negotiation if hours were to increase or decrease by a set percentage of hours, for example 15% increase or decrease in hours.

These types of requests are to be submitted with your proposal response. If negotiations are required to reach an agreement this would be discussed at that time.

70. With a July 2020 Contract Award/Notice to Proceed date, when is the contract expected to begin? How many weeks would there be between the Notice to Proceed and the Start of Service date to perform set-up and training?

The release of the Notice to Proceed is dependent upon receipt of required documents from the awarded contractor. Historically, this has taken approximately one week. Per the RFP an implementation schedule should be included in your proposal.

71. Please provide the current delivery provider performed on time performance for pickups and drop offs for each month for the last 12 months.

This is attached.

72. What is the current percentage of “Subscription Service” trips compared to the total number of trips?

This information is not available with the current software.

73. Are there any requirements for the facility that proposers should be aware of? Examples include: The location of facility needs to be within service area. Or can the facility be located out of state?

It is preferred that the contractor have a local office. While this isn't the current model, we are interested in hearing alternate solutions in bidders' proposals.

74. Are there any service areas that have been added or removed from this RFP compared to current scope of work being provided by the incumbent? If yes, please provide the information (hours, miles, trips, etc.) for these services.

No.

75. Please provide the dead head miles and hours for the past 12 months.

Please refer to the NTD S10 and MR20 reports that will be attached.

76. Please provide the average trip distance and trip travel time.

Please refer to the NTD S10 and MR-20 reports that will be attached.

77. Please provide the average number of dead head hours for each day of the week.

Please refer to the NTD S10 and MR20 reports that will be attached.

78. Please provide the average dead head miles for each day of the week.

Please refer to the NTD S10 and MR20 reports that will be attached.

79. Please provide the revenue service hour definition for each of the services listed in the RFP.

Revenue hours are from the start of vehicles are in service to the time the vehicles come back to “base.” Lunch and fuel breaks are deducted from service hours.

80. Are there any non-standard system application that need to be installed on Contractor's Workstation?

The only potential, at this time, would be and RDP link to Trapeze COM which is the software KCATA uses for customer feedback.

81. Please provide the total telephone sets currently provided by the incumbent.

The current contractor provides each of their employees with a telephone on their desk. They have approximately 11 employees who are providing service for 2 contracts.

82. Will advanced call management features be required? (Call recording, Call reporting, IVR menus).

Call reporting and call recording are asked for in this RFP for the Where's my Ride calls.

83. Application Support: Are there any applications or systems that need to be transmitted from the current contractor's system to the new contractor's system?

There shouldn't be a need if the database conversion is completed.

84. Any mobile phones, push-to-talk radios, tablets, etc. that we need to provide and/or support?

It is expected that the bidder will work with the current contractors to acquire the proper equipment. There may be a fee associated.

85. Are there any current challenges or concerns with provided technology that need to be addressed?

An example might be the system lacks capacity for anticipated growth. Please refer to the RFP details.

86. Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.)

Each dispatcher/scheduler should have a line to answer. The contractor will need to have a connection that is sufficient to run the operation.

87. Call Recordings – Will the contractor be required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process.

Yes. We would like call recordings to be available upon request.

88. Please provide a diagram of the Technology landscape currently in place showing applications/services, who uses each, are they on a server or in the cloud, etc.

Without additional information for clarity, KCATA is unable to provide a response.

89. In what format would the client data be available to a new Contractor, (would it be necessary to manually re-enter client data, or will this be provided in an electronic format compatible with other scheduling software)?

The data will be provided in an electronic format.

90. What is the current starting wage for drivers and hourly staff positions?

This is not applicable to this project.

91. Due to industry wide labor shortages, would the agency include a minimum wage requirement for this procurement?

KCATA has the expectation that the wages by the successful contractor will be sustainable and encourage employee retention.

92. What is the current health benefit participation?

This is at the discretion of the contractors.

93. Do the current labor contract(s) include a pension plan? If so, please provide any details surrounding this plan. i.e. Defined Benefit, Defined Contribution, Under-funded liability.

This information is not available as this contract is provided by a third-party provider the employees. This is established by the third-party provider.

94. Are the current employees covered by 49 USC 5333(b) (also known as Section 13c of the Urban Mass Transportation Act of 1964)?

This is a 3rd party agreement and KCATA does not have this information.

95. 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. Is any part of the program funded by a Covered Entity (as defined under HIPAA), including Medicare and Medicaid?

No.

- 96. Will Contractor be required to enter into a HIPAA Business Associate Agreement to provide some of the contracted services?**

No.

- 97. Can you please provide a current org chart to include KCATA staff and Incumbent Staff? A current KCATA org chart is not available.**

The awarded contractor will work with the Director of Mobility Services, who reports to the Chief of Transportation.

- 98. Please confirm required named personnel for proposal.**

Please refer to Section 2.5, B, the Scheduling and Dispatch Scope, in the Staffing section

- 99. Please provide any required experience needed for named personnel.**

Please refer to Section 2.5, B, the Scheduling and Dispatch Scope, in the Staffing section

- 100. Please confirm that advanced reservations will not be responsibility of the contractor.**

All reservations are taken by the KCATA reservations call center and not the responsibility of the contractor.

- 101. Would the agency consider overflow trips provided by non-dedicated vehicles on a per trip cost?**

Not at this time.

- 102. Please provide details regarding any subcontractors being used in this service currently, and which services they are providing.**

There are no subcontractors for the current contract.

- 103. Are all positions required to be 100% dedicated to this contract?**

No.

- 104. Do all positions need to be located in or near to Kansas City?**

Due to the COVID-19 Pandemic, opportunities have arisen that were not explored before. KCATA is expecting your proposal response to include these options.

- 105. How many trips are left unscheduled on average each weekday, Saturday, and Sunday?**

Depending on volume, less than 2% are left unassigned.

106. Please provide current run cut for these services from current providers.

Please refer to the sample run cuts that have been added.

107. On-Time Performance -- Is sampling accepted or 100% of trips? Is a pickup before the window still considered on-time?

There is no sampling for our reporting purposes. Please refer to the Incentives and Disincentives portion of the RFP for specifics regarding the pickup window.

108. Please provide detail if any of the current vehicles are operating at "overcapacity," and which routes, and time of day the overcapacity is occurring.

We are not currently running routes that are over capacity. Peak hours are typically from 6am to 9am in the morning and 4pm to 6pm in the evening.

109. What are 3 things that the agency would like to see improved in the current service?

We are a public agency, so we are always interested in cost savings. We are also interested in hearing about any efficiencies that can be gained with service, and ways to continue to modernize technology.

110. What are the top 3 complaints received by passengers on this service?

Late trips, dispatching and routing, driver issues.

111. Please provide the total number of vehicles that are utilized for the service delivery operation. (This is needed to determine the software solution).

It is attached.

112. The RFP on page 10 states, "Dynamic shift updating - if one shift is updated, the system should then update any and all others related to that day." Can you please clarify what this statement means? Is the system required to optimize shifts throughout the day by automatically move trips or are you looking for the system to change shift start and end times?

We are referring to trip movements from one route to another and that subsequent routes may need to be changed as well.

113. How are runs schedules communicated to the transportation providers, (are trips assigned through MDT's/Tablets, batched to each provider, other)?

Trips are assigned to the tablets, and the information is in the software. There is a daily email notification sent to report when the trips are batched, and the manifests are ready. Contractors work together to determine if routes need to be opened/closed prior to the day of service due to trip volume.

114. Would the agency consider postponing performance penalties during the first 90 days of the new contract period for a new contractor?

Yes.

115. "Penalties: Would the agency consider setting the penalties to be calculated based on actual performance data over the last 12 months from the incumbent provider? With an appropriate measure of actual performance for a long-term provider that has been achieved throughout the existing contract term this can provide a reasonable level of performance expectations.

a. For example, if the on-time performance over the last 12 months has been 84%, then the minimum standard is set at 84% with no penalty, incentives for every 1% increase in on-time performance and penalties should be assessed for any on-time performance below 84%.

b. What this does is sets the standard of performance that is currently being achieved, setting a better performance path into the future and ultimately will support the overall mission of the agency in ensuring the highest level of customer service to the community. This measurement will allow for vendors to reduce their budgetary allocations for anticipated penalty assessments and ultimately places additional dollars into delivering the high level of quality service that the agency desires.

No.

116. Is the agency open to alternative price proposals?

No.

117. What is the current turnover rate?

Because services are contracted, we do not have staffing turnover rate information available.

118. May the proposer include attachments relevant to the procurement that do not count against the page limitation? For example, training curriculums, start-up plans, detail on the scheduling software, location, detail, relevant policies and procedures, etc.?

Yes.

119. Are there any specific training hours required for staff?

KCATA does not have a specific number of hours required for training but do require that each employee has the proper training to do their job effectively and efficiently. We would like that training to include time with the service provider and on a vehicle during service hours.

- 120. Please describe any additional modules in place to supplement the scheduling and dispatching system. For example, tools for call management, complaint management, rider communication via IVR or text, etc.**

KCATA currently utilizes Trapeze COM for complaints.

- 121. Please describe the manufacturer make and model of any equipment currently in use or planned for use on the vehicles that will need to communicate with proposed software.**

Both service contractors are using Samsung Tablets. One uses Version A, one uses Version E.

- 122. If the proposed software does not integrate with the service delivery provider's MDT's/Tablets, who is responsible of the cost of replacement?**

It is expected that the bidder will provide a solution to work with the current equipment, or work with the contractors to find an alternate solution, which may incur costs.

- 123. We understand that the current contractor for these services provides window dispatching functions for the Johnson County operators including checking in-out drivers. Would this be a responsibility of the awarded contractor?**

No, services for Johnson County are under a separate contract and does not apply this project.

- 124. We understand that current service providers are providing radio dispatching functions for their operations/operators. Can you please clarify the responsibilities of radio and window dispatching for this procurement?**

Window dispatching, which is done by the service contractors, gets the vehicles on the road, provides mechanical and safety support, provides road supervisors, etc. The bidder who wins this award does all of the daily operational dispatching.

- 125. In order to determine an efficient dispatch schedule, please provide the average number of runs in service by each hour of the service day for each day of the week.**

Sample run cuts are being provided

- 126. Is Johnson County's paratransit service a component of this procurement? If so, is the data rolled up in under KCMO?**

No.

- 127. We understand that the current contractor for these services is provided office space for this operation within the Nolte building in Johnson County. Will this space be made available to the awarded contractor under the new RFP? If so, is there any costs associated with occupying this space?**

This space is not available for use under this project. However, due to the COVID-19 Pandemic, opportunities have arisen that were not explored before. KCATA is expecting your proposal response to include these options.

- 128. If a facility is provided under this RFP, please provide a list of any equipment, furniture, etc. that would be provided to the contractor.**

KCATA will not provide facility space for this project. However, due to the COVID-19 Pandemic, opportunities have arisen that were not explored before. KCATA is expecting your proposal response to include these options.

- 129. In Appendix A, please provide the definition of hourly trips and hourly pass? How is this calculated? For Independence, hourly pass and total pass are the same but with KCMO these numbers are different. Please clarify.**

All numbers and reports are calculated according to definitions and requirements of the NTD database.

- 130. Please confirm who is responsible for replacement of the tablet or MDT, when the met their useful life.**

Replacement of the tablets or MDT is the responsibility of the service provider.

- 131. Who is responsible for the communication costs (airtime) for these MDT/Tablets?**

The service providers pay for their own mobile plans.

- 132. If the contractor under this procurement is responsible for the data, would they be allowed to install management software to administer the tablets?**

Yes – if there are additions that need to be added to the tablets, that will be allowed.

- 133. On page 8 of the RFP, there is a requirement to "Provide a data template for staff to build a client profile to be used for scheduling and dispatch functions" Is this meant as a template to create a client in the software? Or is this meant as some sort of additional routing (i.e. tracking customers who cannot utilize certain vehicles types or riders who cannot be scheduled together, etc.)**

This is meant to create a client in the software.

- 134. Can a company bid on either the software or the service component of the RFP? If yes, will the evaluation (scoring) be modified should a company bid one or the other component?**

No. Both components are necessary.

- 135. Does KCATA wish to own the software technology (assets) or would KCATA prefer to “rent” the software?**

KCATA is not buying software in this proposal.

- 136. There is a requirement under “Client Data Base” to convert data, including historical trip data. Please detail how many years’ worth of data must be converted?**

At a minimum, KCATA would want to convert 2 – 4 years, but would be open to recommendations from the bidder.

- 137. Is all the data currently in the MTM/Reveal format?**

Yes.

- 138. There is a requirement under “Client Data Base” for the ability to accommodate multiple eligibility types. Can you please provide detail as to that the eligibility type are and how this might impact service delivery?**

Customers have the following eligibility types: unconditional, conditional, temporary, visitor.

- 139. There is a requirement under “Client Data Base” to track trips per client “with customization ...” can you please detail what customization you are expecting?**

We are expecting that we can work on customizing these fields, if necessary and/or pull reports on these fields, and if there will be costs associated with pulling the data.

- 140. There is a requirement under “Client Data Base” to allow for “required customer fields”. Can you please provide a list of the required data elements?**

The following is a list of the minimum fields that will be needed for a customer profile to be created

- Identification - Name, address (mailing and physical, along with common locations), telephone (can add multiple), DOB, last 4 of social security, race, veteran status, language spoken, a customer number is autogenerated or can be populated, gender, emergency contacts (can add multiple), email address
- Customer status – check for elderly, disabled, low income, a KCATA specialty fields to report from, if they have a child
- Customer contact – fields on how customer wants to be contacted, preferred method
- Customer disability fields – there are multiple fields to add if a customer uses a mobility device (and there are types listed) or a service animal, if they have a PCA or an aid, the type of disability they have, if they are a child traveling with an adult, if they are blind or

have a hearing impairment, if they have multiple disabilities, if they require curb to curb or door to door service, if they need extra time to board or deboard

- Eligibility – the type of eligibility they have, the date it started, the date it expires, the doctor or caregiver listed on application, the type of disability, their ID card number, the date approved and/or denied, if extended, the funding type, suspensions (dates and history)

141. There is a requirement under “Geocoding” to eliminate true duplicate entries. Is there a logical way - true duplicate entries are identified today? Does KCATA have a preferred logic they would like to have?

The current software does not have an easy solution to do this. We are looking for one.

142. There is a preference under “Distance Computation” to consider one-way streets and traffic conditions. Please clarify whether this pertains to scheduling of trips (prior to the day of service) and/or provision of daily service?

Both.

143. There is a preference under “Distance Computation that implies the travel time must be computed using an actual path of travel and not simply mathematically calculating a distance/travel time using triangulation or a similar type formula. Please clarify KCATA’s expectation of the calculation of travel times.

Travel time is the time the customer is in the vehicle.

144. There is a requirement under “Trip Reservations” to accommodate “will calls”. Please detail your definition of a “will call” trip and how KCATA expects a “will call” trip to be processed on the day of service.

The only will calls that KCATA currently accommodates, according to our policies on how to ride, are when there is an error made on either the KCATA or scheduling/dispatch or driver side. For example, if a driver goes to the location to pick up a customer early (prior to the window) and then leaves, we may create a will call to go back and get the customer.

145. "There is a requirement under “Trip Reservations” to provide appointment-based trips that “considering appropriate travel times” does this refer to maximum on-board times for each passenger and/or properly calculating a pick-up time off-set to adequately allow for shared rides (or both)? “

Both.

146. There is a requirement under “Trip Reservations” that the software accommodate various “fare rules”. Can KCATA please detail how fares might be calculated (flat fare, distance, zonal, hourly or any combination thereof)? Also, how many fare rules exist today?

These are flat fares and currently there are 2 fare rules that exist for this contract – Independence and KCMO fares.

- 147. There is a requirement under “Scheduling” to follow labor rules. Can you please detail the various labor rules that must be followed (i.e. duration of shifts, break/lunch rules, rest time between shifts, consecutive days worked, etc.)?**

The Contractor is required to adhere to all federal, city and/or City labor laws including EEO, OSHA, HIPPA, and DOT as applicable to the type of labor provided in this scope of services.

- 148. Page 30, Section 4.3 Volume II – Technical Proposal: Please confirm that required attachments are excluded from the page limit, e.g. detailed implementation schedules/timelines.**

Attachments are excluded from the page limits.

- 149. Page 31, Section 4.3 Volume II – Technical Proposal, A. Letter of Transmittal, e.: Please confirm the term Principal in Charge is the Project Manager for this contract, or please clarify if it refers to the proposer's regional executive.**

Yes, this is referring to the Project Manager for this contract.

- 150. Please confirm KCATA will allow electronic signatures and notarizations.**

All documents must be properly notarized when you submit your bid. Businesses located in the State of Missouri are expected to adhere to the Missouri Executive Order 20-08 for the required notarized documents. Businesses located in other states are expected to follow their state requirements regarding notarization of documents.

- 151. Please confirm that the Proposer may operate these services from the shared KCATA facility.**

No. The proposer will need to provide a facility for their operations.

- 152. Assuming a shared facility is possible, please describe the Contractor’s responsibilities as it relates to facility maintenance, janitorial services, and utilities.**

As previously stated, facility space is not available through KCATA. However, due to the COVID-19 Pandemic, opportunities have arisen that were not explored before. KCATA is expecting your proposal response to include these options.

- 153. Can KCATA provide the current staffing levels for how the scope of work is operated today?**

There is a General Manager, a supervisor and 10 staff members.

- 154. Is there an equation KCATA will use to evaluate pricing? Will start up costs be included in the evaluation?**

Pricing is evaluated based on all elements used to arrive to total costs.

- 155. How is road supervision handled? Is this part of the scope of work?**

This is not a part of the scope.

156. Are non-revenue vehicles required for this contract?

No.

157. What is the start date of the service?

This contract is anticipated to be awarded in July. The start date of the contract

158. Will KCATA provide office space during the transition if a new contractor is selected?

No.

159. Will KCATA remove the OTP incentive/disincentive since the scope of work does not include the operation of vehicles?

No.

160. Will KCATA accept alternate bids that offer additional optional services? If yes, please provide any requirements relative to how alternates shall be presented and scored.

KCATA will not accept alternate proposals.

161. Section B Training: Please specify how many hours of training are needed to complete the requirement, "must be trained in KCATA paratransit service policies."

There is not an hour limit set on this training. KCATA will work with the successful bidder to ensure understanding of our operational policies, which are in accordance with FTA guidelines.

162. Are there any holidays where there is either no service or reduced service?

Independence service runs Monday through Saturday and does not run on holidays. The KCMO service runs all 365 days of the year.

163. Page 19, Section B.2 Insurance: The RFP states: ...as additional insureds (Named Insureds) on the policies...Would KCATA consider amending this language to "...as additional insureds on the policies...", as KCATA cannot be a Named Insured under Proposer's insurance policies?

Requests for exceptions/modifications to KCATA's terms and conditions are to be submitted with your proposal response.

164. Page 19, Section D Insurance: The RFP states: All such insurance, with the exception of Professional Liability coverage, shall contain endorsements that the policies may not be canceled or amended or allowed to lapse by the insurers with respect to KCATA its commissioners, officers and employers by the insurance company without thirty (30) days prior notice to KCATA in addition to the Named Insured (s) and that denial of coverage or

voiding of the policy for failure of Contractor to comply with its terms shall not affect the interest of KCATA, its commissioners, officers and employees thereunder. Would KCATA consider amending this language to “Contractor agrees that the policies will not be canceled, amended, or allowed to lapse without thirty (30) days prior notice to KCATA from the Contractor.”?

Requests for exceptions/modifications to KCATA’s terms and conditions are to be submitted with your proposal response.

- 165. Most insurance carriers are reluctant to endorse a policy to provide notice of cancellation to anyone other than the First Named Insured (the Named Insured can cancel at any time, which makes it difficult for the Insurers to comply with any cancellation notices). We request that KCATA modify this item to make it a requirement of the Contractor to provide advance written notice of cancellation.**

Requests for exceptions/modifications to KCATA’s terms and conditions are to be submitted with your proposal response.

- 166. Page 19, Section E.2 Insurance: Would KCATA consider updating the language for the \$50,000 Fire Damage requirement to “\$50,000 Damage to Premises Rented To You” to reflect current policy language?**

Requests for exceptions/modifications to KCATA’s terms and conditions are to be submitted with your proposal response.

- 167. Page 19, Section E.2 Insurance: Would KCATA consider removing the requirement for \$5,000 Medical Expenses? Our company does not elect to purchase this coverage as it is considered "no-fault" insurance and does not require the Proposer to be legally liable for payment to be made under the policy.**

Requests for exceptions/modifications to KCATA’s terms and conditions are to be submitted with your proposal response.

- 168. Please confirm that KCATA will indemnify and reimburse the selected contractor for all COVID-19 related claims.**

Any reimbursement regarding COVID-19 is subject to the availability of funds and contingent upon final approval and receipt of funds. KCATA cannot agree to this request at this time but will take into consideration as incidents/needs/the situation arises.

- 169. The RFP has disincentives associated with productivity. What is KCATA’s expected policies relative to the number of passengers on the vehicle in light of social distancing mandates?**

In light of COVID-19 and social distancing recommendations, we have waived penalties for OTP and Productivity and are working with our providers to watch trip volumes. As we are moving through the various shutdown orders and lifting of shutdown orders, we are tweaking scheduling to limit the number of customers in vehicles, depending on size. The goal is one person in small vehicles, but no more than 3 in the larger, cutaways. This is a very fluid situation

requiring all of us to work together on the safest and best solutions that work for all, including our customers.

- 170. What protections are provided at the client-provided facility to safeguard employees from COVID-19 exposure (hand sanitizer, janitorial, adequately spaced workstations).**

There is no facility provided in this RFP.

- 171. Is there a social distancing requirement (maximum number of people on the vehicle) that the selected provider must manage through dispatch and scheduling?**

With the shutdown order, we strived to put no more than one person in small vehicles and 2 in cutaways. As trip volumes increase and the shutdown order is lifted, this is a fluid situation and we will continue to review with all contractors.

- 172. In the next ten years, what are the three most important things the KCATA wants to accomplish/change as it relates to this scope of work?**

KCATA will work with the successful proposer to go over any future goals

- 173. What is the maximum number of trips performed in a given day?**

The approximate maximum number of trips is 1100

- 174. Are there desired features not currently provided by your existing software (i.e. Reveal)?**

KCATA will work with the successful proposer to go over any desired software features.

- 175. It appears users only make reservations by calling into the system. Would it be desirable to also allow a web-portal for making reservations which would allow users to use their PC, tablets or Smartphones?**

This isn't a current feature, however, KCATA is interested in looking into it for the future.

- 176. Is there a desire for clients to perform their own registration and maintain their own profiles?**

No. Clients are required to go through the eligibility process.

- 177. Is there a payment system used by the system or are passengers registered and fared charged to other programs (i.e. Medicaid, etc.)?**

The system is currently 100% cash, exact change required.

- 178. How are taxis/taxi drivers integrated into the system (i.e. overflow passengers)?**

There are dedicated taxis.

179. Are taxis/taxi drivers reimbursed (i.e. do they bill the system) or do passengers pay and get reimbursed?

They are reimbursed by the provider. Customers are only required to pay the set fare.

180. Two Way Communication—*"Two-way voice communication with dedicated service provider drivers will be via hand-held radios. The selected Contractor and the selected dedicated service provider shall work together to obtain compatible mobile radio equipment. "Our system currently uses cellular communication primarily through text (robo voice as required). Would KCATA consider this as an alternative?*

Texting or robo-voicing to drivers is not an acceptable form of communication, unless it is in addition to using voice as a primary method of communicating.

181. Would the Contractor provide its own network connection?

Yes.

182. If the Contractor is able to use the KCATA network connection, please provide the detail of the circuit. Is there a primary and a back-up, and what is the size?

This is not applicable to this project.

183. If KCATA provides the network solution, does the Contractor provide network hardware?

This is not applicable for this project.

184. Would the Contractor use the KCATA voice system?

No.

185. Would the Contractor provide its own network connection?

Yes.

186. If the Contractor is able to use the KCATA network connection, please provide the detail of the circuit. Is there a primary and a back-up, and what is the size?

This is not applicable as the contractor is required to provide its own network.

187. If KCATA provides the network solution, does the Contractor provide network hardware?

This is not applicable.

188. Would the Contractor use the KCATA voice system?

No.

189. Would the Contractor provide its own network connection?

Yes.

190. If the Contractor is able to use the KCATA network connection, please provide the detail of the circuit. Is there a primary and a back-up, and what is the size?

This is not applicable.

191. If KCATA provides the network solution, does the Contractor provide network hardware?

This is not applicable.

192. Would the Contractor use the KCATA voice system?

No.

193. Is KCATA interested in a mobile application for riders that allows customers to book trips, monitor their trips in real-time, receive notifications about their trip, and provide electronic fare payment? This mobile application could also be made available as a web-based interface accessible on a desktop or laptop.

Not at this time.

194. Regarding 4.5 Proposal Evaluation Criteria, will KCATA place large emphasis on automation and optimization of scheduling and dispatch which creates considerable efficiencies for paratransit services?

KCATA will evaluate all proposals based on the evaluation criteria outlined in the RFP.

195. Regarding 4.5 Proposal Evaluation Criteria, will KCATA place large emphasis on the vendor's ability to provide same-day trips and real-time scheduling of trips?

KCATA will evaluate all proposals based on the evaluation criteria outlined in the RFP.

196. Regarding B. Scheduling and Dispatch Scope, is it possible for the vendor to provide scheduling and dispatch staff offsite?

The vendor's software provides automated scheduling and routing and a unified dispatch interface that greatly reduces manual scheduling and dispatch tasks. Further, the vendor utilizes a central call center that serves multiple deployments, creating substantial efficiencies in dispatch resources used and therefore allowing for significantly lower costs to transit agencies.

197. Regarding Incentives and Disincentives — As a software provider, the vendor will not have direct management over the operation of drivers and vehicles. This creates risk of unfair

penalty, as operators have more control over on-time performance than software providers. Will KCATA consider removing the penalty for poor on-time performance?

No, the incentive/disincentive is in place for the scheduling and dispatch as it aligns with our service contractor and assists in ensuring both contractors work together. Scheduling & dispatch directly effects on time performance and work with the service provider to ensure driver compliance to schedules.

- 198. 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 KCATA accept digital signatures (verified through Docusign)? Further, considering business closures in response to COVID-19 that will limit our ability to print and bind proposals, will KCATA accept digitally submitted proposals?**

Proposals are to be submitted electronically via the FTP site provided in the RFP. KCATA will accept digital signatures.

- 199. Can KCATA share its total and annual budget for this procurement? Providing proposers with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as proposers will compete to provide the greatest value for KCATA's money.**

This information is not available.

- 200. In addition to submitting a completed version of KCATA's Cost/Price Proposal Form (pg. 60 of the RFP), can Proposers include a supplementary pricing form that clarifies the cost structure of the proposed solution?**

Yes, an explanation of pricing elements can be included your response.

- 201. Regarding 4.3 Volume II - Technical Proposal, the RFP states: "The Proposer shall submit two (2) years of the firm's most recent audited financial statements. If audited statements are not available, please provide two (2) years of its most recent audited annual financial statements if available" (pg. 34). Can KCATA please confirm the documents that will be accepted as a demonstration that the proposing firm is financially sound if audited financial statements are unavailable?**

Proposers should submit two-years of audited financial statements. However, if audited statements are not available, we will accept two-years of unaudited financial statements.

ADDENDUM NO. 2

**Kansas City Area Transportation Authority
1350 E. 17th Street
Kansas City, Missouri 64108**

**PARATRANSIT SCHEDULING & DISPATCH SERVICES
Request for Proposals (RFP) #G20-7028-32**

Proposers shall return this **RECEIPT OF ADDENDA** form when submitting their bid. The form shall be signed and dated by an authorized representative of the firm. Failure to submit this form may deem the Bidder non-responsive.

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

Addendum #1 Dated _____ Date Received _____

Addendum #2 Dated _____ Date Received _____

Addendum #3 Dated _____ Date Received _____

Addendum#4 Dated _____ Date Received _____

Company Name _____ Date _____

Address/City/State/Zip _____

Authorized Signature _____ Printed Name _____

Telephone _____ Fax _____ Email _____