
RFP – ADDENDUM #3

Date of Addendum: April 9, 2021

NOTICE TO ALL POTENTIAL RESPONDENTS

The Request for Proposals (RFP) is modified as set forth in the Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

QUESTIONS and RESPONSES

1. Can the Committee please share with potential offerers their expected annual budget or a range LATC anticipates they will spend on the software for this procurement? Providing offerers with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as offerers will compete to provide the greatest value for LATC's money.

R: This procurement is for the operations and maintenance of the fixed route and complimentary paratransit service. Any software used by the contractor is incidental to the contract.

2. Would LATC consider optimizing its mode share? For example, would it consider converting its fixed routes to an on-demand service? Our methodology for determining mode placement combines a partner's available ridership and performance data with mapping, demographic analysis, and computer simulations using our company's passenger aggregation and dynamic vehicle routing algorithms.

R: This RFP is for the service outlined and described in the RFP.

3. Is LATC interested in responses that propose innovative service models or service upgrades such as an app-based service for its paratransit services? Under such a model, customers would request rides in real-time or in advance using a mobile application. Users would still be able to book rides over the phone. Such software could, for example, show passengers real-time vehicle locations, allow customers to pay for their trip electronically, ensure that passengers do not have unnecessarily long wait times, aggregate passengers effectively, enable flexibility of booking options, and much more.

R: This RFP is for the service outlined and described in the RFP.

4. Is LATC interested in a mobile application for bus drivers, which eliminates the needs for paper manifests, provides turn by turn directions, and can allow routes to adjust to late-coming information such as traffic, newly discovered road closures, etc.

R: It is up to the contractor that is chosen to determine the type of record keeping to be utilized by the drivers (ie. paper, tablets, etc.). LATC does not provide any such devices to the contractor.

5. Due to constraints caused by COVID19, would the Committee allow proposers to submit their responses digitally?

R: As stated in the RFP, two hard copies and one electronic copy of both the technical and price proposals must be submitted. Proposals may be mailed or hand delivered, and must be received by 3:00 p.m. (ET) on April 21, 2021.

6. Is LATC interested in proposals that recommend a partnership model through which the Committee and Contractor engage in close, ongoing collaboration to continuously refine service models and explore innovative approaches in order to achieve efficiency and quality of service improvements?

R: LATC is interested in a working relationship with the contractor that will enable the most appropriate transit service to be provided.

7. What current transportation routing and dispatching software does LATC utilize for its fixed route and paratransit services? Can LATC please state the provider of these systems?

R: LATC does not own any software for routing and/or dispatching. It is incumbent upon the contractor to provide/utilize the appropriate software of their choice, to meet the needs as outlined.

8. Is LATC open to exploring new modes, such as microtransit, to serve some of their programs or demand? Implementing new transit models such as microtransit can increase coverage, yield operational efficiencies, and reduce operating costs.

R: This RFP is for the operations and maintenance of the fixed route and complimentary paratransit service.

9. **Page 13, Number 3. Training and Safety:** What is the definition of an Operations Rule book used by LATC?

R: This Operations Rule Book is intended to include any training/procedures manuals not specifically included in the other requested policies/plans.

10. **Page 13, Number 5. Financial Stability:** Does LATC prefer the most recently Audited Financial Report (FY ended Sept 30, 2020), or the most recently approved internal financial statements (January 2021) or both?

R: LATC is requesting the most recent Audited Financial Report.

11. **Page 16, Section II. PROPOSER'S BID BOND:** Is a \$25,000.00 check acceptable in lieu of a bid bond?
R: Yes, a \$25,000.00 cashier's check or bank check is acceptable in lieu of a bid bond.

12. **Page 30, Questionnaire, Number 2:** For what time frame does LATC want to see average passenger trips and passenger miles for ADA trips?
R: FY2019, prior to the COVID-19 pandemic.

13. **Page 35, Attachment I: PERFORMANCE BOND:** The cost of a performance bond will increase the annual cost of the contract. Will LATC consider waiving the Performance Bond requirement?
R: LATC will consider waiving the Performance Bond, provided that the cost savings of such is clearly reflected in the price proposal.

14. **Page 42, Section E. IT EQUIPMENT AND SUPPORT:** IT software and support for passenger counts, automated stop annunciating and fare collection can significantly increase the cost of the contract, is there any specifics that LATC can provide about the sophistication of the software desired to meet this expectation?
R: LATC is not providing any IT equipment. It is incumbent upon the contractor to determine the level of investment to meet the requirements.

15. **Page 44, Section K. VEHICLE MAINTENANCE Page 61, Number 10. Vehicles and Equipment:** It appears there are conflicting expectations for responsibility of costs related to maintenance of LATC equipment and vehicles. Can LATC clarify the costs of maintenance for items outside of preventative maintenance and routine maintenance expected for the citylink fleet due to normal wear and tear under normal operating conditions? The answer to this question could significantly affect the cost of this contract.
R: Contractor is responsible for all maintenance costs, including preventative maintenance, routine maintenance due to normal wear and tear under normal operating conditions, and any other major repairs. In the event that mid-life overhauls are recommended for any buses within the fixed route fleet during the duration of the contract, LATC will be financially responsible for those costs.

16. **Page 44, Section J. VEHICLES:** Does LATC expect the Contractor to have 5-7 additional buses of their own that are comparable to the citylink fleet to be available at all times to meet schedule demands?
R: LATC does not expect the contractor to have a fleet of like vehicles, per se. It is the expectation that the contractor will have the resources and ability to meet demands, should the need arise.

17. **Page 45, Section O. SECURITY CAMERAS AND MAINTENANCE:** Most onboard security systems have the capability to access and view live feed when incidents occur, is this a function that LATC is considering for the citylink vehicles?

R: At this time, LATC is not considering live feed viewing capabilities.

18. **Page 46, Section T. ROUTING AND SCHEDULING:** Is the ability to do same day requests for ADA services going to be required of the contractor in this contract?

R: At this time, ADA paratransit service requires prior day requests. However, it is the expectation of LATC that any software used for schedule have the capability of servicing same day requests.

19. **Page 60, Number 8. Changes in Level of Service:** Is there a designated LATC person responsible to decide service changes due to emergency situations and/or inclement weather?

R: The designated LATC contact is the Transit Coordinator.

20. **Page 64, Number 2. A daily report summarized monthly of:** Is there an assumption that the daily call for ADA service need to be counted only on the citylink/ADA dedicated telephone line?

R: Yes; ADA complementary paratransit riders can use any phone line to schedule a trip, however LATC will only monitor the dedicated ADA phone line.

21. **Page 64, Number 6. Unusual Occurrences:** Can you clarify what LATC means by wait times?

R: Unusual occurrence of wait times means telephone hold times of five (5) minutes or greater, including an explanation of the cause.

22. **Pages 63-65 entire Exhibit A:** It appears that some of the reporting requirements have changed and increased from previous LATC RFP's, will LATC define the perimeters of the reporting once a contractor has been selected?

R: The reporting requirements are as defined in Section III. Monthly Summaries (page 64-65 of the RFP).

23. Could you please clarify the due date? I see April 29th and April 21st listed within the RFP.

R: As clarified in Addendum #1, the proposal submittal date is 3:00 PM, ET, Wednesday, April 21, 2021.

24. Are the editable PDF documents provided available in either word or excel, particularly Attachment L? The instructions state you would like one copy in word or excel format.

R: Microsoft Word versions of all forms are attached to this addendum. Also, the electronic submission of the Technical and Price proposals may be either Microsoft Word, Excel or PDF formats.