



Fulton County, GA

Department of Purchasing & Contract Compliance

*Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P
Director*

April 28, 2011

Re: 11RFP03312011A-DR, Health and Human Services Transportation Services

Dear Proposer(s):

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced **11RFP03312011A-DR, Health and Human Services Transportation Services**.

Except as provided herein, all terms and conditions in the **11RFP03312011A-DR**, referenced above remain unchanged and in full force and effect.

Sincerely,

Donald R. Riley

Donald R. Riley, CPPB
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in Procurement Award • National Purchasing Institute



**11RFP03312011A-DR, Health and Human Services Transportation Services
Addendum No. 1
Page Two**

This Addendum forms a part of the contract documents and modifies the original RFP documents as noted below:

1. Attached hereto are responses to questions submitted in reference to the above RFP.
2. Bid due date has been changed to Thursday, May 5, 2011.
3. Attached hereto are Appendix C with Non-Core included.

For additional information regarding this addendum, contact Donald R. Riley, CPPB, Assistant Purchasing Agent at (404) 612-7916.

Except as provided herein, all terms and conditions in the bid referenced above remain unchanged and in full force and effect.

Failure to return a signed copy of this addendum could render your bid non-responsive.

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **Thursday, May 5, 2011, at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title

Answers to Questions Submitted for RFP 11RFP03312011A-DR

1. **Demand Response Trips- Please explain the 4 hours turnaround.**
Response: This was in reference to Fulton County providing Call Center operations. We were requiring a vendor to either accept or deny a trip within 4 hours of the trip request.
2. **Please explain why vans must have 2 way radio assigned to the van versus the driver.** **Response:** Either method is acceptable. The point is you must have a way to communicate with the drivers.
3. **Will vendors be allowed to include the cost of escorts when transporting demand response clients?** **Response:** Since reimbursement is by revenue hour there should be no additional cost to the vendor when transporting an escort from the same point of origin to the same destination. If the escort has a different point of origin, which would be extremely rare, then the revenue hour would begin when you pick up the escort. In this case we would assume the escort is picked up first so they will be present when the senior is picked up.
4. **It is my understanding that this RFP requires proposers to take all customer calls?** **Response:** That is correct.
5. **Is this contract initially for six months?** **Response:** We are required to end the first term of the contract on December 31 of the year it begins. Therefore, the answer is yes the first term is six months.
6. **Please explain the renewal terms for the contract?** **Response:** There are a total of 4 renewal terms. Each renewal term will begin on January 1 and end on December 31 that same year.
7. **The Department of Human Services (the state of Georgia) will be submitting a similar RFP within weeks (for Fulton County). Why?**
Response: Fulton County currently participates in the State's Coordinated Transportation System and is exploring all options to provide the services included in the RFP. After evaluating proposals they County may award contracts through this solicitation process or may continue to participate in the State's Coordinated Transportation System.
8. **Will the submission of the second RFP cause conflicts as it relates to us as bidders?** **Response:** No.
9. **Why such short turnaround time for this RFP? Normally, a solicitation is presented with a response of at least 45 days.**
Response: The contract would begin July 1, 2011. The short turnaround is required to allow time for evaluations and contract approval.

- 10. Please explain revenue hours?** **Response:** Generally, a revenue hour begins when the first passenger is picked up and ends when passengers are dropped off. For example, for a facility route the first passenger is picked up at 8:00, other passengers are picked up along the route and the bus drops everyone off at the center at 10:00. That would be 2 revenue hours. Medical Trips will be billed similarly; the revenue hour begins when the first passenger is picked up. Other passengers may board for various destinations, once the last passenger is dropped off the revenue hour ends. Another client may be picked up and the revenue hour begins again. In other words time transporting clients is billable, deadhead time is not.
- 11. If I were to bid on more than one option, will I then be required to perform 51% of each?** **Response:** The prime vendor will be responsible for self performing 51% of the contract value awarded.
- 12. Please elaborate on your First Source Job Policy.** **Response:** The First Source Jobs Policy simply states that if there are any entry level positions that become available as a result of the award of a contract valued at \$200,000.00 and above, the winning Contractor is asked to fill those positions with Fulton County citizens who are a part of the Workforce Development Program.
- 13. If awarded a specific option and you do not have the current bus capabilities, will we be allowed a certain time period to secure these vehicles?** **Response:** The County may be able to assist you in locating a source to lease vehicles until a permanent fleet is secured; however, it would be preferred that the successful vendor shows evidence of their ability to maintain an appropriate fleet of vehicles.
- 14. Please explain why there are no prohibitions allowed for “non-core dialysis transportation services”.** **Response:** There are no prohibitions for non-core dialysis. Any billable hours outside the Core Hours may be billed as non-core.
- 15. Are there established routes for each senior and/or training center for each option? If so, may we have that information to help determine cost?** **Response:** Yes, there are established routes for each facility; however, we are not authorized to release client information to non-contracted organization. Use the information provided in Appendix A to determine the number of vehicles needed at each facility. Route times average about 2 to 2.5 hours in the morning and again in the afternoon.

16. What are the hours of operations for the neighborhood senior centers, adult centers, as well as the training centers? Response:
Neighborhood Senior Centers 9:00 AM to 4:00 PM
(Centers are required to provide 4 hours of programming daily. Generally, the seniors arrive by 10:00 AM and leave after 2:00 PM.)

Adult Day Programs 7:00 AM to 7:00 PM
(Since Adult Day participants are on a individual Care Plan, it is helpful for the transportation service provider to think of these more like routine demand response trips, rather than a route)

Training Centers The Training Center staff prefers for the participants to arrive at 7:30 AM and they are released at 2:30 PM.

17. Will demand response be broken down in section (central, north and south) like the centers? Response: Not necessarily. If you cannot provide demand response services to the entire County, indicate the Zip Codes you can cover.

18. What is the estimated start date for service? Response: July 1, 2011.

19. Does the successful proposer have to locate an office in Fulton County? If so, can the call center functions be performed at an office outside of Fulton County? Response: A base of operation within Fulton County would be preferred, but not required. A locally operated call center would be preferred, as well.

20. Section 3.3.m.8 (Page 3-11) – Can the successful Proposer perform trips with their own fleet? Is there a limit on the percentage of trips they can perform with their own fleet? Response: Fulton County has no vehicles to offer to any vendors. The successful proposer is expected to perform 100% of the trips with their own fleet.

21. How frequently, and in what format, will the successful Proposer receive eligibility information to use in the scheduling/reservation process? Response: Initially, we will provide a list of current eligible clients via an Excel spreadsheet. There will be a separate sheet for each facility and non-emergency medical clients. Ongoing new eligible clients, client information updates, and discharges will be communicated via a service order form. Forms will be transmitted on a regular schedule either daily or two to three times a week. Transmittals will occur at a designated time and confirmation of receipt will be required. The exact method will be determined in coordination with successful proposers.

22. Will our services be paid by revenue hour? Response: Yes

- 23.** Section 3.3.B (Page 3-4) – Can you be more specific on the definition of non-core hours? **Response:** Core Hours are 6:00 AM to 6:00 PM, Monday through Friday. Any billable hours outside these Core Hours may be billed at your Non-Core Hours Rate.
- 24.** Section 3.3.G – Standard 7 and/or 15 passenger vehicles are not permitted. I recognize that excludes mini vans as well as 15 passenger vans. Does this also exclude 10-12 passenger vans? **Response:** We are attempting to prohibit the use of vehicles for Facility Transportation that require passengers to step around wheel wells and seat belts to get to their seats. We are requiring that vehicles used for Facility Transportation Services enable the passengers to board and get to the seat in a standing position.
- 25.** Please provide the CBA and union contact information that the current employees are covered under. **Response:** Current employees are employed by contractors. We do not have any Union information.
- 26.** What fuel type are the current vehicles using? **Response:** The vehicles are owned by the contractors. Most use diesel, however, there may be some gasoline as well.
- 27.** Please provide vehicle replacement schedule. **Response:** The contractors must provide all vehicles and they must be in compliance with the vehicle standards listed in the RFP. You are to provide a vehicle replacement plan as part of your proposal.
- 28.** Please provide the major component replacement schedule for all vehicles for the past 24 months. **Response:** Vehicles are owned by the contractors. The County does not have this information and you must provide your own vehicles.
- 29.** Is the agency anticipating to cut hours at all in the next 24 months. **Response:** No
- 30.** What is the County's approach to the impending Health care Bill? Should contractors include the price in their pricing or will the County revisit and be willing to renegotiate once we all have a better feel for the additional cost. **Response:** We will revisit if it impact this service.
- 31.** Please confirm Revenue miles and hours each firm is expected to bid on. **Response:** You determine your hourly cost. We anticipate that each facility will average 2 to 2.5 hours in the morning and again in the afternoon.

- 32. Please indicate if bidders will have to take reservations and provide a phone system. Response:** Include the cost of a Call Center to take calls for reservations, if you are bidding on Non-emergency medical transportation. Include your plan to communicate with Center Managers, if you are bidding on facility transportation
- 33. Please indicate the anticipated start date of this contract. Please confirm that this contract will end on December 31, 2011. Please confirm the option year renewals will be upon mutual consent of both parties. Response:** Start Date is July 1, 2011. The first term ends on December 31, 2011. First Renewal Term ends on December 31, 2012. Second Renewal Term ends on December 31, 2013. Third Renewal Term ends on December 31, 2014. Fourth Renewal Term ends on December 31, 2015. All renewals will be by mutual consent, but must be approved by the Fulton County Board of Commissioners.
- 34. The RFP indicates "One Bus Monitor per route is required on all Training Center routes. The Bus Monitors must be trained in CPR, First Aid and participate in Bus Monitor training conducted by the Adult Day Care Centers." Please indicate the number of Training Center routes per day and the number of hours the Bus Monitor will have to be available for each route. Response:** We anticipate that each facility will average 2 to 2.5 hours in the morning and again in the afternoon. Monitors are required on the Adult Day routes as well. Count on 5 to 6 buses at each training center and 2 to 3 buses at each Adult Day Center. To figure your hourly rate you could just include the hourly wage of your monitor, plus a percentage for personnel costs.
- 35. The RFP indicates that "Successful Propers may round hours up to the next fifteen minute increment, e.g. an hour and five (5) minutes would be billed at 1.25 hours. Is this per run or based on the entire billing submitted to the client? Response:** The intent was to round per run. So if the Dogwood center bus took 1 hour and 25 minutes, you would bill us at 1.5 hours.
- 36. Please indicate how many of the 50,000 trips for the demand response are wheel chair trips. Response:** Approximately 15%.
- 37. Please confirm that bidders must provide facility, fuel, and vehicles. Response:** Bidders must provide a facility as a base of operation, fuel, and vehicles.
- 38. Please indicate if there is a union. If so, please provide contact name and number and if possible, a copy of the collective bargaining agreement, benefits package and seniority list. Response:** We are not aware of a Union.

- 39. Please indicate if there is a living wage ordinance. Response:** Fulton County does not have a living wage ordinance.
- 40. Please provide annual revenue hours, deadhead hours, revenue miles, and deadhead miles for each option. Response:** We anticipate that each facility will average 2 to 2.5 hours in the morning and again in the afternoon.
- 41. Please provide an organizational chart with current positions for this service. Response:** This service is contracted out.
- 42. Who currently operates this service? Does the incumbent provide vehicles? Do the vehicles meet the RFP requirement? Response:** The service is contracted out through the State's Coordinated Transportation System. The private vendors in the system provide their own vehicles. Some vehicles meet the standards listed in this RFP, so do not.
- 43. Has the service experienced and service reductions in the last 2 years. If so, please indicate the amount of reduction for each year. Response:** No reductions in the last 2 years.
- 44. Are there any changes in scope, expectations or requirements between this RFP and the current operation/operating contract? Response:** Your response should relate to this RFP. Past RFPs are irrelevant.
- 45. Currently, our company installs Drive Cam (an event triggered recording device due to sudden stops, aggressive Turing, or accident) on all vehicles to manage unsafe driving habits and minimize accidents. Are Drive Cam on vehicles? Would you object to installing Drive CAM on vehicles for Contractor provided service? Response:** Fulton County does not own any vehicles for this service and does not anticipate owning any in the future. The successful bidder(s) must provide their own vehicles. We would welcome any measures taken to enhance the safety of the operation.
- 46. Please indicate the annual amount of fares collected from this service. Response:** No Fares are charged for this service. There are no plans to initiate fares. Fulton County will bear the cost of the service.
- 47. K & L Transportation has not conducted any passenger transportation within the past six (6) years due to the owner falling seriously ill. This company did however conduct transportation from 1993-2005 and during that time held contracts with Fulton County and the company started back**

up actively in 2010 but instead of dealing with passengers it deals with freight. We are now trying to get back into the passenger transportation business. How do we go about answering the questions that wants a report of activity within the past 5 years if we have not been operating?
Response: The statement above would provide that information.

48. We understand that there is an option to bid on the Demand Response Service but what if I do not want to bid on option 4, how many service delivery options can we bid on? **Response:** There are four options. Options one to three are geographic locations for facility transportation services. Option four is the Demand Response Service.
49. We were reviewing some of the paperwork and it calls for a corporate seal. Do we have to have a corporate seal? **Response:** If you do not have or own a corporation seal than getting documents notarized by a notary will be sufficient.
50. Is it possible that we could get the contact information for the First Source Job Program now so we could contact that department or would we get this info after we are awarded the contract? **Response:** After this project has been awarded only the awarded will have to adhere to the First Source Job Program.
51. How long after the contract is awarded would the Company be expected to start? **Response:** We anticipate a start date of July 1, 2011.
52. If the business is not located in Fulton County, will we still be able to bid or is this contract solely for Fulton County businesses? We are located in Dekalb County but not far from Fulton County. **Response:** This project is open to any and all vendors no matter where their business is located.
53. I did not see anything as it relates to allowance for continued gas prices? Is there something in place to address this issue, and if so, why? If not, why? The following will be used to address the allowance for changes in gas prices. **Response:** Should, during the life of this contract, the OPIS weekly average price at Atlanta for gasoline or Diesel rise to a level greater than twenty-five percent (25%) above the base index for the contract, the contractor can increase its rates per hour by not more than seven percent (7%). The base index shall be the OPIS weekly rack average price at Atlanta for gasoline and Diesel during the calendar week in which the start date of this contract falls. Any adjustments must be fully documented by the contractor. Any increases in pricing to Fulton County will be limited to twenty-five percent (25%). Should the weekly rack average price at Atlanta for gasoline and diesel return to the level equal to or less than twenty-five percent (25%) above the beginning base index, the vendor will be required to return to the original pricing stated in the

contract. Effective dates for adjustments either up or down will be on the Monday following the week used to determine weekly rack average price at Atlanta for gasoline and diesel.

54. If I were to bid on more than one option, will I then be required to perform 51% of each? **Response:** Yes. If one vendor is awarded more than one option there will only be one contract.

55. Amendments made to 11RFP03302011A-DR: The comprehensive list of amendments to the Transportation Services RFP is as follows:

- a. Page 3-2 Scope of Work, subsection (A) Facility Transportation: remove “of” and inserted “to and from” in the sentence “Transport of participants to and from fifteen (15) Neighborhood Senior Centers
- b. Page 3-8, Subsection H. Vehicle Mileage and Age Standards bullet point 1. The last sentence shall state “Use must be limited to 175,000 miles or 5 years or older, whichever event occurs first.”
- c. Page 3-9, Section I Vehicle Maintenance/Repair: The following sentence was added, “County reserves the right to inspect the vendor’s vehicles for safety or other performance related issues notwithstanding the vehicles repair, maintenance, history, or age or mileage.”
- d. Page 3-9, Section J. Replacement and/or Acquisition Schedule: The following sentence was added, “County reserves the right to require the removal from service any of the vendor’s vehicles notwithstanding the repair, maintenance, history, or the age or mileage.”
- e. Page 3-12 & 3-13, Section N. Reporting: Under monthly reports, item 5, the following was added, “(such as tag numbers, VIN numbers, etc. so that the information can be cross referenced with maintenance or inspection issues).

Appendix C – Cost Proposal Worksheet

Costs	Senior Center Trips		Adult Day Care Trips		Training Center Trips		Group Trips		Non-Emergency Medical Trips	
	Core	Non-Core	Core	Non-Core	Core	Non-Core	Core	Non-Core	Core	Non-Core
Administrative Support										
Insurance										
Fuel										
Maintenance										
Driver/Operator										
Monitor	N/A	N/A					N/A	N/A	N/A	N/A
Vehicle Replacement Plan										
Other										
Total										

Comments: