

MTMA Shuttle Operations - Questions and Answers Matrix for RFP - December 2017

Date	Question	Response
12/14/2014	Current provider?	MV Transportation, Inc.
12/14/2014	Current rate (hourly or monthly)? Total per month	Current cost information will not be provided.
12/14/2014	Any charter services required as part of monthly service provision?	No. We currently have no scheduled charter services.
12/14/2014	Any bid preference for DBE or certified minority owned small business?	No.
12/14/2014	Is it possible to get copies of three most recent month ridership reports	A ridership summary can be found on our website at http://www.mvgo.org/rider-info.html
12/14/2014	Is it possible to get copies of three most recent month invoices?	Current cost information will not be provided.
12/14/2014	What are key areas MTMA would like to see operator improve in next contract cycle	Operator knowledge of all MVgo routes and key destinations throughout the City, as well as knowledge of Caltrain and VTA Light Rail services at the Transit Center, to better assist riders.
12/14/2014	Total annual hours of service for all routes?	Current annual services hours are 11,199 (44.62 per day x 251 service days).
12/14/2014	Any special employee/driver recruitment/retention benefits in place?	This information will not be provided.
12/14/2014	Any preference for alternative fuel powered vehicles?	No preference.
12/15/2017	RFP, page 4 of 7 – Section 3: Qualifications; Will the MTMA please confirm Attachment D, Sample Relevant Experience Table is just for reference and is not required to be completed and submitted along with proposal document.	Attachment D is provided as an example only and is not required in the proposal.
12/15/2017	General: Please confirm whether any of the MTMA partners are able to provide access to existing electric vehicle charging infrastructure for this service or if any partners are able to provide space for this infrastructure to be built.	For purpose of this proposal, proposer shall assume responsibility for establishing and maintaining all facilities, including electric charging infrastructure.
12/15/2017	RFP, page 5, item E.: Please confirm the vehicle branding expected is the same as what is in place today.	Yes, vehicle branding will include all items in place today.
12/15/2017	RFP, page 2 Description of Services: Please confirm the provision of adequate radios or direct connect devices is a contractor responsibility and must be accounted for in proposals.	While this item is not listed specifically in the RFP, Contractor shall be responsible for providing all equipment required to perform the duties of the operation, including communication devices.

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12/15/2017	Cost Forms, Attachment C: The current contractor is paid from the time the vehicle leaves the dispatch yard to the time it returns. Please confirm that the contractor will now be paid from the first time-point to last time-point.	Confirmed.
12/15/2017	Cost Forms, Attachment C: Please indicate whether the ranges on the cost proposal form are based on gate to gate hours vs. first time-point to last.	The ranges are based on first time-point to last time-point.
12/15/2017	Cost Forms, Attachment C: Previously this contract had a gate-to-gate revenue hour definition and recently it was amended to a first pick-up to last drop-off definition. Given, that there is a significant amount of deadhead associated with concert days, please indicate whether the first time-point to last time-point definition will apply to concert days.	Yes, concert days will also apply. Service hours shall be from first time-point to last time-point. There are approximately 20-24 concert days per year. Deadhead time is currently not impacted significantly on concert days.
12/15/2017	RFP, Page 5, Section 6 Personnel: The current operator average rate is \$24.00 per hour. The RFP is requiring a \$20 minimum starting wage. Please confirm that all bidders should propose a wage scale to ensure they can hire and retain drivers in this highly competitive market.	Proposer shall ensure their wages are competitive to hire and retain qualified staff.
12/15/2017	RFP, page 6 ADA Accessibility, item b.: Vehicles in service today do not have this public address system, please confirm this is required in the new contract term.	Confirmed.
12/15/2017	Page 33, Section 7.i Public Liability, a): Would MTMA revised this section to state that Contractor shall provide MTMA with at least 30 days' advance notice in the event of cancellation?	Yes. We would accept this revision to the Shuttle Operations Agreement.
12/15/2017	Page 33, Section 7.i Public Liability, b): Would MTMA revised this section to state that any policies from MTMA shall be non-contributory rather than stating that the contractor's policies shall be primary?	We are not inclined to accept this revision to the shuttle operations agreement. Could you provide the reason for this request?