

CITY OF WEST HOLLYWOOD
REQUEST FOR PROPOSALS – TLC
RESPONSE TO BIDDERS QUESTIONS
10/28/16

RESPONSE TO WRITTEN QUESTIONS

1. Please list the current provider and current hourly rate for the services sought in the RFP.
RESPONSE: The current provider is MV Transportation. Current hourly rate is \$48.29.
2. What was the total annual revenue for this service?
RESPONSE: Question is unclear. If you are referring to farebox revenue, there is no fare for this service, therefore no revenue.
3. What is the average annual one-way runs per hour ratio for this service?
RESPONSE: Approximately 1.5
4. Please submit the NDT reporting/data for this door-to-door service for 2015 and 2016.
RESPONSE: N/A – we did not participate in NTD reporting for this service.
5. Please send the following information regarding the 2 provided vehicles – make, model, year, mileage, passenger capacity.
RESPONSE: Both vehicles are Dodge Entrevans converted to meet ADA standards by Braun. One is a 2014 and the other is 2016 currently on order. Both were acquired via CalACT Bid.
6. What are the days of week and hours of operation for this service?
RESPONSE: Current service is Monday through Friday, average 6.5 hours per day. The new contract is expected to be more.
12. If the days of service is similar to current dial-a-ride service, that would mean both vans would work approximately 5200 hours a year. The RFP requires pricing to be calculated at 3500 hours a year for both vans. That being said, what is the daily hours of operation for both vans?
RESPONSE: The final schedule will be negotiated upon award to successful bidder. The City expects availability of service to be consistent with Dial A Ride service hours Monday through Friday, 7:30 AM to 5:30 PM.
11. Do the vans work on holidays? Please send a list of observed holidays.
RESPONSE: Observed holidays on the current contract are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and day after Thanksgiving, and Christmas Day.

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12. Do the vehicles require LADOT medallions to operate in the city? If so, are they subject to mandatory LADOT pricing levels?

RESPONSE: No.

13. Can we outsource the maintenance and storage of vehicles to an approved local vendor, perhaps a SBE or DVBE vendor?

RESPONSE: No.

14. Is fuel reimbursed by the city? What is the reimbursement procedure and how many days will it take for payment of fuel?

RESPONSE: Fuel is reimbursed by the City. It is invoiced as a separate line on a monthly basis with back-up documentation. Typical turnaround time for payment is 4 to 6 weeks.

15. On page 13, Section D, RFP states City can unilaterally change scope of service. If such changes are dramatic or affect cost of service, will the city renegotiate rates?

RESPONSE: Assuming you are referring to section “D” on Page 18, all hours of service would be reimbursed at the rate previously negotiated.

16. The RFP’s insurance coverage requires 5 million in Crime coverage. This service typically only requires Auto and General coverage. Will the city review the necessity of Crime coverage as it has no bearing on the service?

RESPONSE: No.

17. In the RFP’s Pricing page, why is fuel factored in to overall Proposal price if fuel is being reimbursed?

RESPONSE: Fuel is listed as a separate line and is not included as part of hourly rate. An estimate of fuel cost needs to be included for budgeting purposes.

18. Will the pricing of the RFP be measured by hourly rate or overall proposal price?

RESPONSE: Both. Hourly pricing is determined by dividing overall price by proposed hours of service.

19. Is there any fare collected for by the drivers from the passenger for this service? If so, what is the fare collection process?

RESPONSE: There is no cost to participants for this service so there is no fare collected.

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20. How do you define the term revenue hour (i.e. beginning and end of route shifts, including deadhead travel time?)

RESPONSE: Revenue hour is defined by the same terms as used by NTD:
"The time when a vehicle is available to the general public and there is an expectation of carrying passengers. "

Revenue service excludes:

- Deadhead;
- Vehicle maintenance testing;
- Charter service.

Revenue service does not include travel time to/from the yard, deadhead, lunch breaks or fuel time.

21. Is the current contractor using additional vehicles for services beyond what the City has allotted for the contract?

RESPONSE: The contractor is required to make provisions for covering service when vehicles are having repair or maintenance, as well as to cover service in progress in the event of a break-down.

22. Does the current contractor have Employee Protective Agreements with the drivers that operate the shuttles?

RESPONSE: In the event of a transfer of service, the City would encourage a new vendor to consider bringing in current staff.

23. What are the top 5 complaints from passengers about the current service?

RESPONSE: Initial complaints were primarily about vehicle comfort and expectations of staff, however most passengers greatly appreciate the service and we do not have a great deal of complaints.

24. Are there any recommended or suggested changes to the current operation by the current ridership or city?

RESPONSE: That will be determined at the time of contract award. There may potentially be some changes to screening and eligibility procedures.

25) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.

RESPONSE: Please refer to the RFP document for all information about the RFP process and guidelines.

26) Soft Copy of the Tender Document through email:

RESPONSE: The full document may be found at www.weho.org/rfp

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27) Names of countries that will be eligible to participate in this tender.

RESPONSE: Any successful bidder will be required to furnish proof that it is prepared to do business and meet all requirements as set forth in the RFP.

28) Information about the Tendering Procedure and Guidelines

RESPONSE: Please refer to the RFP document for all information about the RFP process and guidelines.

29) Estimated Budget for this Purchase

RESPONSE: Any proposal is expected to include an expense budget for the services proposed.

30) Any Extension of Bidding Deadline?

RESPONSE: No.

31) Any Addendum or Pre Bid meeting Minutes?

RESPONSE: This Q&A summarizes pre-bid questions and responses and is the only additional attachment to the RFP.

PUBLIC RECORDS REQUESTS

The following items were requested as public records:

1. Current contract(s) and amendments for the transportation contract for each service
2. A copy of last year's transportation invoices
3. The current incumbent's RFP Bid Response, bid price and any attachments.

RESPONSE TO QUESTIONS ASKED AT BIDDERS CONFERENCE

1. Who is the current provider?

RESPONSE: The current provider is MV Transportation.

2. Current Dial-A-Ride is 7:30 to 5:30. Is the new service required to have both vehicles in service for these hours, or can it be a staggered schedule?

RESPONSE: The minimum number of service hours to be provided is 3500 between two vehicles. The service should be available to the public between 7:30 AM and 5:30 PM.

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3. Can you provide a snapshot of current reservations – when are peak hours of service requests?

RESPONSE: Response to this question will be posted separately.

4. Are wages for Dispatch allowed for in the proposal?

RESPONSE: Costs related to the administration of the service may be listed as part of “Administration” or “Other”.

5. Does the requirement of being able to accommodate Russian language requests mean that there needs to be Russian capability on staff?

RESPONSE: The contractor must have the capability to serve Russian-speaking community members. This can be addressed in a number of ways. Proposals should describe how this will be accomplished.

6. Is the contractor expected to have additional vehicles available as backup to provide continuity of service?

RESPONSE: The contractor is expected to provide for service continuity during scheduled vehicle maintenance as well as breakdowns and repairs. The proposal should describe how this will be accomplished.

7. In what way is the TLC program expected to work with Dial-A-Ride? In what ways are information shared?

RESPONSE: At this time, both services are operated by the same contractor so all information is shared. Should that change, a coordination process would be established.

8. Who screens for eligibility for this service?

RESPONSE: Currently, new passengers are screened by contractor dispatch staff.

9. Is there a provision for passengers to transfer to other services outside the service area?

RESPONSE: No.

10. How many years’ worth of hourly rates should be included in this proposal?

RESPONSE: Proposals should include a cost proposal for the first year of service only.