

CITY OF DURHAM

RFP 23-0113: TRANSIT OPERATIONS AND MAINTENANCE SERVICES

Question & Answer Round #1 - February 7, 2023

#	Document	Section	Page #	Question/Comment	City Response
1	RFP	Section 4.6(b)	33	Would GoDurham consider lowering the bid bond requirement? 50% of the first year's contract value is very high and may discourage proposers from submitting a bid. We suggest it be 5%.	Addendum #1 will reduce the bid bond to 5% of the first year contract value.
2	RFP	Section 1.3(c)	10	Will GoDurham consider making the extension terms exercisable by mutual agreement between the Agency and Contractor?	Addendum #1 will allow a contractor to provide at least 6 months notice to the City if the contractor objects to a renewal. This will allow the parties time to consider the issues and make contract adjustments, if necessary. This will also allow the City time to solicit for a new contractor, if necessary.
3	RFP	Section 17.4	85	Can the City please confirm if start-up costs will be reimbursed separately from the rate per revenue hour? If so, please confirm when and how any proposed start-up costs will be reimbursed. Can start-up costs exceed \$200,000?	Addendum #1 will increase the amount of reimbursable start-up costs to \$300,000. Section 17.4 (a) <i>et seq</i> describes how start-up costs will be reimbursed.
4				Would the City consider allowing the cost of major component failures/replacements (including engines, transmissions and EV batteries) to be a pass-through expense separate from the proposed revenue hour rate? The reduction of this risk would allow proposers to provide a better rate per revenue hour to the City and ensure the City does not overpay for vehicle maintenance.	Addendum #1 will clarify that subject to warranty and insurance provisions, the City will be responsible for major component replacements.
5				Would the City consider adding a monthly fixed fee component to the Contract and pricing to cover non-variable expenses such as Management and Admin wages and benefits, IT costs, certain insurance costs, etc.?	No.
6	RFP	Section 4.2.2 (B)	24	In pre-solicitation it was suggested that bidders could assume existing key management team employees. Requiring Offerors to name five or more Key Personnel gives an advantage to the incumbent provider. Would GoDurham consider reducing the number of key managers to GM, AGM and MM in lieu of the GM, AGM, Operations Director, Maintenance Director, and Director of Customer Engagement/Marketing? If assuming the existing key management team is permitted, could the City please forward the resumes and contact information for each key management position to allow proposers the ability to contact each person to secure their commitment, salary expectations and interview commitment?	An Offeror may propose to retain one or more members of the current management team. Resumes will be provided in the Reading Room and Offerors are free to contact management team members for further discussion. Addendum #1 will reduce from 5 to 4 the number of Key Personnel that must be identified in the Proposal.
7				For any Defined Benefit plans covered by ERISA, can we receive a copy of the following: a. Most recent PBGC filing and the premiums paid for the last three years b. Most recent IRS Form 5500 filing	Documents will be provided in the Reading Room by Friday, February 10th.
8				For any governmental Defined Benefit plan, can we receive a copy of the following: a. Most recent GASB 68 actuarial valuation report	GoDurham does not have a governmental Defined Benefit plan.
9				For any Defined Contribution plan covered by ERISA, can we receive a copy of the following: a. Most recent IRS Form 5500 filing b. 12/31/2022 report showing assets by fund including ticker /cusip numbers of investments c. 12/31/2022 report from recordkeeper with plan statistics and utilization	Documents will be provided in the Reading Room by Friday, February 10th.
10				For all retirement plans, can we receive a copy of the following: a. Plan document b. Summary Plan Description (SPD) c. Most recent IRS Determination letter	Documents will be provided in the Reading Room by Friday, February 10th.
11				Can GoDurham please provide a seniority list for the current employees? Please indicate position, full time or part time, length of service, current rate of pay, and projected rate of pay at the start of the service term.	Documents will be provided in the Reading Room by Friday, February 10th.
12				Can GoDurham please provide a work order data dump from the Revenue Vehicle Maintenance system for the previous 24 months? Excel format would be preferable. This will allow proposers to estimate their maintenance costs more accurately.	Documents will be provided in the Reading Room by Friday, February 10th.

13	RFP	Section 17.2	83	Can GoDurham please provide a list of (a) shop equipment and (b) office equipment to be made available to the Contractor at each facility?	Documents will be provided in the Reading Room by Friday, February 10th.
14				Can GoDurham please provide the following information to assist with runcutting: 1) Latest GTFS Feed; 2) Relief Point; 3) Deadheads; 4) Current Depot Coordinates.	Documents will be provided in the Reading Room by Friday, February 10th.
15	RFP	Section 17.4(c)	85	Can GoDurham please confirm if office / transition space will be available to the incoming Contractor for start-up activities?	Yes, office space will be provided in 1907 Fay Street for the incoming Contractor to conduct start-up activities.
16				Will GoDurham consider including a provision permitting Contractor to seek an equitable adjustment in price due to a change in laws?	Addendum #1 will provide a Discretionary Reopener for change in law.
17				Will any revenue vehicles be available to use for training purposes? If so, will the contractor be required to maintain and fuel these vehicles?	Yes, Revenue Vehicles will be made available in coordination with the existing contractor. The new contractor will not be responsible for maintaining and fueling those vehicles.
18				Please provide a three year history of all major component replacements.	Documents will be provided in the Reading Room by Friday, February 10th.
19				Can the City please provide a 24 month history of the following statistics: -Ridership -Revenue Hours -Deadhead Hours -Revenue Miles -Deadhead Miles	The requested data is included in the "24-Month Performance Data" file, located in the Reading Room under "Operations & Maintenance".
20				Would GoDurham consider including a detailed line by line breakdown of the Proposers' rate per revenue hour? This would allow the City to better evaluate the reasonableness of each Proposer's Cost Proposal.	Section 4.3(e)(1) requires this informaton to be provided.
21	RFP	Section 11.6(b)	65	During the pre-proposal meeting, it was said that any facility repairs over \$5,000 would be split by the Contractor and City; however, in section 11.6(b) of the RFP, it states "The Contractor shall have no obligation for capital repairs at the OMF or purchase of new Equipment... when the cost of such purchase or repair is estimated to be \$5,000 of greater." Please confirm if facility repairs and equipment purchases over \$5,000 would be a joint responsibility or the sole responsibility of the City.	OMF repairs and Equipment purchases greater than \$5,000 will be reimbursed to the Contractor from the OMF Allowance. The City must authorize any use of the OMF Allowance.
22				Please provide the projected revenue hours for the 2 option years.	Revenue Hours in the Renewal Term should be assumed to be the same as in the final year of the Initial Term. Addendum #1 will clarify this matter.
23	RFP	Section 4.2.2 (B)	24	Does the City desire Offerors to include the resumes of the proposed key management team? If so, would resumes be placed into an appendix and not be subject to the page limit?	Resumes of Key Personnel may be placed into an Appendix and not subject to the page limit.
24	RFP	1.9A	14	Why are Offerors not required to make a commitment to the 8% DBE goal by listing certified DBE subcontractors in the proposal and also be required to execute a subcontract agreement. Without that firm commitment, it appears to be an aspirational goal. 49 CFR Part 26 requires that Grantees of federal funds list all subcontractors at time of solicitation which is responsive approach or five days after which is responsibility approach. It creates an undue burden on DBE firms to wait for up to five (5) years with our a firm commitment. Recommendation: Require that the firms submit the DBE firms that will be used to reach the 7.9% goal at time of solicitation with the flexibility to add more ready, willing and able DBE firms throughout the life of the contract.	The City is fully committed to ensuring that the Contractor meets the DBE obligation; however, as a long-term, turnkey contract flexibility must be provided. 49 CFR 26.53(e) provides that "in a 'design-build' or 'turnkey' contracting situation, in which the recipient lets a master contract to a contractor, who in turn lets subsequent subcontracts for the work of the project, a recipient may establish a goal for the project. The master contractor then establishes contract goals, as appropriate, for the subcontracts it lets. Recipients must maintain oversight of the master contractor's activities to ensure that they are conducted consistent with the requirements of this part."
25	RFP	1.9	13	Will the City of Durham please provide the names and contact information for any DBE firms the current Contractor currently utilizes?	Offerors are encouraged to consult the NCDOT DBE Directory.
26	RFP	1.9	13	With certain subcontracting work and opportunities currently being held by unionized personnel, will the City of Durham please identify the ready and available DBE vendors by commodity codes that would be applicable to this Contract? Are any subcontractors utilized by the current Contractor to perform vehicle cleaning and facility maintenance/janitorial services?	The City's analysis of subcontracting opportunities indicates that there are sufficient DBE vendors to achieve the DBE goal.
27	RFP	1.9	13	Will the City of Durham please confirm if the current contractor is meeting the DBE goal?	Yes, the goal is currently being met.

28	RFP	4.2.6 (B) (4)	29	Will the City of Durham please confirm that contractors will be responsible for the cost of all mid-life rebuild or major engine component replacement? If yes, please provide 24 months of fleet component replacements tied to the current fleet.	Addendum #1 will clarify that subject to warranty and insurance provisions, the City will be responsible for major component replacements.
29	RFP	4.2.6 (C) (3)	29	Will the City of Durham please confirm that contractors will be responsible for the cost of all on-board technology system upgrades and replacements?	The City will be responsible for any major on-board technology upgrades and replacements. Please see the note in Section 4.2.6(c)(4) regarding upgrades that may be recommended by an Offeror.
30	RFP	4.6	33	Will the City of Durham please consider reducing the Bid Bond to 5% of the annual Contract amount? Typical bid bond requirements in the transportation services industry range between 5% and 10% of annual revenue. The reduced bond requirement will also increase the number of viable bidders and will reduce costs to the City.	Addendum #1 will reduce the bid bond to 5% of the first year contract value.
31	RFP	4.6	33	Will the City of Durham please confirm that both the bid bond and the insurance policies must be provided by companies with an A.M. Best rating?	Confirmed
32	RFP	4.6	33	Will the City of Durham please confirm that the bid bond needs to be valid through the Anticipated Notice of Intent to Award of March 20, 2023?	Bid bonds shall be returned to all Offerors at the time of Notice of Intent Award. While this is currently projected to be on or about March 20, 2023, Offerors are encouraged to retain validity through at least April 1, 2023.
33	RFP	8	44	Will the City of Durham please provide the annual operator turnover rate?	During the peak of the global pandemic, the annual operator turnover rate was near 30%. However, over the past 8 months the average operator turnover rate is 7%.
34	RFP	8	44	Will the City of Durham please provide the number of open or vacant positions by employee classification?	Documents will be provided in the Reading Room by Friday, February 10th.
35	RFP	8	44	Will the City of Durham please provide the annual overtime rates for all employment classifications?	Documents will be provided in the Reading Room by Friday, February 10th.
36	RFP	9.4	53-54	Will the City of Durham please clarify if there are any annual support or software/hardware maintenance fees the contractor will be responsible for the On-Board Technologies listed in Table 9.1?	Please see the Reading Room tab "Finance and Vendors" for a list of current contracts and their status. The selected Contractor will be responsible for all fees after the Start of Service Date to the extent that the selected Contractor wishes to maintain said services. Where there is a discrepancy or change in approach by the selected Contractor, this can be addressed as part of the transition plan and/or contract negotiations.
37	RFP	9.4	53-55	Will the City of Durham please verify if SmartDrive, DriveCam, or similar system is currently employed? If so, will the City of Durham please confirm if there are any annual support or software/hardware maintenance fees the contractor will be responsible for? Will the City please also confirm if this system will be available to the successful contractor?	GoDurham does not use SmartDrive, DriveCam, or a similar system. GoDurham does utilize the Apollo system for onboard and exterior videos, and receives driver performance data through the Avail CAD/AVL system.
38	RFP	9.6	55	Will the City of Durham please confirm which software/hardware is currently being utilized to perform pre- and post-trip inspections?	Zonar is currently used. The selected Contractor will decide on whether and how to transition to another software/hardware system.
39	RFP	11.1	63	Will the City of Durham please clarify if the contractor is responsible for back-up power generation including the provision of generators?	Back-up generator for O&M site is already provided. Contractor is responsible for maintenance of generator.
40	RFP	13	72	Will the City of Durham please clarify if the contractor is expected to provide new IT equipment at the start of this contract period or if the existing equipment will be transferred to the new contractor? Will the City please also specify the current replacement schedule for all IT and communication equipment in this section.	Please see Section 13.
41	RFP	14	73 - 77	Will the City of Durham please provide the names and contact information for any outside organizations or companies that assist the current contractor's staff perform any of the requested tasks and services in Section 14 Customer Service and Marketing?	There are no specific entities that assist on an ongoing basis.
42	RFP	14.1	73	Will the City of Durham please provide the current work schedules for the Customer Service Representatives?	Documents will be provided in the Reading Room by Friday, February 10th.
43	RFP	14.2	74	Will the City of Durham please clarify if the contractor will be responsible for any costs associated with the usage of the Zendesk system? Will the City please also confirm if this system will be available to the successful contractor?	The City of Durham will be responsible for any costs associated with the Zendesk system, and will also ensure the system will be available to the successful contractor.
44	RFP	14.3	75	Will the City of Durham please provide the expected quantities of collateral materials?	Please see Section 14.5(b). Quantities will vary from year to year.

45	RFP	16.1	81	Will the City of Durham please clarify if fare collection expenses should only be included in the "Optional" section of the price forms?	Fare collection expenses should only be included in the "Optional" section of the price forms.
46	RFP	18	86 - 90	Will the City of Durham please provide the number of total preventable accidents for the last 24 months?	GoDurham had 72 preventable vehicle crashes (average of 3 per month) for the last 24 months.
47	RFP	18	86 - 90	Will the City of Durham please provide the number of monthly missed trips for the last 12 months?	Missed trips are currently measured by scheduled revenue hours missed. For the last 12 months, GoDurham missed 45.47 out of a total of 192,103 scheduled revenue hours.
48	GoDurham Existing Vendor Contracts			Will the City of Durham please confirm who is responsible for paying the costs associated with each of those vendor agreements marked: "Contract anticipated to continue" in the provided GoDurhamExistingVendorContracts.xlsx file?	The selected Contractor will be responsible for all fees after the Start of Service Date to the extent that the selected Contractor wishes to maintain said services. Where there is a discrepancy or change in approach by the selected Contractor, this can be addressed as part of the transition plan and/or contract negotiations.
49	DRAFT RFP Supporting Material	FY2023 Budget		Will the City of Durham please clarify if the budget material provided represents the system level budget or fixed route only?	The budget material represents fixed route services only. Offerors are reminded that materials in the Reading Room are for informational purposes only.
50	CBA_2022-2025	Section 8	25	Will the City of Durham please provide the most recent run-cut in order to better calculate the number of operator shift differential pay?	Documents will be provided in the Reading Room by Friday, February 10th.
51	CBA_2022-2025	Part IV, Section 1	26	Will the City of Durham please provide the number of current mechanics with ASE certifications in order to calculate the pay rate premiums?	Currently, there are five (5) mechanics with ASE certifications.
52	GoDurham Org Chart and GoDurham Wages		1	Will the City of Durham please clarify or reconcile the difference in headcount in the Org Chart vs the headcount included in the employee roster "January Wages".	Contractors shall use the employee roster "January Wages" instead of the Org Chart if any discrepancy exists.
53	RFP	Solicitation Schedule	1	Will the City of Durham please provide an estimated Notice to Proceed date?	We anticipate a formal Notice to Proceed in early May. Note that the Transition Allowance may include expenses from the date of Notice of Intent to Award.
54	RFP	4.2.3	26 - 27	Will the City of Durham please provide the existing electric bus training program or the total hours of training the current maintenance team has received in the past two years?	Documents will be provided in the Reading Room by Friday, February 10th.
55	RFP	7.4	39 - 40	Will the City of Durham please clarify what service is operated on Christmas Day? It is not listed as one of the Holidays where a Sunday schedule is operated.	GoDurham does not operate on Christmas Day.
56	RFP	7.6	40	Will the City of Durham please clarify what software, if any, is being utilized to perform blocking and run cutting? Also, please indicated whether or not this software will be provided to the successful contractor or if we should include in our offer?	GoDurham currently uses OptiBus to perform blocking and runcutting. This software will be provided to the successful contractor.
57	RFP	9.1	50	Will the City of Durham please provide the current Durham Fleet Maintenance Plan?	This document has been added to the Reading Room under "Operations & Maintenance".
58	RFP	9.1.4	51	Will the City of Durham please confirm that Faster is the City's Computerized Maintenance Management System (CMMS) and electronic reporting system? If so, how long as has the Faster system been utilized? Will the City please confirm if the Faster system will be available to the successful contractor?	Section 9.1.4 provides that the Contractor shall use the current CMMS (which is Faster) but may also use an Approved Equal for which further requirements are described.
59	RFP	9.1.4	51	Will the City of Durham please provide information as to the interface with the CAD/AVL system that is required? The fleet audit recommends moving to a web based maintenance system. RATP Dev uses RTA, which is web based and allows for technician data entry.	The succesful Contractor would need to determine any interface issues during the transition.
60	RFP	10.3	59 - 60	Will the City of Durham please provide the existing electric charging stations maintenance vendor contract and cost?	The existing charging stations are ChargePoint and are currently under the final year (3) of the initial warranty.
61	RFP	11.1	63	Will the City of Durham please provide a list of city owned shop equipment that will remain for the successful contractor's usage?	See question #13. This information will be available in the Reading Room by Friday, February 10.
62	RFP	14.3.B	75	Will the City of Durham please provide who currently prints the Go Durham Ride Guide?	GoTriangle (currently responsible for Ride Guide printing) has used Performance Print Services and Progressive Business Solutions for printing the GoDurham Ride Guide. Contractors are not required to continue using these providers.
63	RFP	14.3.B	75	Will the City of Durham please clarify which of the current contractor's employees "Distribute the GoDurham Ride Guide locations to all public facilities (libraries, schools, government offices, etc.) and other locations as directed by the DTD Project Manager"?	This is currently handled by a combination of GoDurham Customer Service staff and GoTriangle staff.

64	RFP	16	80	Will the City of Durham please provide the last maintenance inspection records for the farebox system?	Documents will be provided in the Reading Room by Friday, February 10th.
65	RFP	17.3	85	Will the City of Durham please provide an inventory listing for the city supplied spare parts?	Documents will be provided in the Reading Room by Friday, February 10th.
66	RFP	Table 19.2	94	Will the City of Durham please provide the maintenance road call data for 2022?	Road call data for FY 2022 has been posted in the Reading Room, under "Operations & Maintenance".
67	RFP	Table 19.2	94	Will the City of Durham please provide the current maintenance PM performance report?	PM performance data is included in the "24-Month Performance Data" file, located in the Reading Room under "Operations & Maintenance".
68	RFP	20.A.1	96	This section states the contract requires that Contractor's Commercial General Liability policy "provide all fire and extended coverage for the full replacement cost of all owned, leased, used equipment, tools, supplies, and contents that are used in connection with the work performed under this contract." With the City of Durham please describe the equipment that the City is referring to in this section?	The City of Durham is requiring replacement cost coverage for all "contents" of the properties being utilized by the contractor, such as maintenance equipment, spare parts, office equipment, IT equipment, etc.
69	RFP	20.A.3	96	This section states that Contractor's Auto Physical Damage coverage cannot contain a deductible in excess of \$10,000. Will the city of Durham please consider removing this requirement?	Contractors may propose an alternative deductible amount for the City of Durham to consider. However, the preferred deductible amount for Auto Physical Damage coverage is \$10k or less.
70	GoDurhamOrgChartFY23		1	Will the City of Durham please provide the job responsibilities of the five (5) Facilities Attendants listed in the Org. Chart? Are they responsible for the bus stop maintenance duties or are those performed by other parties?	Facility Attendants are responsible for maintenance and minor repairs of the Operations & Maintenance Facility, as well as Durham Station. Bus stop maintenance is currently not performed by GoDurham, but will be under the new contract.
71	Pre-proposal meeting			In the pre-proposal meeting, it was mentioned the paratransit operations would be moving to another location. Will the City of Durham please provide an estimated timeline for this move? Will the City please describe how the responsibilities under this Contract will change once this move takes place?	It is not anticipated that the relocation would occur until at least the Renewal Term of the Contract. If the move occurs, the Contract could be amended at that time.
72	Price Form		1	Will the City of Durham please confirm that the Anticipated Revenue Service Hours includes deadhead and layover time?	Revenue Service or Revenue Hour means when a Revenue Vehicle is available to the public and there is an expectation of carrying passengers.
73	Price Form/Block Paddles		1	We have completed an analysis of the block paddles and confirmed there is a large difference between current budgeted service levels and the prescribed service hours listed on the price sheets. Will the City of Durham please clarify if the proposers should bid on the prescribed levels outlined on the price form or bid to the current levels on the block paddles?	Proposers should bid to the number of hours on the price form.
74	CBA	Section 9	6	Will the City of Durham please provide a current enrollment census for medical/dental programs outlining the number of employees enrolling in Employee Only, Employee plus Spouse, Employee plus Children, and Employee plus Family?	Documents will be provided in the Reading Room by Friday, February 10th.
75	CBA	Section 9	6	Will the City of Durham please provide how many participants are in the current medical plan and their respective ages?	Documents will be provided in the Reading Room by Friday, February 10th.
76	CBA	Section 9	6	Will the City of Durham please verify if the medical tiers are exclusive of the Employee Only contributions?	Documents will be provided in the Reading Room by Friday, February 10th.
77	CBA	Section 11	9	Will the City of Durham please provide the operator seniority in order to calculate the vacation eligibility schedule as per the terms in the Collective Bargaining Agreement?	Documents will be provided in the Reading Room by Friday, February 10th.
78	RFP	3.1	RFP pg 22	Will GoDurham consider an extension of the due date of March 1 for bidder proposals by 2 weeks? With final responses to questions scheduled for February 21, that only provides 5 working days for bidder reaction and internal approval before submittal?	Changes to the RFP are minimal and questions have been primarily in the form of requests for information which are being fulfilled in a timely manner. The City will consider this request if there are significant and substantive changes to the RFP after February 10.
79	RFP	4.6	RFP pg 33	The bid bond amount of 50% of the first year pricing stated in the RFP is higher than the 5-10% industry standard that we typically. Will GoDurham consider reducing the bid bond to industry standard?	Addendum #1 will reduce the bid bond to 5% of the first year contract value.