

February 24, 2025

RE: RFP-BASE-OPS-25-1
ITEM: Acquisition of Service
Closes: March 7, 2025

ADDENDUM #1 Questions and Answers

Addendum #1 for Valley Regional Transit Request for Proposal ST-BASE-OPS-25-1, Acquisition of Services is hereby made part of the project requirements and contract documents for the referenced project. Please note, failure to acknowledge this Addendum does not relieve you from fulfilling the Addendum requirements.

The following questions have been addressed and now part of the procurement process:

Questions and Answers:

1. **Question: Is the RFP start date of April 7, 2025, the actual state date for providing trips based on VRT's installation of the technology, radio's as well as driver training being completed? Does VRT have a timeline for this completion if one or several Offeror's are selected? What is the training timeline for administrative staff for the reporting and reimbursement process?**

Answer: Notice to proceed is intended to be issued on April 7, but actual service start date will be determined once vendor contract(s) are in place. Estimated start date is June, which will give time to get vehicles ready and training completed before contract start date.

2. **Question: What was the FY2024 annual budget for Beyond Access service? How many providers carried out this service in 2024? What were the EY2024 statistics for Canyon County in revenue hours, miles and trips and can you provide the same for Ada County? What were the trip numbers by origination per county?**

Answer: VRT budgeted \$2M to operate the Beyond Access service in fiscal year 2025. Beyond Access operated for nine months in fiscal year 2024 with two providers. VRT does not separate statistics by county. 25% of the trips originated in Canyon County and 75% of the trips originated in Ada County in calendar year 2024.

3. **Question: Offeror is to provide a revenue rate per hour based on assumptions of cost to provide the service according to allowable budget expenses. Does the above reference to a material increase or decrease in cost mean that the rate per hour would be adjusted higher or lower based on these factors? What are some examples that VRT would consider a material increase or decrease in cost?**

Answer: This would be a discussion VRT would entertain with providers at a time when it was needed. VRT has made amendments to reimbursement rates due to significant fuel costs in past.

4. **Question:** If the Offeror is located in Canyon County and can provide trips that originate in Canyon County to Ada County is this acceptable? Could Offeror when in Ada County then provide trip until return trip to Canyon County? Is it anticipated that there will be a provider(s) who are in Ada County that will provide trips that originate from Ada County?

Answer: Offerors will be required to provide trips within the service area map provided as Item 3 of the RFP. Trips will be provided within and between Ada and Canyon counties. It is expected that providers will perform trips within both counties, as well as between counties, regardless of where provider is located. VRT will strive to schedule first and last trips nearest where provider is located. VRT cannot determine where providers will be located at this time.

5. **Question:** If the Offeror has additional vehicles coming into service, is it possible to propose a staggered methodology of vehicles and hours of service?

Answer: Yes, please provide details on the methodology Offeror plans to implement.

6. **Question:** Is the software an app that can be configured on Offerors existing tablets or smart phones?

Answer: Yes, the app can be downloaded to any Android or Apple device

7. **Question:** Please provide clarification and direction on the sample reports 11. & 12 providing metrics for Offeror billing and reporting? Could VRT provide a sample of the reports provided and how they reconcile with the requested reimbursement form under Item 8? Is there a process in place if Offeror metrics are different from VRT reports? If VRT technology goes offline what is the process to continue to provide and/or bill for trips manually?

Answer: Items 11 and 12 of RFP are the reports each provider will receive. The report will be specific to the provider, using driver and vehicle identification numbers. Before contract start date, VRT will work with providers how to use report to complete Item 8 of RFP. VRT has not had an issue to date with provider revenue hours varying from report from software, nor has system gone offline. Software has the ability to have a paper manifest available to drivers as a secondary means of gathering data. VRT will not be reimbursing providers on a trip basis.

8. **Question:** Offer will be required to use Microsoft Teams for direct messaging service between staff and VRT. What is the expected response time per message?

Answer: Depending on message, some would need immediate response. Any message that requires an immediate response will be sent with a High Priority status. VRT will strive to make phone contact for immediate needs. All non-urgent messages are expected to be responded to within 30-minutes.

9. Question: What is the schedule for the mandatory safety and training meetings?

Answer: Mandatory safety and training meetings are held monthly. A schedule is provided annual with dates and times. There are two dates/times offered each month, typically on Monday evening and Saturday morning. If dates/times need to be changed, notice is given in advance to providers.

10. Question: Page 33, section 12 states "Offeror will follow VRT brand standard for any outward facing material used for the Beyond Access service." Will the costs for that material be included in the Allowable Budget Expenses. However, it is not clear what level of printing and postage is expected on the, part of the Offeror. What are the estimated quantities of materials the Offeror is to provide for this service? Is Beyond Access branding expected to be placed on the outside of each vehicle at Offeror cost? Will VRT provide business cards with VRT logo/customer service number to be handed out by Offeror to avoid having passenger call Offeror?

Answer: VRT will provide brochures and business cards with information on it that will direct customers to VRT directly. If Offeror chooses to put out any outward facing material on their own, they are required to use VRT branded templates. Printing and postage costs are an allowable expense. VRT does not expect Offeror to rebrand vehicles with VRT branding, but adding signage to indicate partnership with VRT as a provider is an expense VRT would cover.

11. Question: What are the anticipated number of events the Offeror's administrative staff will be required to attend, preparation and estimated time involved? Are senior staff, accounting and administrative Staff invoiced separately or included in the revenue hour projection?

Answer: VRT expects Offeror's to attend no more than two events a year for service outreach. Events typically last no more than two hours. All operating expenses are to be factored into the revenue hour projection.

12. Question: Does VRT pay the contractor for the time the driver has to be available (7:00am until 6:00pm) if the trip volume, cancellations or no shows do not meet the hours of driver required availability? How does VRT determine driver breaks? Does VRT assure that the revenue hour will end at 6:00pm?

Answer: VRT will reimburse based off of revenue hours, which is defined in Item 2 Section 17 a through d of the RFP. Breaks are built into a drivers shift, based off of demand. VRT strives to schedule any shift scheduled over six (6) hours a 30-minute lunch break. VRT is not able to ensure revenue hour ends at 6:00 pm, due to passenger issues, mechanical issues, weather, traffic or other circumstances beyond the control of VRT.

13. Question: If Offeror does not receive non-federal grant funding to provide 5310 service to large urban, small urban or rural areas directly then does the 80% reimbursement rate not apply to Offeror and local match funding is not required by Offeror?

Answer: If the Offeror does not receive any non-federal grant funding, VRT will reimburse Offeror the full revenue hour reimbursement.

14. **Question:** Will the first income statement report be due December 31, 2025. covering April 2025 through September 2025? Can VRT provide a sample of this report?

Answer: Yes, first income statement is for April to September 2025. VRT can provide a sample report.

15. **Question:** When will the Offeror receive payment for the monthly invoice submitted if the invoice is accurate and complete?

Answer: Article 4.2 states that invoices are processed bi-weekly.

16. **Question:** Can VRT tell us the basic difference between R2W program and proposed Beyond Access program?

Answer: Rides2Wellness is a program funded by healthcare systems. Patients can only go to designated clinics of participating healthcare systems; within the county they reside. Beyond Access is a service open to older adults and persons with disability within the service area shown in Item 3 of RFP.

17. **Question:** The application process for this RFP solicitation is very lengthy and complex. It requires a lot of certifications and other information. Due to the length of this application process, can VRT extend the due date?

Answer: No.

There are no other changes at this time.