



City of Colorado Springs

**ADDENDUM #3  
R23-157 PB  
03/08/2024**

**NAME OF PROJECT:** ADA Complementary Paratransit Services

**PROPOSAL DUE DATE HAS BEEN UPDATED TO:** WEDNESDAY, APRIL 10, 2024 - NO LATER THAN 5:00 PM MST

This document shall become as fully a part of the above named solicitation and Contract Documents as if included and shall take full and complete precedence over anything stated or shown to the contrary in them.

Acknowledgment: Each Offeror shall indicate in the place provided acknowledgment of receipt of this Addendum.

**Each and every Offeror, subcontractor, and material supplier shall be responsible for reading each and every item in this Addendum to ascertain the extent and manner it affects the work in which he is interested.**

**\*\*\*CHANGES TO THE PUBLICATION NOTICE\*\*\***

The following items and information are corrections and additions to the above referenced project.

**1. The City’s response to questions submitted**

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Offeror shall acknowledge receipt of this addendum by signing below, and this addendum must be returned as part of the proposal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Firm



| Question Number  | Question   | The City's Response  |
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| 1. Page 11, 2.1 Proposal Format                        | Can bidders include a table of contents with their proposals? If so, does this count towards the 25-page limit?  | Yes, a table of contents may be included in proposals which will not count towards the 25 page limit.  |
| 2. Page 11, 2.1 Proposal Format                        | Can bidders include a cover page with their proposals? If so, does this count towards the 25-page limit?   | Yes, a cover page may be included in proposals which will not count towards the 25 page limit.   |
| 3. Page 11, 2.1 Proposal Format                        | Can bidders include section dividers with their proposals? If so, do these section dividers count towards the 25-page limit?   | Yes, section dividers may be included in proposals which will not count towards the 25 page limit.   |
| 4. Page 11, 2.1 Proposal Format                        | Does the proposed project schedule count within the 25-page limit?   | The proposed project schedule will not count against the 25 page limit.  |
| 5. Page 11, 2.2 Cover Letter                           | The cover letter has a three-page limit. Please confirm that this is not included in the overall 25-page limit.  | The cover letter will not count against the 25 page limit.   |
| 6. Page 12, 2.4 Organizational Background and Overview | This section states, "Financial stability information (annual public reports or private financial statements shall be included in an appendix or under separate cover; private financial information will be kept confidential by the City) may be requested during the proposal evaluation and award process." Further, in Exhibit 1 Proposal Certification on page 22, the instructions state "Provide one (1) copy of current financial statements (if required). Enclose financial information in a separate envelope; do not bind with the other proposal copies. If review of the information is to be | The apparent awardee will be asked to submit via email the last 2 complete years financial documents for review to include:<br><br>1. Balance Sheet<br>2. Income Statement or Profit and Loss<br>3. Statement of Cash Flow |



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|   | <p>restricted to the City's financial officer, it must be marked accordingly." Please clarify whether the financial stability information is required to be included with bidder proposals. Or is this information only required during the evaluation and award process (if requested)?</p> <p>a. If bidder financial stability information is required with bidder proposals, should this information be submitted as an appendix to the technical proposal? Or should it be submitted under separate cover?</p> <p>b. If bidder financial stability information is required with bidder proposals and should be submitted under separate cover, how should this information be submitted? Should it be uploaded in the BidNet portal? If so, under which item name? Or should this information be sent via email to the purchasing contact listed in the RFP?</p> |  |
| <p>7. Page 15, 2.6 Price Area</p>             | <p>Is pricing information to be included in the technical proposal, or submitted separately with Schedule A (Price Sheet)? If part of the proposal, please confirm the price narrative does not count toward the 25-page limit.</p>  | <p>Please submit pricing separately from your proposal using Schedule A.</p> <p>Schedule A will not count against the 25-page limit.</p> |
| <p>8. Page 16, 2.9 Insurance Requirements</p> | <p>Please confirm that bidders do not need to include a certificate of insurance (COI) with their proposals.</p>   | <p>Per section 4 of the RFP, Insurance, a current COI is required prior to commencement</p>  |



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|                                      |   | of services. Therefore a COI in not required as part of proposals. |
| 9. Page 52, Start-Up/Transition Plan | Would MMT consider waiving all liquidated damages for the first three months of operation in the event a new contractor is selected?  | Response to this question will be provided in a future addendum.   |
| 10. Page 52, Payment                 | Does billable time begin at the first pick up, even if that pick up is a no show?   | Response to this question will be provided in a future addendum.   |
| 11. Page 53, Contactor Staffing      | Please provide numbers for total staff employed by the current contractor by job category, or an organizational chart outlining these positions. For any shared or non-dedicated positions, please indicate the percentage dedicated to the current contract.   | Response to this question will be provided in a future addendum.   |
| 12. Page 53, Contactor Staffing      | As our company would like to retain as many of the current employees as possible, please provide a current staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Operator1, CuDispatcher1, Dispatcher2, etc.).   | Response to this question will be provided in a future addendum.   |
| 13. Page 53, Contactor Staffing      | To ensure that none of the current employees go backwards in benefits should a transition occur, please provide information regarding the current rates/benefits for employees. Please include specific information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by employer. | Response to this question will be provided in a future addendum.   |



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| 14. Page 53, Contactor Staffing  | Please explain if there have been any challenges due to the incumbent contractor having operator shortages?   | Response to this question will be provided in a future addendum.  |
| 15. Page 53, Contactor Staffing  | Please provide any information about incentive programs that are offered to the current employees of this contract?   | Response to this question will be provided in a future addendum.  |
| 16. Page 53, Contractor Staffing | What is the starting wage rate for operators, dispatchers, road supervisors, reservations agents, schedulers, maintenance technicians, etc.?  | Response to this question will be provided in a future addendum.  |
| 17. Page 53, Contractor Staffing | If local, state, or federal governments change the laws, rules or regulations that affect minimum wages and/or benefits that are mandated for the employees of this contract, and this event was not known at the time of bidding, how will THE CITY respond to a potential request for increased compensation? | Response to this question will be provided in a future addendum.  |
| 18. Page 53, Facilities          | What office furniture is the contractor required to provide?  | The City provides an adequate number of workstations and office furniture. Contractors are allowed to purchase additional furniture at no expense to The City.                                      |
| 19. Page 54, Maintenance         | This section states that the contractor is responsible for all maintenance costs on the facilities. Please provide a breakdown of facility maintenance performed (including costs) over the last five years.  | The Facilities Maintenance Plan states the contractor's responsibilities and frequencies. The City does not have the associated costs for repairs to items that are the contractors responsibility. |
| 20. Page 54, Utilities           | Please provide a breakdown of utility costs paid by the contractor over the last five years.  | Response to this question will be provided in a future addendum.  |



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| 21. | Page 54, Utilities                 | Please provide a list of the utility companies utilized and their contact information.  | Colorado Springs Utilities<br>111 S. Cascade Ave.<br>Colorado Springs, CO 80903                               |
| 22. | Page 54, IT Equipment              | What is the phone system provided? Please provide sample phone logging reports for review.  | Response to this question will be provided in a future addendum.  |
| 23. | Page 54, IT Equipment              | Will MMT supply road supervisors with hand-held radios?   | Yes   |
| 24. | Page 54, IT Equipment              | Please describe the make and model of the radio system used to communicate with operators.  | Motorola Apex 6500  |
| 25. | Page 56, Eligibility Determination | Please provide the total number of ADA eligibility determinations completed each year for the past five years?  | Response to this question will be provided in a future addendum.  |
| 26. | Page 56, Eligibility Determination | Please provide a summary of determinations by month for the prior 36 months (unconditional, conditional, temporary, denied, etc.).  | Response to this question will be provided in a future addendum.  |
| 27. | Page 56, Eligibility Determination | Please outline the current eligibility assessment process and any changes that the City would like to see in the new contract term.   | Response to this question will be provided in a future addendum.  |
| 28. | Page 56, Eligibility Determination | Specifically what assessments are currently being performed (physical, cognitive, FACTS, MMSE, etc.)?   | Response to this question will be provided in a future addendum.  |
| 29. | Page 56, Eligibility Determination | Are eligibility assessments done virtually or in person? If in person, are 100% of assessments done in person at the administration building located at 1070 Transit Drive? | Response to this question will be provided in a future addendum.  |
| 30. | Page 56, Eligibility Determination | Is there an indoor assessment course in the administration building located at 1070 Transit Drive? If so, please describe   | There is currently no indoor assessment course. The Contractor is not required to build an assessment course. |



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|  | what equipment is included in the course and provide photos. If not, is MMT looking for the new contractor to build an indoor assessment course?   |   |
| 31. Page 56, Eligibility Determination | Is there an outdoor assessment course used for eligibility assessments? If so, please describe the course and provide photos. If not, is MMT looking for the new contractor to build an outdoor assessment course? | There is currently no outdoor assessment course. The Contractor is not required to build an assessment course.                  |
| 32. Page 56, Eligibility Determination | Please provide a list of all employees by position associated with the eligibility determination program.  | Response to this question will be provided in a future addendum.  |
| 33. Page 56, Eligibility Determination | What technology/software is currently used for the ADA eligibility determination program? Is it the contractor's responsibility to provide this software?  | There is no software used for eligibility determinations. Therefore, this is not a responsibility of the contractor to provide. |
| 34. Page 56, Eligibility Determination | Is there an online application for customers?  | There is a downloadable form.   |
| 35. Page 57, Travel Training           | Will MMT provide trainees with free fare for all training rides?   | Free fare is not provided for trainee rides.  |
| 36. Page 57, Travel Training           | How many individuals were travel trained in the prior 36 months?   | Response to this question will be provided in a future addendum.  |
| 37. Page 57, Travel Training           | Please clarify if there is a current backlog of travel training services to be completed.  | Currently, there is no backlog.   |
| 38. Page 58, On-Time Performance       | If a passenger is picked up early, or prior to the 30-minute reservation window, does this count against on time performance for this contract?  | Response to this question will be provided in a future addendum.  |
| 39. Page 58, On-Time Performance       | What is the current on-time performance for each of the service types provided? What is the average on time  | Response to this question will be provided in a future addendum.  |



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|     |                            | performance per year for each of the three past years?  |   |
| 40. | Page 58, Vehicles          | Is the contractor responsible for supplying any non-revenue vehicles (i.e. vehicles for road supervisors, shop/maintenance trucks, etc.)?                           | The City supplies all non-revenue vehicles.   |
| 41. | Page 58, Vehicles          | How many and what type of non-revenue vehicles are supplied by MMT?   | Two vehicles are provided by MMT. (2011 Ford Explorer and a 2014 Toyota Sienna)   |
| 42. | Page 58, Vehicles          | If non-revenue vehicles such as relief, supervisor, or shop vehicles are currently being provided by the contractor, what is the number and type of these vehicles? | The City provides all non-revenue vehicles.   |
| 43. | Page 58, Vehicles          | Does MMT have requirements for the specifications of non-revenue vehicles?  | The City provides all non-revenue vehicles.   |
| 44. | Page 58, Vehicles          | Is a snowplow provided by MMT that can be used by the contractor?   | No, a snowplow is not provided by the City.   |
| 45. | Page 58, The City Vehicles | When can interested parties inspect the vehicles provided by MMT?   | The City will schedule a time for vehicle inspections with the successful proposer prior to the commencement of revenue service.                      |
| 46. | Page 58, The City Vehicles | Does MMT have any remaining or extended warranties that apply to the provided fleet?  | Vehicles are maintained by the City and are not the responsibility of the contractor.   |
| 47. | Page 58, The City Vehicles | Please clarify MMT's planned replacement schedule for the provided fleet.   | Please see document "Q47 – Replacement Schedule".   |
| 48. | Page 58, The City Vehicles | If vehicles are not replaced according to the estimated replacement plan, will MMT work with the contractor on additional maintenance costs?                        | Vehicles are maintained by the City and are not the responsibility of the contractor.   |
| 49. | Page 58, the City Vehicles | What are the life mile goals for each vehicle type?   | The useful life of cutaways is five years or 150,000 miles whichever occurs first. The useful life is four years and 100,000 miles for the mini vans. |





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| 50. Page 58, the City Vehicles | Do any of the vehicles provided by MMT require a CDL to operate?  | No, a CDL license is not required.   |
| 51. Page 58, the City Vehicles | What are the current pre- and post-trip times allocated for operators at the start and end of their shifts?   | Response to this question will be provided in a future addendum.   |
| 52. Page 58, the City Vehicles | Does MMT provide daily vehicle inspection (DVI) forms for the contractor's operators to use?  | The Contractor is responsible for providing DVI forms.   |
| 53. Page 58, the City Vehicles | This section states that "MMT's Vehicle Maintenance Contractor will provide to the contractor those lubricants, solvents, repair parts needed for minor maintenance." If the Vehicle Maintenance Contractor will provide these items to the contractor, please clarify what items the contractor will be responsible for so bidders can include these items in their pricing. | The Contractor is not responsible for the purchasing of any items for vehicle maintenance.   |
| 54. Page 58, the City Vehicles | a. Who is MMT's Vehicle Maintenance Contractor?<br><br>b. What maintenance do they complete on the paratransit vehicles used in this contract?  | a. Transdev is the City's vehicle maintenance contractor and is responsible for completing all vehicle maintenance.<br><br>b. Transdev completes all lifecycle maintenance from PMs to Engine Repair |
| 55. Page 58, THE CITY Vehicles | Please clarify the expectations for maintenance that is to be performed by the contractor to estimate staffing needs and costs. Is the contractor responsible for all vehicle maintenance associated with this RFP? Or just minor maintenance? If only minor  | Response to this question will be provided in a future addendum.   |



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|     |  | maintenance, what does this include?   |  |
| 56. | Page 58, Vehicle Operators                   | What is the current and past 12-month turnover rate (detailed by month) for operators?   | The City does not have this information.   |
| 57. | Page 58, Vehicle Operators                   | Please provide the current operator run cut/schedule.  | The City does not have this information.   |
| 58. | Page 59, Reservations/Scheduling/Dispatching | Please provide the current dispatch and call center employee schedule.   | The Call Center is open Monday – Sunday 8 AM – 5 PM for reservations. Dispatch operates during times of service. The City does not have individual employee schedules. |
| 59. | Page 59, Reservations/Scheduling/Dispatching | Please provide average call volume, by day of the week if possible.  | Response to this question will be provided in a future addendum.   |
| 60. | Page 59, Reservations and Scheduling         | Does the contractor have the ability to schedule/modify subscription-based trips for passengers?   | Response to this question will be provided in a future addendum.   |
| 61. | Page 59, Reservations and Scheduling         | Please provide a week’s worth of in-bound reservations calls by hour of the day for review.  | Response to this question will be provided in a future addendum.   |
| 62. | Page 59, Dispatching                         | Please provide a week’s worth of in-bound “Where’s My Ride” calls to the dispatch center by hour of the day for review.                          | Response to this question will be provided in a future addendum.   |
| 63. | Page 59, Dispatching                         | How many dispatch radio stations are provided to the contractor?   | There is one (1) Dispatch Radio Station provided to the contractor.  |
| 64. | Page 59, Fares                               | Are fares currently collected via armored car service?   | Yes  |
| 65. | Page 59, Vehicle Operator Training           | Does MMT have an hours requirement for vehicle operator training? Or is this up to the contractor’s discretion based on industry best practices? | Response to this question will be provided in a future addendum.   |
| 66. | Page 59, Vehicle Operator Training           | Will MMT make any vehicles available to an incoming contractor to perform the  | Response to this question will be provided in a future addendum.   |



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|   | necessary training during the transition period? If yes, how many, and what type?  |   |
| 67. Page 60, Taxi Overflow and Taxi Choice Programs | Please provide a breakdown of taxi rides provided each year for the last five years.   | Response to this question will be provided in a future addendum.  |
| 68. Page 60, Taxi Overflow and Taxi Choice Programs | Please provide the names and contact information for all firms contracted under the taxi overflow and taxi choice programs.  | Response to this question will be provided in a future addendum.  |
| 69. Page 60, Taxi Overflow and Taxi Choice Programs | How is the contractor compensated for taxi trips?  | Response to this question will be provided in a future addendum.  |
| 70. Page 99, Video and Audio Cameras                | <p>This section states that “Security cameras are used both on vehicles and in facilities to record significant events, monitor criminal activity, and ensure contract compliance.”</p> <p>a. Does the City provide these cameras?</p> <p>b. What type of on-board cameras are provided?</p> | Response to this question will be provided in a future addendum.  |
| 71. Page 99, Video and Audio Cameras                | Will MMT provide the contractor with access to these camera systems to pull video and audio footage as needed?   | Response to this question will be provided in a future addendum.  |
| 72. Page 126, Appendix A, Price Sheet               | Please confirm that the bidder can add additional lines on the pricing sheet as needed to account for costs not outlined in the template.  | Yes, the bidder may add additional lines to the price sheet.  |
| 73. Page 126, Appendix A, Price Sheet               | If a bidder proposes staff titles outside of those listed, should the bidder add the necessary lines or include those costs in the Miscellaneous Costs line?   | Please include under this Miscellaneous Cost and provide a description of the need for the added position |
| 74. Page 126, Appendix A, Price Sheet               | The price sheet includes a Safety and Training Manager as a listed position, but the Key   | Please specify in your proposal who will oversee the safety/training.                                     |



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|                            | Personnel section on page 53 only lists a General Manager and an Operations Manager. Please confirm that this position is not a required position for this contract.   |  |
| 75. General, Facility Tour | When can interested parties tour the facilities provided by MMT?   | Response to this question will be provided in a future addendum.   |
| 76. General, DBE Goal      | Please confirm that this project does not have a DBE percentage goal.  | No DBE goal is assigned for this project.  |
| 77. General, Labor Union   | <p>Are any of the current employees represented by a labor union? If yes, please provide:</p> <p>a. Copies of the current collective bargaining agreement(s)</p> <p>b. Any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor</p> <p>c. The job classifications that participate</p> <p>d. Contact information for the local union representative</p> | <p>Yes, drivers are represented by a labor union.</p> <p>a, b, c. The City does not have this information.</p> <p>d. The union is Amalgamated Transit Union. (ATU)</p> |
| 78. General, Labor Union   | Should a union organize the workforce at a future date, will MMT allow the successful bidder to renegotiate contract rates as a result?  | There is already an organized union. Please see response to Question 77.   |
| 79. General, Challenges    | What are the three biggest challenges that MMT faces in regard to the services being procured?   | Response to this question will be provided in a future addendum.   |
| 80. General, Goals         | What are MMT's main goals for the next contract term?  | Response to this question will be provided in a future addendum.   |



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| 81. | General, Goals                        | What does MMT wish to accomplish over the next decade for these services?  | Response to this question will be provided in a future addendum.   |
| 82. | General, Significant Changes          | Does this RFP represent any significant changes to the current operations?   | Response to this question will be provided in a future addendum.   |
| 83. | General, Utility Schedule             | Please provide current utility/line worker schedule.   | Response to this question will be provided in a future addendum.   |
| 84. | General, Current Rate                 | What is the current rate paid to the existing contractor?  | Please file a Colorado Open Records Act (CORA) Request at <a href="http://www.coloradosprings.gov">www.coloradosprings.gov</a> for this information. |
| 85. | General, Total Amount Paid            | What was the total amount paid to the incumbent contractor for the last two fiscal years (by year)?  | Please file a Colorado Open Records Act (CORA) Request at <a href="http://www.coloradosprings.gov">www.coloradosprings.gov</a> for this information. |
| 86. | General, Productivity                 | What is the current level of productivity? What is the average productivity per year for each of the three past years?   | Response to this question will be provided in a future addendum.   |
| 87. | General, Cost of Insurance            | For all bidders to accurately gauge the cost of insurance, please provide data regarding the last year's<br>a. Revenue miles and revenue hours<br>b. Total miles and total hours<br>c. Current deadhead miles and deadhead hours | Response to this question will be provided in a future addendum.   |
| 88. | General, Liquidated Damages           | Please provide the amount of liquidated damages that were charged to the current contractor for each month over the past year, specified by category or type.  | Response to this question will be provided in a future addendum.   |
| 89. | General, Current Contract             | Please provide a copy of the current contract for each incumbent contractor for these services.  | Please file a Colorado Open Records Act (CORA) Request at <a href="http://www.coloradosprings.gov">www.coloradosprings.gov</a> .                     |
| 90. | General, Current Invoices and Reports | Please provide all bidders with copies of the last twelve months of:   | Response to this question will be provided in a future addendum.   |



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|     | <ul style="list-style-type: none"> <li>a. Monthly invoices</li> <li>b. Monthly management reports</li> </ul>  |  |
| 91. | <p>We would like to receive telephone system reports for a fairly representative week for the service which excludes holidays or unusual weather or events which might have impacted service levels:</p> <ul style="list-style-type: none"> <li>a) Inbound and outbound calls by time of day</li> <li>b) Total inbound calls abandoned by time of day</li> <li>c) Average time to answer by time of day</li> <li>d) Longest wait time</li> <li>e) Average call length</li> <li>f) Agents logged in by time of day</li> <li>g) Average agent availability</li> </ul> | Response to this question will be provided in a future addendum. |
| 92. | <p>We would like to receive the following data in excel for a recent seven-day period. We would like this data to be drawn from a fairly representative week for the service which excludes holidays or unusual trip-making patterns associated with adverse weather or special events.</p> <ul style="list-style-type: none"> <li>a) Origin and destination latitude and longitude coordinates for each scheduled trip</li> <li>b) Final status of each scheduled trip, e.g. whether the</li> </ul>  | Response to this question will be provided in a future addendum. |



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|     | <p>trip was provided, cancelled or no-showed</p> <p>c) Scheduled and actual pick-up and drop-off times for each performed and no-showed trip</p> <p>d) Passengers transported, broken down by riders, attendants, companions, children and any other passenger categories tracked by the system</p> <p>e) For each trip, whether the rider used a mobility device, service animal or any other equipment codes</p> <p>f) Number of trips denied, broken down by capacity, eligibility and rider refusals as well as by any other category currently tracked</p> <p>g) Number of complaints received</p> |   |
| 93. | Please provide a copy of the collective bargaining agreement that covers the incumbent employees and any side letters or amendments to the agreement.   | The collective bargaining agreement is between the current contractor, Transdev, and the Union. The City does not have a copy.  |
| 94. | Please confirm that there is no specific DBE goal associated with this procurement and that documentation of a formal Good Faith Effort is not required.  | There is no DBE goal assigned for this project, therefore, documentation of Good Faith Efforts is not required.   |
| 95. | Please confirm that eligibility determinations do not require the physical assessment of an applicant's functional abilities. If it does, please provide the number of physical   | Currently, and for more than the previous 12 months, eligibility determinations are conducted via telephone interviews. However, it is possible that in the future this |



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|  | assessments conducted over the past 12 months.   | may require an in-person physical assessment.  |
| 96. Page 11, Section 2.1 Proposal Format:                | Would the City be willing to increase the page limit to 100 pages, or at least 50 or 75? With the project scope including paratransit operations, eligibility determinations, and travel training, the current page count is extremely challenging for bidders to include a detailed approach. | The page limit for proposal format remains 25 pages for this solicitation.   |
| 97. Section 3.4 Award of Contract (Page 18):             | Please provide a copy of the current contract with the incumbent operator and any applicable change orders or addenda.   | Please file a Colorado Open Records Act (CORA) Request at <a href="http://www.coloradosprings.gov">www.coloradosprings.gov</a> for this information. |
| 98. Exhibit 1, Section 7 Contractor Personnel (Page 24): | Please confirm that a proposal that names and provides resumes for only the proposed general manager and the proposed operations manager would be compliant.   | Response to this question will be provided in a future addendum.   |
| 99. Exhibit 2, Section 3.2 Payments (Page 42):           | Please provide twelve (12) months of invoices from the incumbent operator.   | Response to this question will be provided in a future addendum.   |
| 100. Section 2.5.1 Project Approach (Page 13):           | a. Do the current revenue vehicles have vehicle safety equipment such as DriveCam and Mobileye currently installed? Please specify which equipment is installed.<br>b. If not, would the City permit the installation of DriveCam and Mobileye?  | Response to this question will be provided in a future addendum.   |
| 101. Section 2.5.2 Management Area (Page 13):            | Would the City please provide a current organization chart, including the current number of individuals in each position?  | Response to this question will be provided in a future addendum.   |





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| <p>102. Section 2.6 Price Area (Page 15):</p>  | <p>This section states that pricing must be competitive as compared to the budget amount and market pricing in the industry. Please provide the budget amount and/or any independent cost estimate for this service.</p>              | <p>The estimated magnitude for this project is \$27,000,000 to \$32,000,000.</p>  |
| <p>103. Exhibit 2 Sample Contract, Section 3: Term of the Contact (Page 30):</p>                   | <p>This section says, “Option years may be exercised unilaterally by the City at the City’s sole discretion.” Would the City modify this section to require the mutual agreement of both parties?</p>                                 | <p>Please submit this question as part of Exhibit 3 – Exceptions.</p> <p>Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals.</p> |
| <p>104. Exhibit 5 SOW, Part II: Payment (Page 52):</p>   | <p>Please confirm that revenue service hours begin at the first pick-up and continue to the last drop-off. If the first pick-up is a documented “no-show,” please confirm that revenue hours begin at that trip's scheduled time.</p> | <p>Response to this question will be provided in a future addendum.</p>   |
| <p>105. Exhibit 5 SOW, Part II: Real Property – Utilities (Page 54):</p>                           | <p>Please provide 12 months historical costs for utilities (including electric, gas, water, sewer, and telecommunications) for 1161, 1165, and 1070 Transit Drive.</p>  | <p>Response to this question will be provided in a future addendum.</p>   |
| <p>106. Exhibit 5 SOW, Part II: Real Property – Parking Facilities (Page 54):</p>                  | <p>Please specify who is responsible for snow removal from the lot at 1161 Transit Drive. If the Contractor, please provide a 12-month historical cost for snow removal.</p>  | <p>The current paratransit services contractor is responsible for the snow removal at 1161 and 1165 Transit Dr. The City does not have access to historical costs.</p>  |
| <p>107. Exhibit 5 SOW, Part II: Real Property – Maintenance and Reference Documents (Page 54):</p> | <p>a. So that bidders can assess the scope of work required to maintain the several facilities, please provide a copy of the Facilities and Equipment Management Procedures Manual.</p>   | <p>Response to this question will be provided in a future addendum.</p>   |



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|   | b. Also, please provide a schematic diagram of the facilities the Contractor shall maintain and other pertinent details, such as square footage, vehicle washing equipment, and landscaping description.   |  |
| 108. Exhibit 5 SOW, Part II: Real Property – Maintenance (Page 54): | Please clarify where and by whom revenue vehicles will be fueled.  | Vehicles are fueled on the premise by the drivers.   |
| 109. Exhibit 5 SOW, Part III: Eligibility Determination (Page 56):  | a. Please identify the party currently performing eligibility determination (and travel training).<br>b. Would the City permit the recruitment of those employees by the Contractor for that role?<br>c. Please provide the number of employees performing that function and their current wages, benefits, and pension status. This would be required to comply with FTA Section 5333(b) (formerly 13(c)) requirements. | Response to this question will be provided in a future addendum.   |
| 110. Exhibit 5 SOW, Part IV: Service Standards (Page 58):           | Please provide 12 months' history of various performance standards, particularly passengers per revenue hour, on-time performance, and number of missed trips.   | Response to this question will be provided in a future addendum.   |
| 111. Exhibit 5 SOW, Part IV: MMT Vehicles (Page 58):                | Please confirm that necessary lubricants, solvents, and repair parts needed for minor maintenance will be provided by the Vehicle Maintenance Contractor at no cost. If there is a charge, please provide a 12-month history of such charges.  | Any necessary lubricants, solvents, and repair parts needed for minor maintenance will be provided by the Vehicle Maintenance Contractor at no cost. |
| 112. Exhibit 5 SOW, Part IV: Fares (Page 59):                       | Please confirm that the Contractor will collect and keep all fare revenue. The   | The Contractor will collect and keep all fare revenue. However, as discussed on page 59 of the   |



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|  | <p>Operations Policies &amp; Procedures states (on page 97 of the RFP document), “Contractor will deliver tickets and revenues to Transit Administration, located at 1015 Transit Drive prior to 10:30 a.m. the following business day. Contractor shall provide a revenue report, including tickets sold and collected and all cash and farebox revenues. The City staff will count and verify tickets and count, reconcile, and deposit funds.” Please clarify.</p> | <p>RFP, fare shall be subtracted from the monthly invoice. The total fare subtracted from the invoice will be calculated by multiplying the total number of trips requiring a fare by the cost of the fare.</p> <p>Monthly invoices will include a line item indicating the amount the Contractor is paid or what is paid back to the City. This number will vary from month to month depending.</p> |
| <p>113. Exhibit 5 SOW, Part IV: Taxi Overflow (Page 60):</p>     | <p>a. Please identify the taxi company(ies) currently participating in the Taxi Overflow Program.<br/> b. Please provide a copy of the existing contract(s) with taxi providers.<br/> c. Please clarify if Bidders are required to identify their intended taxi contractor(s) at the time of proposal submission.</p>   | <p>a. Z Trip Colorado Springs<br/> 4625 Town Center Dr.<br/> Colorado Springs, CO 80916<br/> (719) 766-4567</p> <p>b. The City does not have this information.</p> <p>c. Proposers may identify their intended taxi contractor(s) but this is not required.</p>  |
| <p>114. Exhibit 10 Liquidated Damages:</p>                       | <p>Please provide a 24-month history of liquidated damage assessed to the current Contractor, showing each category assessed monthly and the assessment amount.</p>   | <p>Response to this question will be provided in a future addendum.</p>  |
| <p>115. Page 55, Part II: General Information, IT Equipment:</p> | <p>Please confirm that MMT will provide the data plan for the Mobile Data Terminals (MDTS)/tablets that will be used in the vehicles.</p>   | <p>The City provides the connections that are used by the tablets for the business operation.</p>  |
| <p>116. Page 55, Part II: General Information, IT Equipment:</p> | <p>Please confirm that MMT will be responsible for replacing MDTs that have reached or exceeded their useful lifespan. If the Contractor is responsible,</p>  | <p>The City provides and refreshes the tablets used for the business operations as needed based on useful life of the device determined by the City.</p>   |



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|   | please provide the make, model, and age of the MDTs currently in the vehicles.   |   |
| 117. Page 55, Part II: General Information, IT Equipment:   | What on-board technology (software/hardware), if any, is the Contractor responsible for providing?   | The City provides the needed on-board technology based on the City's business needs.  |
| 118. Page 56, Part III: ADA Complementary Paratransit Eligibility Determination, Travel Training: | a. Can MMT provide details regarding their travel training program?<br>b. Does it include a pathway review as well?<br>c. If so, what sort of details are gathered in the pathway view?                        | Response to this question will be provided in a future addendum.  |
| 119. Section I, page 4, 1.1 RFP Schedule of Events:   | Please confirm that the City's answers to questions will be provided a minimum of two weeks prior to the proposal due date, to allow Offerors to incorporate new information into their proposals responsibly. | After all questions have been addressed in an addendum, the City will allow a minimum of two weeks before proposals are due to allow Offerors time to incorporate new information into their proposals. |
| 120. Section I, page 4, 1.1 RFP Schedule of Events:   | Please provide tentative dates for notice to proceed, and the start-up/transition period.  | Response to this question will be provided in a future addendum.  |
| 121. Section II, pages 11-16, 2.1-2.9:  | Please confirm that the title page, cover letter, table of contents, divider pages, financial statements, and required attachments (e.g., project schedule) are excluded from the page limit.                  | These documents will not count towards the 25 page limit.<br><br>Please see the response to Question 6 regarding financial statements.  |
| 122. Exhibit 2, page 30, Section 2:   | Please confirm the reference to "Mowing and Landscape Maintenance services" is meant to be "ADA Complementary Paratransit Services".   | This is a sample Services contract. This information will be updated when the contract is drafted.  |
| 123. Exhibit 4, pages 49-50:  | Please confirm that Commercial General Liability, Workers' Compensation/Employers Liability, and Automobile Liability coverage checked in  | Exhibit 4 – Minimum Insurance Requirements states the required coverage for this project.   |



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|   | <p>this exhibit are the only minimum insurance requirements.</p>  |   |
| <p>124. Price Adjustment:</p>                   | <p>Will the City include a provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of</p> <ul style="list-style-type: none"> <li>(i) changes to the scope of work/service hours requested by the City,</li> <li>(ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or</li> <li>(iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and</li> <li>(iv) costs incurred in response to a federal, state, or local state of emergency (including the COVID-19 pandemic or similar national emergency), including providing personal protective equipment, supplies, staffing, and additional services (including additional health and safety services or requirements)? If the parties cannot agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party. The contractor needs price protection for changes requested by the City or matters not contemplated at the time of the Contractor's proposal.</li> </ul> | <p>Response to this question will be provided in a future addendum.</p> |
| <p>125. Facility Condition / Environmental:</p> | <p>Will the City include a provision to make it clear that the</p>  | <p>At the end of the current contract, City facilities will</p>         |



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|  | <p>Contractor is not responsible for any facility repairs or environmental issues or releases of hazardous materials existing on or prior to the Contractor’s occupancy of the City’s facilities or caused by any party other than Contractor? The contractor should not be responsible for existing issues or issues caused by other parties.</p>  | <p>conduct a walk through with the current contractor. A walk thru will also be conducted with the new paratransit contractor to make note of any of existing issues.</p>                                     |
| <p>126. Force Majeure</p>  | <p>Will the City include force majeure provision relieving both parties from performance under the Contract for circumstances beyond their reasonable control (acts of God, war, labor strikes or disputes, terrorism, etc.)? The contractor should be excused from performance under the contract for circumstances beyond the Contractor’s control.</p>   | <p>Response to this question will be provided in a future addendum.</p>   |
| <p>127. Exhibit 2 / Sample Contract §19 – Intellectual Property:</p> | <p>This section indicates all work, information, data, software, etc. shall be considered “work for hire” and owned by the City. Will the City clarify language to clarify that only information, data, and materials produced specifically for the City under the Agreement (as opposed to work product created for Contractor’s business generally) is considered “work for hire” subject of the ownership provisions? Also, clarify that software and computer programs developed or licensed by the Contractor or otherwise provided by the Contractor for the performance of the services will not be owned by the City. Software developed, licensed or</p> | <p>Please submit this question as part of Exhibit 3 – Exceptions.</p> <p>Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals.</p> |



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|   | <p>otherwise provided by the Contractor in connection with the services will not be transferred or owned by the City.</p>  |   |
| <p>128. Exhibit 2 / Sample Contract §22A – Termination for Convenience:</p>   | <p>Will the City revise to provide for 60 days’ prior written notice and payment of Contractor’s close-out costs? Contractor will have contract termination costs as well as employment termination obligations required by law (WARN Act, etc.).</p>  | <p>Please submit this question as part of Exhibit 3 – Exceptions.</p> <p>Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals.</p> |
| <p>129. Exhibit 2, Sample Contract. Insurance Page 31:</p>                    | <p>The RFP references Appendix E throughout. Please provide Appendix E so Offerors may review the requirements.</p>  | <p>This is a sample contract. This section will be updated to the correct Exhibit # when the contract is being drafted.</p>   |
| <p>130. Exhibit 2, Sample Contract. Insurance, 14. WC Insurance, Page 34:</p> | <p>This section states:<br/>         “Contractor shall take out and maintain during the Period of Performance, Colorado Worker's Compensation Insurance for the Contractor and all employees of the Contractor. If any service is sublet by the Contractor, the Contractor shall require the subcontractor to provide the same coverage for the subcontractor and subcontractor’s employees. Workers’ Compensation Insurance shall include occupational disease provisions covering any obligations of the Contractor in accord with the provisions of the Workers’ Compensation Act of Colorado”.<br/>         Will the City revise to the following?<br/>         “Contractor shall take out and maintain during the Period of Performance, Colorado Worker's Compensation</p> | <p>Please submit this question as part of Exhibit 3 – Exceptions.</p> <p>Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals.</p> |



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|  | <p>Insurance for the Contractor and all employees of the Contractor. If any service is sublet by the Contractor, the Contractor shall require the subcontractor to provide insurance as applicable by law”. Insurance coverage types and limits may not be applicable to or not reasonably available to disadvantaged business enterprises (DBE) and smaller subcontractors. The contractor prefers to allow its vendors to maintain insurance coverage that is applicable by Law.</p> |   |
| <p>131. Part II: General Information, Page 54, Real Property:</p>  | <p>Please list all major facility repairs or upgrades made in the past 24 months for each facility provided to the Contractor for their use.</p>   | <p>No major repairs or upgrades have been made within the past 24 months.</p> |
| <p>132. PART IV: ADA Complementary Paratransit Service (Metro Mobility), page 57:</p>                    | <p>Please provide projected passenger trips and revenue service hours for each base year and potential extension year covered by this RFP.</p>   | <p>Response to this question will be provided in a future addendum.</p>       |
| <p>133. PART IV: ADA Complementary Paratransit Service (Metro Mobility), page 57:</p>                    | <p>Please provide the average number of pullouts for each day of service:<br/>         Mon- Thur<br/>         Friday<br/>         Saturday<br/>         Sunday</p>   | <p>Response to this question will be provided in a future addendum.</p>       |
| <p>134. PART IV: ADA Complementary Paratransit Service (Metro Mobility), Service Standards, page 58:</p> | <p>Passengers per Revenue Service Hour: The Contractor will manage the number of vehicles placed into service to achieve or exceed MMT’s minimum passengers per RSH threshold of 2.0 and to comply with MMT’s intent there are no trip denials.</p> <p>Based on the numbers provided of revenue service hours and passenger trips, the passengers per RSH has not exceeded 2.0 since 2019. Can</p>   | <p>Response to this question will be provided in a future addendum.</p>       |





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|                            | MMT please comment on what has kept the service from reaching and maintaining 2.0 passengers per RSH?  |   |
| 135. DBE:                  | Please list any DBE vendors currently performing any services or providing supplies on this contract.  | There are no DBE vendors currently performing any services or providing supplies on this contract.              |
| 136. Wage and Benefits:    | <p>Please provide an employee census (absent of any identifiable information) that identifies the following for each employee:</p> <ul style="list-style-type: none"> <li>• Hire Date</li> <li>• Current Wage Rate</li> <li>• Benefits Elections (EE only, EE+1, EE + Family)</li> <li>• Employee Contribution Toward Benefits</li> <li>• FT/PT Status</li> <li>• Active or Inactive Status</li> </ul> | Response to this question will be provided in a future addendum.  |
| 137. Landscaping:          | Please confirm who will be responsible for maintaining the landscaping. Who is responsible for the snow removal?   | The City will maintain landscaping. The contractor is responsible for snow removal at 1161 and 1165 Transit Dr. |
| 138. Maintenance:          | <p>a. What is considered minor maintenance? Please provide illustrative examples.</p> <p>b. Will the parts and tools be provided, or is the contractor responsible for purchasing and inventory?</p> <p>c. Will tire maintenance and replacement be the contractor's responsibility?</p>   | Response to this question will be provided in a future addendum.  |
| 139. Facility Maintenance: | <p>a. Who will provide the chemicals and supplies needed for custodial services and minor facility maintenance?</p> <p>b. Who is responsible for the maintenance and repair of the facility, and what procedures shall the Contractor follow?</p>  | Response to this question will be provided in a future addendum.  |



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| 140. Exhibit 5, Part IV Vehicles (page 58) | References the Contractor’s responsibility to “adhere to MMT’s program of vehicle maintenance including ... preventive maintenance inspections, maintenance repair, and maintenance documentation”. | Other than minor maintenance, the Contractor will not be responsible for preventive maintenance inspections, maintenance repair, and maintenance documentation |
| 141. Exhibit 5, Part IV Vehicles (page 58) | Can the City please share its vehicle replacement schedule?   | Please see the response to question 47.  |
| 142. IT                                    | Can we co-locate network equipment in existing IT closets, or do we need to use separate areas?   | Any equipment brought to our facilities has to be approved by City Cyber Security.   |
| 143. IT                                    | Please provide pictures of IT closets to determine if there is enough space to co-locate equipment.   | Pictures or locations of Communication rooms are not released for security reasons.  |
| 144. IT                                    | What is the current bandwidth to the facility? Is there a backup circuit? Who are the ISPs?   | N/A  |
| 145. IT                                    | Please provide marked-up floor plan with IT Comm closets shown  | The City is unable to provide this information due to security concerns.   |
| 146. IT                                    | Are interior walls cinder block or stud/sheetrock?  | 1165 Transit Dr. - The outside interior walls are concrete, interior separation walls are drywall and steel stud framing.                                      |
| 147. IT                                    | Are there any pain points with the current Wi-Fi? If so, please indicate where on a floor plan they exist.  | From time-to-time issues occurred with Access points. For security issues, the City is unable to provide a floor plan.   |
| 148. IT                                    | Are there any existing exterior Wi-Fi access points in the parking lot/yard?  | Yes  |
| 149. IT                                    | Does the facility have Cat 6 wiring throughout?   | Yes  |
| 150. Eligibility                           | Please clarify if required applicant interviews are conducted over the telephone. If some numbers are performed in person, please   | Response to this question will be provided in a future addendum.   |



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|   | provide a metric on how many in-person interviews are conducted.  |   |
| 151. Staffing   | Please specify the number of individuals (full-time and/or part-time) who are currently staffing the eligibility determination function.  | Response to this question will be provided in a future addendum.                            |
| 152. Eligibility  | Please confirm how many eligibility determinations are made monthly. Also, please provide historical numbers.   | Response to this question will be provided in a future addendum.                            |
| 153. Eligibility  | Please confirm how many appeals to negative eligibility determinations have been made in the previous year.   | Response to this question will be provided in a future addendum. made in the previous year. |
| 154. General  | The current CBA is under negotiation; would the City extend the proposal deadline to allow negotiations to complete so that the new CBA can be provided to all bidders? We feel this could be accomplished without having to change the 9/1/24 start date. It is expected that all bargained and, as a result, all non-bargained employee wages and benefits will increase. | Response to this question will be provided in a future addendum. made in the previous year. |
| 155. Page 11, Section 2.1 Proposal Format and 2.2 Cover Letter: | Please confirm that the 3- page cover letter is not included within the overall 25-page limit of the proposal.  | Please see the response to Question 5.  |
| 156. Page 11, Section 2.1 Proposal Format:                      | Are bidders permitted to use tabs to delineate sections without counting the tabs toward the 25-page limit?   | Bidders may use tabs to delineate sections without counting towards the 25-page limit.      |
| 157. Page 57, Part IV and Price Page:                           | Based on the table in the RFP, hours for the new term are expected to be 3.9% higher than the current year and the price pages are requesting bidders provide pricing for a   | Response to this question will be provided in a future addendum.                            |



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|  | 5% increase for each option year of the contract. If the actual hours increase or decrease from these hours by more than 10%, will the city allow the contractor to adjust its rates? It is standard to have an opener in the contract for differences in service hours and the current contract includes this language; however, we do not see it included in Exhibit 2 Sample Contract |  |
| 158. Page 50, Exhibit 4:                                   | The standard Notice of Cancellation endorsement provides for 30 days' notice (except 10 days in the event of non-payment). Please confirm this endorsement is acceptable.  | Please submit this change as part of Exhibit 3 – Exceptions.<br><br>Please note that exceptions taken may be considered during the evaluation phase which may affect the final scoring of proposals. |
| 159. Page 53, Part II, Real Property, Facilities:          | Would MMT allow the Contractor to base the eligibility function out of the 1161/1165 Transit Drive location instead of locating it separately? This would allow more efficient workflow and reduce cost.   | The City would allow Eligibility to be based out of 1161 Transit Dr., but in-person eligibility determinations would have to take place at 1070 Transit Dr.  |
| 160. Page 53, Part II, Real Property, Facilities:          | Would MMT please provide a list of the utilities the Contractor would be responsible for if it uses the 1070 Transit Drive facility and estimated cost that bidders should factor for in their proposals?  | Response to this question will be provided in a future addendum.   |
| 161. Page 56, Part III, Application Intake and Processing: | What is the expected monthly volume of applications for eligibility?   | Response to this question will be provided in a future addendum.   |
| 162. Page 56, Part III, Eligibility Determination:         | Would experience supervising or managing paratransit services be considered acceptable background?   | Response to this question will be provided in a future addendum.   |



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| 163. Proposal Due Date | In consideration of the quantity and complexity of the anticipated clarifications, would the City please postpone the due date for proposals to at least 3 weeks after receipt of the clarification responses from the City? | Please see the response to Q19. |
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