

**Request for Proposals  
Mass Transit Operational Services  
Fargo, North Dakota & Moorhead, Minnesota**

**Response to Requests for Clarification  
September 8, 2020**

**Hallcon Corporation:**

1. Will pricing be evaluated based on the Year 1 price only, or will the City be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?

**Response:**

Price evaluation will be based on the two-year financial information provided in the Cost Proposal Summary. Option years are not included in the scoring.

2. What are the current rates paid the current contractor for all components of pricing (fixed, variable) for each of these services?

**Response:**

Fixed Route Service is \$28.91 per revenue hour.

Paratransit Service is \$27.59 per revenue hour.

Management Fee totals \$76,266 per month.

Special Service is \$32.40 per revenue hour.

Copies of current contractor invoices are provided in Exhibit A.

3. What was the total amount paid to the incumbent contractor(s) for the last two fiscal years (by year)?

**Response:**

Refer to Exhibit A.

4. How long has the incumbent contractor been the provider for the services for the City? If this includes extension years, how many years were extended?

**Response:**

Contractor has been the provider for the City of Fargo since 1997 and the City of Moorhead since 2007. All optional extension years were utilized.

5. PARATRANSIT - Please provide a list of the top 10 trip generator locations for the paratransit services. If the information is available, please provide the percent of trips that originate from these locations.

**Response:** Data from January-August 2020

Location	Address	# of trips completed	% of Total
FARGO VA	2101 Elm St N - Fargo, ND	222	1.36%
DAVITA DIALYSIS (FGO)	4474 23rd Ave S - Fargo, ND	205	1.25%
VTC (MAIN)	424 9th Ave S - Fargo, ND	170	1.04%
VTC (SOUTH UNIV)	2532 University Dr S - Fargo, ND	163	0.99%
FED BLDG POST OFFICE (LEFT DOORS)	657 2nd Ave N - Fargo, ND	162	0.99%
FAMILY FARE 13TH (WEST FGO)	1100 13th Ave E - Fargo, ND	159	0.97%
SANFORD SOUTH UNIV MED CNTR	1720 University Dr S - Fargo, ND	129	0.79%
SANFORD ORTHOPEDICS	2301 25th St S - Fargo, ND	127	0.78%
SANFORD SOUTHPOINTE	2400 32nd Ave S - Fargo, ND	124	0.76%
WALMART DILWORTH	415 34th St N - Dilworth, MN	118	0.72%
SANFORD DIALYSIS	2801 University Dr S - Fargo, ND	117	0.71%
BIOLIFE PLASMA SVCS	2617 12th Ave S - Fargo, ND	108	0.66%
WEST ACRES	3902 13th Ave S - Fargo, ND	108	0.66%
CLS DAY SUPPORT	1001 28th St S - Fargo, ND	107	0.65%
ESSENTIA SOUTH UNIV CLINIC	1702 University Dr S - Fargo, ND	102	0.62%
WALMART 13TH	4731 13th Ave S - Fargo, ND	100	0.61%

ESSENTIA 32ND	3000 32nd Ave S - Fargo, ND	94	0.57%
SANFORD 801 BDWY	801 Broadway N - Fargo, ND	89	0.54%
SANFORD 737 BDWY	737 Broadway N - Fargo, ND	78	0.48%
SANFORD 736 BDWY	736 Broadway N - Fargo, ND	75	0.46%

6. Please provide all bidders with copies of the last three months of:
  - a. Monthly invoices
  - b. Monthly management reports

**Response:**

Invoices are included in Exhibit A.

There are not specific reports to the Cities unless requested, however, documentation of driver shortages, missed trips, complaint/feedback resolution, etc. may be requested on a regular basis”

7. Please provide a copy of the current contracts for the incumbent contractor for each of these services.

**Response:**

Fargo Contract is included as Exhibit C.

Moorhead Contract is included as Exhibit D.

8. Please clarify the operating hours of service for each day of the week. If there are seasonal changes, please include detail about those changes as well.

**Response:**

Appendix 13 to the RFP has detailed revenue hours by route by weekday vs. weekend.

All individual routes are posted on our website [www.matbus.com](http://www.matbus.com).

9. Does 5333(b) (formerly Section 13c) of Title 49, regarding Transit Labor apply to this contract? If yes, please provide all bidders a copy of the 5333(b) or 13(c) agreement.

**Response:**

Yes, this regulation applies to this contract. This requested information was provided in Appendix 16 of the RFP.

10. Please verify if there is a DBE goal, and if documentation of a good faith effort is required.

**Response:**

The majority of this contract is labor. However, demonstration of DBE good faith effort is required for any non-labor expenses related to this contract. There is no specific DBE goal established with this contract; however, contractor is to report any DBE contracts quarterly.

11. Are any current employees part of a labor union? If they are, please indicate for which service, as well as copies of the current collective bargaining agreement, any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor.

**Response:**

Yes, the bus operators are unionized. A copy of the current union agreement between our contractor and Teamsters 120 is included in Exhibit E

12. Please provide contact information for local union representatives that currently represent any of the current employees.

**Response:**

Teamsters Local 120  
1518 Main Avenue West, Suite B  
West Fargo, ND 58078  
Tel.: 701-365-4070  
Fax: 701-365-4071  
Contact Person: Brian Nowak

13. If there is a living wage ordinance in effect for the service area covered by the services outlined in the RFP, or one that is currently being considered by local legislation, please provide this information so all bidders can consider this when building pricing.

**Response:**

No, there is not a living wage ordinance in effect or under current consideration locally for the service area.

14. Please provide a listing of current positions provided by the current contractor or an organizational chart outlining these positions. Please indicate the percentage that these current positions are dedicated to the current contract.

**Response:**

A 2019 organizational chart is provided in Exhibit F. The local team is 100%

15. Please explain if there have been any challenges due to the incumbent contractor having driver shortages?

**Response:**

For start-up of the college routes August 24, we have had unfilled bus operator positions. We have had difficulty scheduling CDL testing due to limited locations and hours during COVID-19. ND DMV has opened their facility at 6am to get testing done for us, so this really isn't an issue at this point.

16. Please provide any information about current incentive programs that are offered to the current employees of this contract?

**Response:**

The First Transit Safety Incentive Programs provided under the current contract is provided as Exhibit G.

17. Fixed Route - In the scenario where there are exterior factors beyond the control of the contractor (such as traffic, weather delays, etc.) that cause a route to continue past scheduled hours, will the contractor be compensated for this time, or will the City only allow the contractor to bill for the scheduled hours?

**Response:**

Billing is only for scheduled hours. There is layover time computed into the last trip of most routes that is paid even if not used which should offset any of such scenarios.

18. Paratransit - Does billable time begin at the first pick up, even if that pick up is a no show?

**Response:**

Yes.

19. Please provide annual dead head hours for these services.

**Response:**

Computation of deadhead hours is the responsibility of the contractor. For 2019, the National Transit Database (NTD) report for each City and service mode has deadhead hour computations. Refer to Exhibit H for 2019 NTD Report Form S-10 by mode.

20. Please provide the number of vehicles used at peak time for each of the services contemplated by the RFP. If this information is available by day of week, please provide it in that format.

**Response:**

This information is available in the 2019 NTD report included as Exhibit H.

21. What is the current level of productivity for each of the service types provided? What is the average productivity per year for each of the past two years?

**Response:**

For Paratransit (refer to Exhibit K):

- All paratransit rides are the same service type, ADA.
- See Exhibit K for productivity reports from Jan 2019 – Dec 2019 and Jan 2020 – Aug 2020.
- 2019 rides per hour averaged **2.3306**
- 2020 rides per hour to date average **2.1974**

For Fixed Route Service refer to Exhibit L

22. What is the current on-time performance for each of the service types provided? What is the average on-time performance per year for each of the two past years?

**Response:**

For Paratransit Services:

- All paratransit rides are the same service type, ADA.
- Paratransit on-time performance is tracked quarterly; refer to Exhibit K for 2019 and 2020 data.
- The first quarter of 2020, Jan – Mar, statistics are: **837** untimely pickups out of **14,532** total trips, for a total of **5.76%** of trips.

For Fixed Route Service:

- The current OTP for August 2020 and the annual OTP for 2019 and 2018 by route are provided in Exhibit I.

23. Paratransit - If a passenger is picked up early, or prior to the window, does this count against on-time performance for this contract?

**Response:**

Yes, with some exceptions. There are two main acceptable ways a passenger may be picked up early. (before their window opens) These would NOT count against on-time performance, because dispatch will update the pickup window to show the driver arrived on-time and within the window.

- 1) **The passenger is waiting outside and indicates to the driver they are ready early.** The driver is expected to notify dispatch if a passenger is ready before their pick-up window opens, so the pick-up window can be updated on the driver manifest to show the driver arrived on time and within the window.
- 2) **The passenger calls the reservationists to say they are ready early.** The reservationist will mark the passenger as 'ready early' and notify the driver. If the driver is able to accommodate an earlier pick-up for the passenger, the passenger window will be updated on the driver manifest to show the driver arrived on time and within the window.

If dispatch is not available, for example on Sunday, the driver may indicate on their driver log any passengers that were ready early that day. Dispatch will make any necessary updates during verification the next day.

ADA does consider early pick-ups to be a capacity constraint. Drivers should keep the bus hidden out of site until the window opens, so the passenger does not feel rushed to leave work, doctor appointments, or leisure activities early. We strive to keep our reports accurate, and as long as the drivers and dispatchers communicate well with one another, we should not have ANY early pick-ups.

24. Please provide the amount of liquidated damages (and what categories those damages were assessed to) for each month over the past year that were charged to the current contractor.

**Response:**

The fines and categories are included on the contractor's invoices provided under Exhibit A.

25. Will the City make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?

**Response:**

The Cities will make available a minimum of two (2) 35' low floor buses and one (1) ten passenger cutaway per day for the purposes of training.

26. What is the current spare ratio for the revenue fleet?

**Response:**

Moorhead Fixed Route: 8 used during peak service, 4 spares

Fargo Flexible Fixed Route (TapRide): 2 used during peak service, 1 spare

Fargo Fixed Route: 23 used during peak service, 8 spares

Paratransit: 13 used during peak service, 2 spares

27. What are the City's main goals for the next contract term?

**Response:**

Safety

Driver recruitment and retainage

Good customer service

Improved driver training and communication, including local policies

28. Please provide the make and model of all equipment currently installed on vehicles (MDT, AVL, etc.).

**Response:**

AVA/AVL: RouteMatch 6.2.34

Farebox: Genfare Fast Fare and Fast Fare-e, Software version 4.0.4

Security Cameras: MobileView (Models 3000 and 7000)  
Radio: Motorola XPR 5580/4850  
Automatic Passenger Counters (partial fleet): Dilax  
DriveCam (Belongs to Current Contractor)

29. What software is currently in use for maintenance/fleet management?

**Response:**

FASTER Web

30. What are the estimated first-year contract amounts (for Fargo and Moorhead separately)?

**Response:**

Refer to Cost Proposal Spreadsheet provided with RFP, Addendum #1, on our web site.

31. What are the 3 biggest challenges you face for the services contemplated by this RFP?

**Response:**

Driver recruitment and retainage

Safety (reduction in collisions)

Customer service (reduction in complaints)

Training and communication (including local policies)

32. Can Fargo and Moorhead confirm that Fargo will be responsible for 81 percent of the total contract cost and Moorhead would be responsible for 19 percent?

**Response:**

Fargo is responsible for 100% of Fargo Fixed Route, 100% of Fargo Flexible Fixed Route and 100% of Paratransit service. Management fees are shared based on percentage of revenue hours. Fargo pays the contractor for Paratransit service and then invoices Moorhead for a share of the Paratransit costs based on ridership. For purposes of this RFP cost summary, we determined 19% of Paratransit riders are Moorhead's and 81% are Fargo's. However, this is only an estimate.

**First Transit:**

1. Are there any additional details available regarding the expectations of contractor presentation within the September 9th pre-bid meeting?

a. Will there be AV equipment available for presentation?

b. Will presentation within this meeting be considered within the formal evaluation of proposal?

**Response:**



There is AV equipment in our conference room, or we will also be hosting the pre-bid conference virtually. If you choose to do a presentation during the pre-bid conference, it is not on our evaluation form for the RFP.

2. When downloading from website, Appendix 16 appears to actually contain Appendix 13. Are the *13(c) Labor Agreements* that were noted within RFP to be contained within Appendix 16 available?

**Response:** Appendices 16 and 18 have been updated on the website to reflect the correct documents. Refer to Addendum #1.

3. Please confirm final date for clarifications to be submitted. RFP states 8/31/20 (page 6) and 9/8/20 (page 7).

**Response:**

The final date for written questions should have been 8/31/2020 (page 6) to provide us sufficient time to respond by the pre-bid conference on 9/9/2020. However, due to conflicting dates in the RFP (page 7), we have revised the deadline to 9/7/2020 –refer to Addendum 2.

4. Will MATBUS allow for follow up questions to clarify QA responses and / or any additional documents received in Addendum?

**Response:**

During the pre-bid conference, vendors may ask for further clarification. Minutes of the meeting will be added to our website and made available to all interested vendors.

5. RFP contains significant increase in expectations of supervisory personnel (within Page 19 / Additional Management Duties), yet only requires 2 FT Supervisors within this contract. Our estimation is that 5-6 Road Supervisors would be needed to fulfill all requirements, would the Agency consider increasing the required Road Supervisor positions to ensure all of these duties are covered within the next contract?

**Response:**

The contractor should propose the level of staffing they feel necessary to complete the contract requirements. The Cities will consider this as part of the evaluation process, and may ask for follow-up information before/during interviews and/or during final negotiations.

6. Contractors will have a large amount of fixed costs to operate the services provided in the RFP. Would MATBUS be open to and accept contract language that allows for price renegotiation if hours were to increase or decrease by a set percentage of hours, for example 10% increase or decrease in hours?

**Response:**

No. There are very few fixed costs involved in this contract. The Cities provide such things as office space, office equipment, office supplies, photocopiers, vehicles, maintenance, fuel and storage of equipment, etc.

7. Please provide a sample agreement for this Contract.

**Response:**

We do not have sample agreement for this contract drafted at this time, however, the contracts will be similar to the existing contracts provided.

8. Please provide the historical OTP data for this service from 3/1/19-2/28/20 (pre COVID).

**Response:** Refer to Exhibit I.

9. Please provide the current providers performance as they relate to the Performance Standards for the services as listed in the RFP for the past 12 months.

**Response:** Current performance has shown we need to establish and adhere to clearer standards. On-time performance, customer service and following of procedures/policies are critical for the service to operate effectively.

10. Please verify that there is no Disadvantaged Business Enterprise (DBE) goal established for this contract and that a good faith effort is not required.

**Response:**

The majority of this contract is labor. However, demonstration of DBE good faith effort is required for any non-labor expenses related to this contract. There is no specific DBE goal established with this contract; however, contractor is to report any DBE contracts quarterly.

11. Client currently provides computers and peripheral equip to access the RouteMatch software and MATBUS network - will this continue to be the case within the new contract? Or will Contractors have to provide all computers and equipment?

**Response:** Office computers and equipment will continue to be provided by the Cities for access to the MATBUS network and applicable software.

12. If Contractor is expected to supply computer equipment, will the contractor have access to RouteMatch moving forward to oversee service monitoring and OTP?

**Response:** The Cities will provide access to RouteMatch to the Contractor's supervisory employees for system operation..

13. For fixed route service, please provide by route, by day the historical data for all fixed routes from 3/1/19-2/28/20 (pre COVID).

**Response:** Refer to Exhibit L for 2018-2020 Operations Reports.

14. Please provide by route, by day historical data for all paratransit routes from 3/1/19 - 2/28/20 (pre COVID) that includes gate to gate hours and miles, First pick up to last drop off hours.

**Response:** Refer to Exhibit K, Paratransit Productivity Reports.

15. What happens when / if a claim would exceed the value of the \$2m limits as provided by Fargo / Moorhead?

**Response:** The Cities shall provide casualty insurance on the buses and equipment it deems necessary and Contractor shall have no responsibility to provide such coverage. City shall provide self-insurance or otherwise, liability insurance coverage, limited, however, to the minimum amount of \$1.5 Million per claim or the statutory amount or amounts established by the State of ND/State of MN laws governing municipal liability, whoever is greater. Any applicable insurance deductibles for City-provide insurance shall also be paid by the respective City. The City insurance shall be primary. The Contractor shall be listed as an insured on the City's casualty insurance for the buses and equipment.

The Contractor shall be required to obtain and keep in force during the terms of operation covered by contract an Employment Practices Liability Insurance (EPLI) policy in the minimum amount of \$1.5 Million per person and the aggregate. EPLI is intended to cover liability for actions of the driver other than operating the vehicle, such as sexual harassment, discrimination, or other non-driving risks associated with employment. The Cities must be listed as additional insureds on the Contractors EPLI policy. Contractor maintains a self-insurance program that includes coverage for such EPLI risks, which self-insurance program and the funding for such program, is hereby deemed to satisfy this coverage requirement.

16. Has the current contractor been charged for any insurance related claims within the current contract?

**Response:**

At this time, there have been no insurance related lawsuits for collisions occurring during the current contract period 2016-2020. Fines due to preventable collisions have been assessed (see Exhibit A).

17. Are there circumstances in which the insurance coverage provided by MATBUS would not apply to a specific incident? If so, please provide examples.

**Response:** Incidents in excess of the statutory municipal limits and claims where EPLI risks are present are circumstances where the contractor is required to cover the remaining costs of a specific incident should such an event occur, otherwise, the cities' insurance covers incidents – see response to Question 15.

18. Generally, the common practice is for OT to be measured, and penalties assessed based on monthly performance. Would MATBUS consider revising OTP penalties for both Fixed Route and Paratransit to be based of Contractor's cumulative monthly performance?

**Response:** MATBUS would consider amending the OTP standard to be cumulative per route for the month.

19. Are the Performance Standards and Penalties within the RFP different than current? Please provide detail on what has changed.

**Response:** Yes, the performance standards and penalties are different than current. Better reporting is required for our location to ensure customer service and OTP is being adhered to.

20. With the newly added LDs for on-time-performance, please provide detail on how this will be measured?

- a. -Will fixed route OTP continue to be measured for each and every stop, or will this be based on the pullout time of each trip?
- b. -What is the threshold for determining on-time performance (i.e.: within 10 minutes of scheduled time etc.)?
- c. -Please describe the process for documenting an OTP exception when a route is delayed due to circumstances beyond the contractors control.

**Response:**

a. OTP will continue to be measured through our current AVA/AVL software, RouteMatch. This does include all timepoints on the route. We are willing to work with our contractor to set up timepoints to ensure the best possible OTP.

b. OTP for Paratransit is 15 minutes either side of the passengers requested time.

c. Email or incident report explaining the issue and why OTP was not met. If any situation is outside of the contractor employees' control, no penalty will be imposed.

21. RFP states: "Exceptions to a "missed trip" are: delays due to mechanical problems, inclement weather, construction, trains, loading persons with mobility devices, incidents, or accidents." Would MATBUS consider adding this language to also be applicable to OTP penalties?

**Response:**

Yes.

22. Within current operations, LDs are excused with explanation noted by Dispatchers. How will this process be handled going forward with Dispatchers now being MATBUS employees?

**Response:**

Yes, Bus Operators will continue to communicate with Dispatchers so appropriate notes can be kept in SharePoint for determining exceptions.

23. Please describe the process for documenting an OTP exception when a route is delayed due to circumstances beyond the contractor's control.

**Response:**

Bus Operators will continue to communicate via radio with Dispatchers to document exceptions. Exceptions may be verified through AVL playback in RouteMatch and/or security cameras. Road Supervisors may also communicate with Dispatchers for full disclosure and understanding of circumstances.

24. Would the Agency consider revising the OTP penalties to issues of driver error only in consideration of the fact that scheduling and dispatching will not be performed by the contractor?

**Response:** We need the question to be clarified to provide a correct response – will discuss in pre-bid conference.

25. Will the penalties listed within "b. Qualified Bus Operators / Sufficient Staffing" be applied to Road Supervisors performing Operator functions? Or is this limited to Management employees?

**Response:** This would be for any position other than a Bus Operator. If a Road Supervisor has to drive to cover a route, the City would receive a reduction on management fees as stated.

26. Please confirm the penalties listed in "e. Vehicle Collisions/ Passengers / Other Injuries" (pg. 23) and "f. collision injury review committee" (pg. 24) are descriptive of the same penalty, not separate items that would both be charged to the contractor?

**Response:** Correct, there would only be one penalty for each occurrence. Example: if a collision causes a missed trip, the only penalty would be for the collision and not for the missed trip.

27. RFP states penalty for collision / incidents can range from a minimum of \$500 to a maximum of \$10,000 - please provide a scale providing thresholds for total penalties based on incident / damage.

**Response:** During the collision review meetings, we review the cost to repair the vehicle, any damaging media to MATBUS, if the driver could have reduced/avoided the collision and how many previous incidents the driver may have had to determine the penalty amount.

28. Please confirm LD assessed for "h. documentation" (pg. 25) is only applicable following 10 day period to respond / i.e.: will be charged on the 11th day?

**Response:** The LD will be assessed on the 11<sup>th</sup> Day, the 10 day period will then start over and will be assessed again on the 21<sup>st</sup> Day and so on, until the request has been filled.

29. Is the \$500 LD listed within "j. Public Address System" (pg. 25-26) assessed on a per route / per day basis or is this a maximum penalty of \$500 per day?

**Response:** This is assessed on a per driver per day basis. Meaning if you have one employee not following the policy a \$500 penalty will be imposed for that day and driver. If the next day you have two drivers not following the policy, it will be \$500 for each driver and so on.

30. Would the Agency consider adding the below language within contract to allow for mutual termination for convenience? Either party may terminate this contract for any or no reason upon not less than 180 days prior written notice.

**Response:** We would be willing to discuss this during contract negotiations with the successful proposer.

31. RFP indicates billing will be based on a fixed management fee and variable hourly rate for each type of service. Please provide any additional details on what should be included within the fixed rate, vs. the variable rate.

**Response:** The fixed rate would be for management/road supervisor costs/clerk, wages/salaries, benefits, other labor costs. The variable rate should be for bus operators including all labor costs, training and recruiting.

32. Please clarify how the prices will be evaluated; will the full contract term be considered or only the Year 1 price?

**Response:** The price will be evaluated based on both 1<sup>st</sup> and 2<sup>nd</sup> year pricing.

33. For fixed route service, please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather, incidents, etc.).

**Response:** Billable time does not continue. City will not pay for any trips/revenue hours missed due to "acts of god".

34. Appendix 14 states: " The dispatcher is to verify to the extent possible that the passenger was missed due to driver or dispatch error and the next bus trip or transfer bus is more than 1/2 hour away." - please confirm Contractor will only be responsible for costs resulting from Driver error, as Dispatchers will now be MATBUS employees.

**Response:** The Contractor will not be responsible for costs resulting in Dispatch errors. Appendix 14 will be corrected.

35. Please clarify if the wage scale in Appendix 15 is applicable to full and part time operators?

**Response:** Yes, both full and part-time.

36. Currently, there is a monthly and quarterly safety bonus program within the operation. RFP references a new safety plan that is expected to be finalized by start of contract (pg. 20), does this include bonus plan for operators? If a safety bonus plan funded by the contractor is envisioned please provide details so the cost of the safety bonus plan may be priced within the scope of service proposed. Can MATBUS provide a basic framework of the plan to bidders?

**Response:** The Cities are not requiring a safety bonus program in the RFP. Any safety incentives are at the discretion of the contractor and should be explained in the proposal. In regards to the safety plan, the Cities plan requires the contractor to participate on a safety committee. Committee members would include Contractor management and bus operators.

37. Please confirm that the proposer should use Appendix 1: Bid Proposal Form as the structure for the technical proposal?

**Response:**  
Yes, we confirm this.

38. Does MATBUS have a preference on where within that structure of proposal that proposers answer questions found within Sections 1-14?

**Response:**  
No, we do not have a preference as long as the section number is referenced.

39. Please confirm the hours within the updated Appendix 13 are correct, particularly interested in:

- a. Moorhead Routes 4, 6, 9 show the same hours for Year 1 and Year 2, as compared to other routes varying based on the weekend / weekday allocation differences for each year.
- b. Some routes show 256 days whereas others 255 for the same Year – please confirm hours are correct for the service of each route.

**Response:**  
Appendix 13 and the Cost Proposal Spreadsheet have been corrected. Refer to Addendum #2 issued 9/4/2020.

40. RFP states that MATBUS will provide 5 transfer vehicles for operators, if these are all utilized for driver shift changes how does MATBUS envision road supervisor coverage will be performed? Is it expected the contractor will provide vehicles for Road Supervisors?

**Response:**

There will be correction made and an addendum sent out. MATBUS currently has six transfer vans and one road supervisor vehicle for a total of seven vehicles for the contractor to use. The seven vehicles should be sufficient to provide both transfer and supervisor vehicles. It is the responsibility of Contractor to arrange shifts to efficiently utilize these assets. The Contractor may propose additional vehicles in their response and include costs in their price if they determine seven is insufficient.

41. In light of the extraordinary circumstances due to the Coronavirus (COVID-19) pandemic, we understand the importance of safety in mitigating potential employee exposure during this pandemic while also fully complying with government stay-at-home mandates across the U.S, which limits our ability to print, bind, and ship proposals. Would MATBUS allow for proposal submission via fully electronic means only (email, Dropbox, etc.) in lieu of hard copies?

**Response:**

No, the Cities want both print and electronic copies of proposals as outlined in the RFP.

**Ride with Via:**

1. I'm emailing with a question to clarify several postings I saw for MATBUS System Services. We saw two postings: one titled "Fargo-Moorhead MATBUS System Services" and one titled "Mass Transit Operational Services."
2. Can you please confirm both of these postings refer to [this](#) procurement on the MATBUS website, titled "Driver Services RFP"? We'd like to ensure we haven't missed any publications from Metro.

**Response:**

Yes, it is the same RFP.

**National Express LLC:**

1. Is there a price page for this project required with our submittal? I am unable to locate it in on your website?

**Response:**

Yes, refer to Addendum #1 and the Cost Proposal Spreadsheet now available on our procurement website.



2. Regarding the formal presentations (limited to approximately 10 minutes per company) to be held during the pre-bid conference, do the Cities prefer a hard copy handout(s) or a formal power point presentation?

**Response:**

The Cities would prefer a power point presentation since attendees can participate virtually.

3. Please provide copies of the following documents:

- a. A complete copy of the current service contract(s) with the incumbent provider(s) of City services. If the Cities are unable to provide a copy of the current service agreement, please provide a summary of the current pricing structure.

**Response:**

Provided as Exhibits C and D.

- b. All invoices submitted by the incumbent provider for City services during the most recent 36-month period.

**Response:**

Provided as Exhibit A.

- c. Current Collective Bargaining Agreements (CBA's) for all Contracted union members providing these City Services. If the Cities are unable to provide a copy of the CBA(s), please provide a contact number for the local union representative(s).

**Response:**

Provided as Exhibit E.

- d. A current staffing chart for each of these City Services. Please include all operating functions (operations, administration, maintenance, safety, etc.).

**Response:**

Provided as Exhibits F and J.

- e. A current organizational chart for each of these City Services.

**Response:** This appears to be the same question as the previous "d".

- f. A current seniority list of all current transit contract employees (position titles and date of hire only).

**Response:**

This was included in the RFP as Appendix 18.

- g. A summary of all Liquidated Damages assessed during the most recent 36-month period.

**Response:**

Provided as Exhibit A.

- h. A summary of Performance Standard results for the incumbent provider during the most recent 36-month service period.

**Response:**

On-time performance is included in Exhibit I.

4. Is it possible to receive a summary of revenue and deadhead mileage & revenue and deadhead service hour estimates for each of the proposed services:

- Moorhead Fixed Route
- Fargo Paratransit
- Fargo Fixed Route
- Fargo NDSU Fixed Route

**Response:**

Refer to Exhibit L for 2018-2020 Operations Reports.

5. What scheduling software does the City of Fargo utilize to schedule Paratransit trips (Trapeze, Ecolane, etc.)?

**Response:**

RouteMatch is used for both Paratransit and Fixed Route.

**EXHIBITS:**

- A First Transit Invoices for past 36 months
- B First Transit Management Reports (??)
- C Fargo Contract
- D Moorhead Contract
- E Union Agreement
- F First Transit Organizational Chart
- G First Transit Safety Bonus Program
- H National Transit Database 2019 S-10 Forms
- I On-time Performance Reports
- J Cities Organizational Charts
- K Productivity Reports
- L Operations Reports 2018-2020