

**Question & Answers  
For  
RFB GM 18-15**

**Answers to Questions:**

- **Is fixed route to be as limited to Monday through Friday 7 am to 7pm?**
  - Please see ride guide attachment for current bus schedule. Stated times of 7 am to 7 pm are approximate.
- **Procedure stated in RFP not current in reference to specification 2, paragraph 3.**
  - Procedure stated in RFP is required procedure
- **Current provider does not have a private provider for stretcher service**
  - The Current operations provider does not contract with a private contractor for stretcher service. The County EMS currently assists with stretcher transport.
- **Please define contractors responsibilities in reference to local human service agency.**
  - Operations contractor will be required to coordinate with any applicable local human service agencies for the provision of transportation services
- **Please confirm that internet services will no longer be provided by the County.**
  - Internet services will continue to be provided and monitored by the County
- **Does “negotiating contracts with Medicaid provider and with subcontractors for services” imply that the contractor may participate in the negotiations but must have the contract approved by and signed by the County.**
  - All contracts entered into that obligates the County in any way or will be carried out utilizing county equipment, vehicles, property or funds should be pre-approved by the County.
- **Are grant funds available to fund a “secured and acceptable environment” Is so, are there any limits we must consider. Is a secured office in a secured building acceptable?**
  - All FTA and FDOT funded property, including building and vehicles, must be secured and satisfactory continuing control must be exhibited. Grant funds are available to promote and ensure security of transit property. A secured office is one of several initiatives to ensure a secure environment.
- **Will the county provide and fund maintenance expenses for county provided hardware to include vehicles? Does this imply that the County is providing and funding all fuel expenses for County provided vehicles and generators or is that considered an operational expense that should be itemized in the budget submission?**
  - Currently, the contractor purchases fuel from the County and the Contractor is billed for fuel and is then reimbursed as an expense. Vehicle maintenance is

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performed by the County maintenance facility and will be invoices will be submitted directly to the County.

- **Please provide applicable statutes for driver's license requirements.**
  - Drivers' license requirements are as provided in Chapter 14-90 of the Florida Administrative Code (FAC) and Section 435.04 Florida Statutes. Also see State of Florida DMV drivers license requirements for CDLs and Operator Licenses
  
- **Does the County mean to change the organizational chart of the contractors?**
  - See RFP specifications page 6 item number 4, and particular the following language: *(Note: titles used in this RFP are illustrative and provided to help describe the intended function and role in proposer's organization. Alternative, equivalent titles are acceptable provided the position's role and functions are clearly described in the proposal).*
  
- **Will route development be the function of the new consortium?**
  - Route development proposals will be one intended function of the new consortium but will not preclude other means of route development initiation. It is the County's intent to be responsive to input from the members of the consortium, and expects its contracted transit services provider to likewise work with the consortium as directed by the County.
  
- **Does assistance with procurement refer to input from contractor on the most practical model of vehicles based on experience and usage?**
  - The County will continue to seek input from the contractor on purchasing and procurements of capital items related to operations.
  
- **Will operations recommendations be in tandem with desires of participating municipalities?**
  - The County will continue to seek input regarding operations from the municipalities that are served by the transit system
  
- **Is this correct.....contractor is involved, county prepares NTD report?**
  - The County will continue to have the responsibility of preparing and submitting the annual NTD reports. The Contractor is involved in the reporting of required information for inclusion in the report.
  
- **Does service provider include fuel in line item operation budget?**
  - Yes, although fuel is purchased from the County, it is billed as an expenses to the operator and reimbursed by the County.
  
- **Is the County requiring dispatch for all revenue hours?**

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- The County requires dispatch personnel on duty for all regular service hours. Any transportation conducted outside of regular service hours are required to have a driver appointed dispatching duties and have access to supervisors and/or the operations manager.
- **Please specify window of time you have established and for determination of “on time”.**
  - These are performance standards that will be negotiated with the winning bidder
- **Please state customer service skills if they exceed courtesy, patience, knowledge and accommodations**
  - Customer service skills include skills that are normal and relevant to customer service representative positions including but not limited to phone skills, multi-tasking, computer and keyboarding, listening, articulating, communication and other general office.
- **All data is collected, verified and entered into the Trapeze program to track information and generate multiple reports. Do you require more?**
  - Records keeping for fixed route as well as demand response is needed and required and is subject to FTA and FDOT reporting and auditing for a number of years after collection. Therefore all record-keeping techniques should be address to determine adequacy for compliance.
- **Please confirm the volume of hours and/or trips on which proposers should base their proposals. Please describe plans for any changes to the volume of hours in the next 12 months.**
  - The County does not have a projection of hours and/or trips on which proposers should base their proposals. Please consider the ridership chart provided in the RFP for future volume. There are no planned changes to the volume of hours in the next 12 months.
- **Please provide the names of the current or most current contractor (s) providing the transit services referenced in the RFP.**
  - Okaloosa County Transit
- **How many years has/had the contractor (s) held this contract including extensions?**
  - This current contract was initially executed in 2003.
- **Please provide copies of the last three months or most current 3 months of invoices from the contractor. Also, please indicate the total amount paid to the contractor for the last fiscal year**

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- Invoices attached. Total net operating expenses of current contractor for FY13/14 is \$2,446,854.
- **Please provide operating budgets for the transit service from 2013-2015**
  - See attached.
- **Please provide a copy of the current or most contract for these services**
  - See attached.
- **Please verify that there is no Disadvantaged Business Enterprise (DBE) goal established for this contract and that a good faith effort is not required.**
  - There is no DBE Contract goal assigned to the Contract. However, MBE/WBE/DBE certification status will be considered during the scoring phase of the proposal review.
- **Please provide the revenue service hour definition for each of the services listed in the RFP.**
  - Revenue service hour means vehicle revenue hours, meaning the time that the vehicle is in revenue service and available for passenger transport
- **We would like to request a copy of one full week of specific service data from within the current Trapeze database to include all events for a normal week and in .xls format for importing. Please provide this data without customer names as identified in the attached Trapeze query request.**
  - This data is not readily available in Trapeze.
- **We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much or more than they do now, please provide a seniority list for the current employees for this contract and indicate position, full time or part-time, length of service, and current rate of pay.**
  - The County does not require or maintain employment records for the current operator other than what's required by FTA such as previous driver employment, drivers license records, required safety sensitive records and drug and alcohol.
- **Please provide a list of the positions currently provided by the contractor for this operation. Please indicate whether these positions are 100% dedicated to this contract.**
  - A copy of the current contractor's organization chart is attached. All positions except Executive director and Governing Board are dedicated to this contract.
- **Are the current drivers/employees part of a labor union?**

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- No, the drivers/employees are currently not part of a labor union
  
- **Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include as many specifics as possible**
  - The County does not require this type of information of the contractor. Types of Benefits provided to the employees, although reimbursable as an expense, are at the discretion of the operator.
  
- **What performance standards will be used for measuring the Contractor's performance?**
  - The County currently does not have an adopted set of performance standards for transit operations. However, with the development of the new Transit Coop, performance standards will be developed in the near future.
  
- **Please clarify the number of vehicles used in revenue service by day of week and peak service hours and number of business in service at these times?**
  - Demand Response: Monday – Friday, 32 VOMS, Saturday 6, Sunday 1
  - Fixed Route: Monday – Friday 12 VOMS: Additional 1 to 2 vehicles during peak hours during peak season
  
- **Who is responsible for providing fuel?**
  - Currently, the contractor purchases fuel from the County and submit as a monthly expenditure for reimbursement.
  
- **Please provide copies of the last three months of management reports from the Contractor**
  - Currently, the County is not receiving management reports from the contractor. However, the contractor works closely with the County's Grants Manager/Transit Coordinator on management related issues.
  
- **Will the County be providing any non-revenue/supervisor vehicles? If so, how many.**
  - The County provides route supervisor vehicles only
  
- **Please confirm days and hours of operation for each service referenced in the RFP**
  - Please refer to the ride guide for the current schedule for fixed route service. The ride guide is included as an attachment in the RFP. Paratransit service hours are from 6:00 a.m. to 11:00 p.m. Monday thru Friday and 7:00 a.m. to 7:00 pm on Saturday. Sunday schedule is on a as needed/available basis

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- **Does the agency have a vehicle replacement schedule that can be shared? Any new buses in the process of being procured for either replacement or expansion.**
  - See vehicle inventory list included as an attachment in the RFP for replacement schedule
  - The County is in the process of acquiring several vehicles that are either due to be replaced or expanding the paratransit fleet to include wheelchair vans.
  
- **Is the office space being provided at the County Transit building sufficient space for the Contractor to manage and operate the transit system or is additional non-county office locations necessary.**
  - The current contractor is able to manage the transit system with the space provided at the Transit building. There is also another facility available in the northern portion of the County. With notice, Proposers are welcome to visit the facility to review the available space.
  
- **Please provide the current call volume broken down by day of week to include hourly levels if possible.**
  - See Attachment Report
  
- **During the transition, how many vehicles will be made available to the incoming contractor to perform training?**
  - The County only has available Supervisor vehicles. Vehicle usage would need to be coordinated with road supervisors.
  
- **Please provide the daily average of cash fares collected by drivers?**
  - Daily fare revenue averages approximately \$700 to \$1000
  
- **What is the current level of productivity for each of the services?**
  - The County does not currently utilize the term “level of productivity” with regard to this contract, and so we are unsure how to respond.