

**Office of Procurement Services**

P.O. Box 7800 • 315 W. Main St., Suite 441 • Tavares, FL 32778

**SOLICTATION:** Transit Services Operations 06/01/2022

Vendors are responsible for the receipt and acknowledgement of all addenda to a solicitation. Confirm acknowledgement by including an electronically completed copy of this addendum with submittal. Failure to acknowledge each addendum may prevent the submittal from being considered for award.

THIS ADDENDUM DOES NOT CHANGE THE DATE FOR RECEIPT OF PROPOSALS.

NOTE: Any questions that state “SEE SHAREPOINT” – click this link to access those documents: [https://lcbcc.sharepoint.com/:f:/s/Procurement/EmtAvxRWZoNDuXFdBASMuj8BymwuFFfQHt77P4K-NjDhmA?e=zLlefZ](https://lcbcc.sharepoint.com/%3Af%3A/s/Procurement/EmtAvxRWZoNDuXFdBASMuj8BymwuFFfQHt77P4K-NjDhmA?e=zLlefZ)

**QUESTIONS/RESPONSES**

Q1. Can you please clarify the requirement for Contractors to provide a “Point-of-Sale-System?” We need more details on this system to understand the requirement.

R1. Exhibit 5 – Refers to a common point-of-sale system that may be utilized in the operation of the contract. The County does not have a specific POS requirement, its only suggesting that if one is needed, it is the Contractor’s obligation to purchase and maintain.

Q2. Hardware: Please describe the manufacturer make and model of any equipment currently in use or planned for use on vehicles including cameras, safety/security systems, routers, signs, passenger counters, tablets, and fare boxes.

R2. Twin Vision Smart Series III Destination signs RS323, J1708 Seon Video Systems Explorer NX16 DVR, Wlan 2.4 Ghz Smart Reach Lite with GPS antenna 12 analog and 4 IP 2TB HDD APC Dilax PCU 210 Integrated with RouteMatch ITS RM Velocity with Wi-Fi Antenna, Mackenzie MB701, Feeney 4G DS modem Samsun Tab A 8.0 with HINT Docking System.

Q3. Hardware: Is there a requirement for integration of tablets, signage, passenger counters with the dispatching system?

R3. The system is currently integrated.

Q4. Is the County open to integration of TNC or taxi providers? If yes, would the County be open to limiting driver requirements such as drug and alcohol testing, etc.?

R4. Not at this time.

Q5. During the transition, how many vehicles will be made available to the incoming Contractor to perform training?

R5. No vehicles can be utilized as they would be insured by the current Contractor.

Q6. When doe the County expect to award this contract?

R6. As soon as practicable after the closing date.

Q7. Will the County provide a heat map or ideal location where the Contractor’s operating facility should be located based on express and paratransit service trip origin and destinations to minimize deadhead?

R7. No heat map to be provided. It is preferable that the Contractor’s facility is located along one of the LakeXpress routes and centrally located.

Q8. What is the current turnover rate for drivers?

R8. 27.27% from period 1/1/22 – 5/24/22

Q9. What is the current benefit participation?

R9. They are as follows:

* Child Voluntary Life 4.41%
* Critical Illness 11.76%
* Dental Pre-Tax 58.82%
* Employee Voluntary Life 20.59%
* FSA Medical 4.41%
* Group Accident 11.76%
* Hospitality Indemnity 11.76%
* Legal Plan 5.88%
* Long Term Disability 4.41%
* Medical Pre-Tax 50.00%
* Short Term Disability 13.24%
* Spouse Voluntary Life 5.88%
* Vision Pre-Tax 60.29%
* Whole Life 2.94%

Q10. Please provide the number of calls by hour and type (reservations, where’s my ride, etc.) for each day of the week.

R10. See “Ring Central All Calls” (Apply appropriate filter) on SharePoint –

Q11. Call Centers – please provide average hold time, talk time, and handle time.

R11. See “Ring Central Call Queue Statistics” on SharePoint -

Q12. Call Center – calls anticipated (quantity and peak).

R12. See “Ring Central All Calls” (Apply appropriate filter) on SharePoint –

Q13. Call Center – please provide call abandon rate.

R13. See “Ring Central Call Queue Statistics” on SharePoint –

Q14. What is the current percentage % of “Subscription Service” trips compared to the total number of trips?

R14. See “Standing Order % by Hour” for last month’s average on SharePoint –

Q15.Please provide the number of non-revenue vehicles used for driver reliefs.

R15. 3-4 vehicles.

Q16. Infrastructure/Networking/Telephony: Quantity of New Telephone Sets Needed.

R16. Approximately 17. This may adjust based on contract needs.

Q17. Application Support: Are there any applications or systems that need to be transitioned from the current Contractors system to the new Contractors system?

R17. RTA possibly, scanned documents on hard drive, and hard copies of any records for customers, manifests, and vehicle records.

Q18. Please clarify any specifics required in relating to phone and data lines needed. Number of lines, data line type (cable, T-1, TDD, etc.)

R18. Cable internet with cellular backup.

Q19. Can you please provide detail on the office/facility phone and internet lines/connections in each work area that are currently in place?

R19. Each office has enough drops to provide for users. Will depend on desired arrangement.

Q20. Please provide a diagram of the technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.

R20. RouteMatch logins information was provided and County handles assignment of the login for this. The rest is as new IT sees fits to assign and allocate resources to meet needs.

Q21 What is the current starting wage for driver and hourly staff positions?

R21. Wages are as follows:

* Fixed Route $16.00
* Paratransit $14.18
* CSR $11.50
* Dispatcher $15.00
* Scheduler $14.74
* Supervisor $20.29

Q22. Are there any current challenges with driver and staff shortages? How many operators short is the Contractor currently experiencing?

R22. Yes, currently short 3 FT and 4 PT Fixed Route Operators. 5FT and 3PT Paratransit Operators.

Q23. Do the current labor contract(s) include a pension plan? If so, please provide any details surrounding this plan. i.e., Defined Benefit, Defined Contribution, Under-funded Liability.

R23. No.

Q24. Please provide the last 12 months history for major component replacement and repair for the County provided Fleet.

R24. See information in folder on SharePoint –

Q25. Are there any remaining warranties for the Fleet or provided equipment? If so, please provide warranty information.

R25. See information in folder on SharePoint –

Q26. 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.

R26. See information in folder on SharePoint –

Q27. What is the current plan for driver reliefs?

R27. 15 minutes for pre-trip and post trip.

Q28. What is the current plan for driver relief?

R28. No current plan in place.

Q29. Please provide detailed information for each Fixed Route to help with blocking and scheduling in Excel format. Please include deadhead hours and miles, number of buses currently used on each route, pull-out and return-to-yard times, etc.

R29. See information in folder on SharePoint –

Q30. Please provide current run cut for this service.

R30. See information in folder on SharePoint –

Q31 How many extra board hours is the current operator incurring?

R31. Zero.

Q32. 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.

R32. See “Benefit Booklet for Current Benefit Year” on SharePoint –

Q33. Is there currently a Collective Bargaining Agreement in place? If so, please provide a copy of the current CBA or a contract at the local union.

R33. See information in folder on SharePoint –

Q34. We intend to hir 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.

R34. See “Employee Information Spreadsheet” on SharePoint –

**ADDITIONAL INFORMATION – REVISED PRICING PAGE UPDATED ON WEBSITE.**

**ACKNOWLEDGEMENT**

Firm Name: Click or tap here to enter text.

I hereby certify that my electronic signature has the same legal effect as if made under oath; that I am an authorized representative of this vendor and/or empowered to execute this submittal on behalf of the vendor.

Signature of Legal Representative Submitting this Bid: Click or tap here to enter text.

Date: Click or tap to enter a date.

Print Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Primary E-mail Address: Click or tap here to enter text.

Secondary E-mail Address: Click or tap here to enter text.