 <p><b>UNIVERSITY OF NORTH CAROLINA CHARLOTTE</b></p>	<p><b>REQUEST FOR PROPOSALS #66-26024 SB</b></p> <p>University of North Carolina at Charlotte  Purchasing Office  Reese Building, 3<sup>rd</sup> Floor  9201 University City Boulevard  Charlotte, North Carolina 28223-0001</p>
<p>Addendum Issue Date: February 19, 2026</p>	<p>Due Date: <b>Wednesday, March 25, 2026 @ 2:00 PM ET</b></p>
<p>Purchasing Contact: Scott Brechtel</p>	<p>Niner Transit Campus Bus Service</p>
<p><b>ADDENDUM #2</b></p>	

This addendum is issued to answer all questions posed regarding this solicitation.

A revised and updated version of ATTACHMENT A is also being provided as part of this addendum for use in submitting the financial proposal. The file ATTACHMENT A REVISED\_Financial Proposal must be used when submitting your proposal and can be found here:

<https://drive.google.com/drive/folders/1iHrqMFbgoVr3bpn0CrPm6AmRmZyFANUR?usp=sharing>

**Questions & Answers:**

1: Will the University consider a 3-week extension on the proposal due date? We know the University understands the current state of vehicle procurement, with fulfillment windows as long as 18-24 months. Given the requirement for contractor provision of vehicles per the RFP, it would benefit the University if bidders were able to use the additional time to thoroughly engage all vehicle procurement options.

**A: Yes, the university will extend the due date for proposals and the deadline is now March 25, 2026 @ 2:00 PM ET.**

2: Would the University consider a short extension of the proposal due date by two (2) or three (3) weeks? Major bus OEMs have indicated that vehicle pricing and configuration quotes are currently requiring approximately three (3) weeks to complete. A brief extension would allow proposers adequate time to receive, review, and incorporate accurate OEM pricing and specifications into their submissions, supporting more complete and responsive proposals for the University’s evaluation.

**A: Yes, the university will extend the due date for proposals and the deadline is now March 25, 2026 @ 2:00 PM ET.**

3: Given current industry-wide vehicle manufacturing lead times, which in some cases may extend up to twenty-two (22) months depending on manufacturer and vehicle configuration, please confirm whether the University would permit the continued use of the existing Niner Transit fleet on an interim basis if new vehicles are not available by the service start date.

A: Because of the long lead-times, the University will consider a phased-in approach presented via alternate proposals at the Vendor's discretion if such proposals are deemed necessary or advantageous. Alternate pricing shall reflect a phased implementation of a new, uniform vehicle fleet over a five (5) year period, with the acquisition of three (3) buses annually. To maintain a consistent operational fleet of fifteen (15) vehicles throughout the transition, the Vendor shall provide an interim fleet. Interim vehicles must be model year 2015 or newer and meet the same specifications as the newly procured vehicles. The fleet must be uniform, and the Vendor must include detailed maintenance and operational records for all proposed used equipment. Vehicle specifics—make, model, and relevant details—must be included. The current Niner Transit bus fleet is owned & operated by our current operator. It would be the responsibility of the awarded contractor to acquire assets necessary to successfully launch the service by the required start date.

4: Please confirm whether the current Niner Transit vehicle operators are represented by a labor union. Under federal successorship requirements, if a successor contractor hires a majority of the incumbent workforce, the successor may be required to recognize and bargain with the existing collective bargaining representative.

A: No, there is no labor union.

5: To support accurate staffing, labor compliance, and transition planning, please provide one of the following, if applicable:

A copy of the current Collective Bargaining Agreement (CBA); or

The name of the applicable local union and a primary contact for coordination.

A: N/A

6: Please confirm whether the University requires all vehicles proposed for Niner Transit to be new at the time-of-service commencement, and whether a combination of new and used vehicles is not permitted under this solicitation.

A: It's the University's desire to operate service with a new fleet as of the contract start date. Refer to the answer to Question #3 for more details.

7: Please confirm whether all management, supervisory, operations, maintenance, and administrative positions identified in the RFP are required to be fully and exclusively dedicated (100%) to the UNC Charlotte Niner Transit operation.

A: Operations Manager, Assistant Operations Manager and Field Supervisors are to be 100% dedicated to the transit contract. Other positions identified as key personnel may have varying levels of commitment, but should sufficiently support the needs of the transit contract as directed by the University.

8: Regarding the proposal layout, can the University please clarify how bidders should structure their proposals to ensure consistency across submissions and facilitate the University's evaluation process? Specifically, should proposals follow the instructions in Section 2.8 (Proposal Contents) of the RFP, or should they instead be organized based on Attachment H (Scope of Work), or Attachment B (Instructions to Vendors)? We want

to be sure our response aligns with your expectations and is consistent among all bidders.

A: Section 2.8 of the RFP document lists all required proposal contents, so proposals must contain each of those items. Section 2.8 (d) states "Vendor's Proposal addressing all requirements of this RFP" which means that proposals must address all the details contained in Attachment H. To meet the requirement of 2.8 (d), the proposal should be organized to address the scope and requirements of Attachment H.

Attachment B, Instructions to Vendors, is a standard state required attachment included in all solicitations. Item #31, Order of Precedence, clarifies that the RFP and its requirements are the first priority.

9: Can the University please confirm specific HUB Utilization goal for this procurement is 10%, and if a Good Faith Effort is required of bidders if that cannot be met?

A: North Carolina has a stated soft goal of 10% HUB participation for all goods and services procurements, however, there are no firm state requirements in place to meet it.

10: On page #18 of the RFP, Section 4.7.3 BACKGROUND CHECK LIMITATIONS (g) this section states, if there are problems or delays with performance associated with the completion and compliance with these background check requirements, any Vendor's performance bond could be used to complete these Services."

Please clarify if the University is requesting a performance bond for this solicitation. If so, please clarify the amount and any other details.

A: The university is not requiring a performance bond for this RFP.

11: Please clarify if the University requires bidders to return the RFP document with proposal submission based on the requirement to add the vendor name on pages 4-25.

A: The only pages of the RFP document that need to be returned are those requiring the vendor to provide information or signature.

12: We assume the University will accept electronic signatures. Is that assumption correct?

A: Yes, electronic signatures are acceptable.

13: Please clarify if the University requires the financial proposal to be submitted in Excel or PDF format.

A: Please submit the financial proposal in Excel format using the file provided as ATTACHMENT A REVISED.

14: 4.2 Financial Stability: This section states, "Vendor shall provide Profit and Loss Statements and Balance Sheets for the two (2) most recent fiscal years prior to the proposal response. If available, audited documents are preferred."

Please confirm that bidders may submit these documents with their proposal.

A: Yes, these documents must be included with your proposal.

15: It was noted during the pre-proposal meeting and RFP that Passio is the CAD/AVL system currently used for UNC's shuttle services. Please confirm that this software is provided directly by UNC. In addition, please describe any issues or challenges UNC has experienced with the Passio platform. Secondly, would UNC Charlotte like bidders to suggest any alternatives that can enhance the Niner Transit technology platform?

**A: The Passio relationship is with the current transit operator and not with the University. Passio is preferred; however, respondents are welcome to suggest other solutions in their proposals.**

16: Page 2, Attachment H - Scope of Work, 1 General Vendor Responsibilities Bullet 16 in this section states that the Contractor must provide an experienced transit service planner responsible for developing master schedules, headway sheets, and block schedules. We assume this individual is not required to be solely dedicated to UNC services. Is that assumption correct?

**A: Correct.**

17: Does UNC currently use a customer complaint management platform? If not, how are customer complaints currently submitted to UNC? Additionally, approximately how many customer complaints does UNC receive in a typical month from the Niner Transit?

**A: No formal management platform for customer feedback. Typical feedback is shared with the PaTS office via the PaTS feedback form on our website, via email or QR codes placed on transit vehicles. PaTS staff manages and responds to an average of 5 feedback submissions a month with the assistance of the transit operator.**

18: Is there currently a digital platform in place for conducting pre-trip and post-trip inspections?

**A: Yes. Operator-provided & managed.**

19: The Financial Proposal groups multiple years into single categories. At the pre-bid it was said the University's intention to keep rates fixed for multiple years at a time. Costs fluctuate year to year, and bidders will be able to provide more accurate pricing if we can provide rates for each year. For example, the Fleet Buyout amount will be lower in Year 5 than in Year 4 but the Proposal document only has room to cost one year. How does the university want costs presented?

**A: A revised and updated Attachment A has been provided and is available at the following link:**

**<https://drive.google.com/drive/folders/1iHrqMFbgoVr3bpn0CrPm6AmRmZyFANUR?usp=sharing>**

20: The RFP estimates current service hours at 43,000, annually (page 5). The Financial Proposal projects service hours at 36,000. We understand that there is some expected increase in services, is increase planned? Can you please clarify the number of service hours bidders should base their rates on?

**A: Currently at 36,000, but have been as high as 43,000 in the past. Base proposals on 36,000.**

21: Please provide a copy of the current contract for each contractor for these services.

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

22: What type and number of support vehicles are provided by the current contractor? Does the University have any minimum requirements or specifications/preferences regarding the age, model, or fuel requirement of support vehicles?

A: Number, age, type of support vehicles is up to the operator and should be proposed in such a way as to provide the necessary support to meet or exceed the service requirements in this RFP.

23: If the new fleet does not arrive on time, will any vehicles be made available to the incoming contractor to perform training during the start-up period? If so, how many?

A: All vehicles associated with this contract are the responsibility of the awarded contractor.

24: Please advise if the liquidated damages for this RFP differ from the current contract. In addition, please provide details and amounts for all liquidated damages and performance incentives assessed to the current contractor in the last twelve months.

A: Liquidated damage details and amounts relevant to the awarded contractor are detailed in this RFP, regardless of details and amounts stated in current or previous contracts.

25: What is the current starting wage for drivers?

A: Wages are set by contractor and a part of their agreed upon contract pricing.

26: Is there currently a driver shortage?

A: All driver staffing is handled by the contractor.

27: Can an Excel spreadsheet be provided to the vendors that outlines each route, the total number of daily hours, buses on each route by hour, by day of the week, and broken out by Fall, Spring, Summer, and breaks?

A: This information is provided in the revised version of Attachment A; please refer to the FY28 Projected Service Hours tab.

28: If you could improve one thing about your current service, what would that be?

A: Offerors are strongly encouraged to illustrate how their operational philosophy will help to ensure the highest level of reliability, continuous service expectations and service excellence.

29: Please clarify how many days per year the service operated in the last twelve (12) months.

A: Please refer to Attachment A for service level expectations of the awarded contractor.

30: We assume the vendor will only bill for delivered route service hours. No deadhead or pre-trip time may be billed. Is this assumption correct?

A: Correct

31: How is the current service using break relief drivers, how many are being utilized by the current provider on a daily basis?

A: The level of staffing needed is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

32: Please provide a current organization chart or list of positions that are being provided by the current contractor and include which positions are currently dedicated or non-dedicated.

A: The level of staffing needed is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

33: Please provide a seniority list with the hire date of hire and current pay rate of each person.

A: The level of staffing needed is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

34: Nationwide, there has been a significant driver shortage that has impacted transit agencies, school districts, cities, and municipalities. Low wages and low unemployment rates have been a primary driver for the shortages. Based on a formal wage survey of this market, the midpoint average in the market is close to \$25.00/per hour as of today and is likely to increase before the contract start. Does UC Charlotte have any wage expectations for bidders?

A: Wages are set by contractor and a part of their agreed upon contract pricing and should be representative of what the offeror believes they need to offer in order to meet or exceed the requirements in this RFP.

35: Please provide a copy of the current billable rate(s) paid to the existing contractor. Also, please provide at least three months of invoices for the current fiscal year.

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

36: Please confirm the revenue service hour definition for the hours contemplated in the RFP.

A: Hours represented are service hours only and do not include deadhead, pre/post-trip inspections, or any other time.

37: What are the current pre-trip and post-trip times per driver?

A: Operational schedules are determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

38: Please clarify what non-driving positions are exclusively dedicated to UNC Charlotte. Additionally, please clarify which positions must be fully dedicated to the project.

A: Operations Manager, Assistant Operations Manager and Field Supervisors are to be 100% dedicated to the transit contract. Other positions identified as key personnel may have varying levels of commitment, but should sufficiently support the needs of the transit contract as directed by the University.

39: Would UNC Charlotte consider providing a small office space to the vendor on campus to allow for faster response and better accessibility of our staff to the UNC Charlotte team?

A: Space on campus provided by the University for this contract include an 8'x8' cubicle for on-site supervisor/manager during service hours and a break room w/ restrooms for staff directly associated with active on-campus service and support. Remaining space needs for operations are the responsibility of the awarded contractor and must meet or exceed the requirements in this RFP.

40: What is the current turnover rate for drivers?

A: The level of staffing needed is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

41: At various times, federal, state and local governments consider laws, rules and regulations that require an increase to wages or benefits mandated for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will UNC Charlotte respond to a request for increased compensation?

A: Wages are set by contractor and a part of their agreed upon contract pricing; they should be representative of what offeror believes they need to offer in order to meet or exceed the requirements in this RFP. Should federal or state laws or regulations mandate certain wages or benefits directly related to the type of service provided to the University, the University and the awarded contractor will review and negotiate in good-faith.

42: Please confirm that the financial statements submitted must be audited and they must be specific to the entity submitting the proposal

A: Vendor shall provide Profit and Loss Statements and Balance Sheets for the two (2) most recent fiscal years prior to the proposal response. If available, audited documents are preferred. Financial statements shall be those of the entity proposing and operating if awarded the contract.

43: Please clarify if proposers will be required to provide financial statements certified by a third party certified public accounting firm.

A: Vendor shall provide Profit and Loss Statements and Balance Sheets for the two (2) most recent fiscal years prior to the proposal response. If available, audited documents are preferred. Financial statements shall be those of the entity proposing and operating if awarded the contract.

44: Will the UNC Charlotte consider adding strikes, pandemics, traffic and other weather-related events in the Force Majeure clause of the contract to allow for this item or will the UNC Charlotte clearly delineate the level of service expected of the Contractor during these conditions?

A: University will delineate the level of service expected of the awarded contractor during contract negotiations. For purposes of this RFP, offeror should assume full-service hours as detailed in Attachment A.

45: For the purposes of insurance costing, please provide the annual fleet miles and current deadhead miles and deadhead hours for the provision of these services.

A: This information is the responsibility of the offeror and should reflect costs necessary to meet or exceed the requirements in this RFP.

46: To qualify for consideration, are we required to be a registered entity within the state of North Carolina prior to bid submission, or prior to award?

A: Vendors must be registered with the state to be eligible for award, but it is not required to submit a proposal.

47: Will our bid be immediately disqualified if our three required references do not all meet the 3 minimum requirements defined within the RFP? For example, if one of the references ticked all 3 boxes, but two of the references only ticked 2 boxes, would we be disqualified from consideration?

- 12 simultaneous operating vehicles
- 40,000 annual service hours
- 750k average of annual passenger trips

A: The references submitted are expected to meet the minimum requirements stated in the RFP. If references provided do not meet all the stated minimum requirements, the proposal will not be immediately disqualified, but may receive a lower evaluation score on this criteria.

48: Is the University at liberty to share the average amount of charter reservations made with the shuttle contractor on an annual basis? And if so, would you also be able to share the data by vehicle type?

A: The university has convenience contracts in place for charter bus services, separate from the transit bus contract. Below is data that was available through PaTS.

<b>Fiscal Year</b>	<b>Vehicle Type</b>	<b>Vehicle Count</b>	<b># of Hours</b>
FY24	Motorcoach	35	110.75
	Transit	197	428.5
	Shuttle	133	271.5
FY25	Motorcoach	99	261.5
	Transit	210	553
	Shuttle	103	378.75
FY26*	Motorcoach	40	254.4
	Transit	71	395.5
	Shuttle	64	311.75

\*Data for FY26 representative of chartered transportation movements through February 15th, 2026. Additional movements scheduled through June '26, but not reflected in these numbers.

49: Is the expectation that the shuttle contractor performs charter requests via dedicated backup shuttle vehicles, or are you expecting a separate fleet of vehicles to accommodate these requests/reservations?

A: The awarded contractor should provide a proposal that maximizes the use of the transit fleet without sacrificing the service hours and requirements (including vehicle maintenance) detailed in this RFP. Offeror is welcome to propose any additional charter vehicles, services or resources that would add value to the University as an alternate proposal.

50: Based on my review of the RFP docs, it seems that dedicated shuttle vehicles are not authorized to be stored overnight on campus, would you please confirm if this is accurate?

A: It is the responsibility of the awarded contractor to fuel, maintain, and store vehicles overnight off-campus. Limited temporary space is available on campus for emergency or extenuating circumstances only.

51: Assuming we were to transition 3 new vehicles into the operation each year, would you please advise what vehicle types would be acceptable to operate the shuttle service during those transitional years? We have a large fleet of new model Coach Buses that I could potentially pull from my sister organizations but wasn't entirely sure if the transitional fleet was also required to be a transit style bus.

A: As stated in Section 4.1 of Attachment H, interim vehicles must be model year 2015 or newer and meet the same specifications as the newly procured vehicles. The fleet must be uniform, and the offeror must include detailed maintenance and operational records for all proposed used equipment. Vehicle specifics—make, model, and relevant details—must be included. Motorcoach buses would not be permitted to operate in support of the transit service.

52: Will the University please provide a list of the currently used historically underutilized businesses as well as the total spend by vendor?

A: A listing of all North Carolina certified HUB firms can be accessed here:

<https://evp.nc.gov/vendors/vendorsearchadvanceform/?id=ae179d9e-b602-f111-8407-001dd80bcb64>

University spend information may be formally requested through Legal Affairs because they coordinate all open records requests.

53: Does the University wish to continue using Passio Go, or is it open to bidders proposing alternate platforms? Please confirm if technology expenses should or should not be included in the bidders' cost proposals.

A: Maintaining PassioGO! as the technology partner for this contract is preferred, however it is not required. Procurement, installation, maintenance, and upkeep of all specified transportation technology will be the responsibility of the awarded contractor.

54: Will the University please confirm the number of annual service hours? Page 7 of the RFP states 43,000 hours, however, the Financial Proposal states 36,152.

A: Currently at 36,000, but have been as high as 43,000 in the past. Base proposals on 36,000.

55: Can you please confirm if providing fuel is the responsibility of the contractor?

A: Yes, fuel is the responsibility of the awarded contractor.

56: ATTACHMENT A\_Financial Proposal groups years 1-3, 4-5, 6-7, 8-9. Would UNC please consider allowing each year separately. Bidders have cost increases annually. The Fleet Buyout Amount will also change annually.

A: Refer to the revised and updated Attachment A. The award of this RFP will be a single term, ten (10) total year contract, so pricing submitted should reflect that fact.

57: Please check formulas in the Financial Proposal. It appears row 11 Total Operating Cost (B\*C) multiplies (A\*B)

A: This has been corrected in the revised Attachment A.

58: Please clarify if the State's overall HUB goal is 10%, separately is this specific procurement goal also 10%.

A: North Carolina has a stated soft goal of 10% HUB participation for all goods and services procurements, however, there are no firm state requirements in place to meet it.

59: Please confirm that if bidders are not able to meet the 10% HUB goal that a Good Faith Effort is acceptable.

A: There are no firm state requirements in place to meet the HUB goal, so nothing is required.

60: How will startup costs be reimbursed for a new Contractor?

A: The awarded contractor is responsible for all startup costs and should be included in their financial proposal as applicable.

61: Could UNC please provide detail/information on what the penalty point matrix points count toward, what is the outcome?

A: Current contract states if 10 or more penalty points are assessed in a month period, each point will impose a \$100 penalty per point.

For example:

11 points for the month January = \$1,100 penalty

9 points for the month of January = \$0 penalty

62: Would UNC consider handling fuel as a pass-through expense outside of the hourly rate?

A: The awarded contractor should use an "all-in" hourly rate.

63: Are the incumbent employees organized under a labor union? If so, please provide the current or most recent copy of the collective bargaining agreement and any extensions.

A: No, there is no labor union.

64: Please provide the most recent incumbent employee seniority list for all positions with current wage rates.

A: The level of staffing needed and wages are determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

65: Please provide any information regarding the incumbent employee benefits participation/take rate.

A: All employee benefits are determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

66: Please provide the current contract with the incumbent.

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

67: Please provide the last 12 months of invoices from the current contractor

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

68: Please provide 12-months of operational data showing total hours and miles, revenue hours and miles, and deadhead hours and miles.

A: Offerors should use information provided in Attachment A for proposal purposes.

69: Please provide a 12-month history of liquidated damages assessed against the current contractor.

A: Not relevant to submitting a proposal.

70: Section 9. Liquidated Damages states “If the University elects to transition from continuous service to time-point departures, the following will apply.” When does the University expect to make this change?

A: No current plan to make this transition.

71: Are there specific days/times we should expect peaks and lulls? Our understanding is that these occur at times when classes let out, so if class schedule times are available, please provide.

A: Current class schedule:

Monday | Wednesday | Friday                      Tuesday | Thursday

Period	Start	End	Period	Start	End
1	8:00 AM	8:50 AM	1	8:30 AM	9:45 AM
2	9:05 AM	9:55 AM	2	10:00 AM	11:15 AM
3	10:10 AM	11:00 AM	3	11:30 AM	12:45 PM
4	11:15 AM	12:05 PM	4	1:00 PM	2:15 PM
5	12:20 PM	1:10 PM	5	2:30 PM	3:45 PM
6	1:25 PM	2:15 PM	6	4:00 PM	5:15 PM
7	2:30 PM	3:45 PM	7	5:30 PM	6:45 PM
8	4:00 PM	5:15 PM	8	7:00 PM	8:15 PM
9	5:30 PM	6:45 PM	9	8:30 PM	9:45 PM
10	7:00 PM	8:15 PM			

72: Regarding charters, please provide the list of “approved vendors” referenced.

A: Convenience contracts are currently in place with Academy Bus and Adventure Tours for as-needed charter bus services. These were the only two firms who responded to the most recently issued RFP for charter bus services. Since these are not mandatory use contracts, other charter bus firms may be used by campus departments pending verification of insurance coverage and completion of a service contract for each charter.

73: Can bidders present a staffing model different from the one requested with GM/Ops Manager/Asst Ops Manager? For example, GM + AGM + Ops Supervisor or similar?

A: Proposals must be based on the requirements in the RFP. Offerors are welcome to provide alternate proposals for any value-added services or operational modifications they feel would benefit the University.

74: Please confirm that all maintenance techs (Lead/A/B/C) will require ASE certification?

A: Confirmed. All maintenance technicians performing work to any vehicles in support of this contract require appropriate ASE certifications.

75: Bus wraps and paint schemes can be extremely costly, and bidders will likely not know if the university approves a design until after the proposals are submitted so it would be helpful to understand the university's expectations on this matter. RFP states "Vendor, at Vendor's expense, shall provide buses to be wrapped or painted with University logo as approved by PaTS." Can UNC Charlotte please confirm one of the following:

- If the university wishes to keep the branding consistent with the current fleet?
- If the university would provide an approximate budget for all bidders to use given the infinite number of variables related to bus wraps and paint schemes

A: Offerors should include pricing based on branding consistent with the current fleet. Refer to the sample paint/wrap scheme provided at the end of this addendum. Note that colors and logos for the new fleet must meet current University brand standards. The scheme provided with this addendum is not the most current representation of the University brand and should only be used for branding scope of work & cost estimate purposes.

76: We respectfully request a 2-week extension to the RFP submission deadline as it has become evident that bidders will not receive bus quotes from each of the manufacturers *and* have enough time to input vehicle specs in the technical response and finalize a cost proposal, etc.

A: Yes, the university will extend the due date for proposals and the deadline is now March 25, 2026 @ 2:00 PM ET.

77: Can you tell us who the current incumbent vendor is?

A: Academy Bus

78: Can we get a copy of the unredacted proposal submission of the current vendor?

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

79: As a follow-up to the above question, can you share the current price proposal – Section 4.1 of the RFP referencing attachment A or in another similar fashion?

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

80: Are the routes and hours of service in this RFP the same as is being currently provided?

A: Yes.

81: Were there any routes / service hours or buses added within the past 3 years. If so, can you share those specifics?

A: Nothing added. Only one bus repurposed to a different route in the past three (3) years, but no change in operating hours.

82: Do we get the opportunity to speak to the incumbent's driver/Supervisor pool to see who may want to continue to support the services with us, if we are chosen as the new vendor?

A: That's between the awarded contractor and the incumbent.

83: Will you accept the US federal government and it's various departments as valid references if it meets the peak qualified passenger service requirements – Section 4.5 of the RFP

A: Yes, so long as a specific person and role are identified in your reference response.

84: Will you accept public commuter routes as references if it meets the peak qualified passenger service requirements – Section 4.5 of the RFP

A: Yes, so long as a specific person and role are identified in your reference response.

85: Can you share the previous 3 years of Penalty Point Matrix performance of the current vendor?

A: Not relevant to submitting a proposal.

86: Can you provide a sample of the current report for in Attachment H Section 1 number 18

A: A sample report is not available.

87: Can you share a copy of the current wage plan – Attachment H Section 2.2?

A: Wages are set by contractor and a part of their agreed upon contract pricing; they should be representative of what the awarded contractor believes they need to offer in order to meet or exceed the requirements in this RFP.

88: Supervisor(s) is required to be on-site during all scheduled hours, but attachment H Section 2.2 only has an Assistant Operations Manager as required to be on-site. Can you clarify if this is IN addition to the on-site supervisor if the Assistant OPS manager can function as the on-site supervisor during his/her work schedule?

A: The Assistant Operations Manager or Operations Manager is expected to work on site at the University in a dedicated workspace provided by the University. Field Supervisors are also expected to be on site, but be mobile on campus and engaging with driver/service needs more directly. Only in instances of unforeseen circumstances may the Operations Manager or Assistant Operations Manager serve as the on-duty field supervisor.

89: Was the RFP deadline able to be extended based on what was discussed during the on-site pre-proposal meeting?

A: Yes, the university will extend the due date for proposals and the deadline is now March 25, 2026 @ 2:00 PM ET.

90: The stand-by driver in Attachment H Section 3.1 is paid at 1.5 hours, is that in addition to the financial proposal. If so, where is the rate for that driver to be defined?

A: Disregard the reference to "...paid at 1.5 hours...". Wages are set by contractor and a part of their agreed upon contract pricing; they should be representative of what the awarded contractor believes they need to offer in order to meet or exceed the requirements in this RFP.

91: If we have additional proposed personnel (Attachment H Section 2.13) – where can we price that option out?

A: Offeror is welcome to propose any additional staffing plans, services or resources that would add value to the University as an alternate proposal.

92: Can the spare transit(s) be parked on campus – Attachment H section 3.6?

A: It is the responsibility of the awarded contractor to fuel, maintain, and store vehicles overnight off-campus. Limited space is available on campus for daily spare buses, but should be relocated to the awarded contractor's off-site location after-hours.

93: How much does it cost to secure a badge for on-site employee – Attachment H section 3.2?

A: There is no cost for an employee mobile ID, which is provisioned on the employee's mobile phone. If a physical ID is required, the first ID is free-of-charge. ~\$20 fee for replacement of the physical ID thereafter if lost or stolen.

94: How much does it cost to secure a parking spot for on-site employee – Attachment H section 3.2?

A: Annual main campus staff parking permit rates through the 2026-2027 academic year range from \$480 to \$640. The most up-to-date campus parking permit rates are available online at: <https://pats.charlotte.edu/parking/parking-permits/>.

95: In Attachment H Section 4.1 it asks for 15 total buses. In Attachment A on the FY28 Projected Service hours it shows a max of 10 buses running during peak. Does this mean there will be 5 spares for replacements usage and/or additional of routes as needed?

A: Yes, to be used for charter service, maintenance, spare vehicles, and potential additional future routes.

96: What format and where do we provide the additional costs estimates for the Additional Technology Options specified in Attachment H Section 4.5?

A: Attachment A, Optional Add-On Equipment tab

97: Should the total cost (g) in Attachment A section 4.2 be equal to the Total Annual Cost in Attachment A section 4.1?

A: Yes

98: Would insurance costs be considered Overhead or G&A?

A: General and Administrative - Attachment A Revised, Detailed Cost Estimates (a).

99: For the fleet Buy out total, the attachment only has a field for sets of years, not for the specific month/year. How would we provide a fleet buy out amount for Year 1 versus 2 as that will be different. Can we add a separate fleet buy out attachment with those details and leave Fleet Buyout section of Attachment A blank?

A: Refer to the revised and updated Attachment A

100: For our financial Proposal (Attachment A) – should our profits be baked into the costs section for each item (fixed costs, operating costs). Then the same question for section 4.2 of this Attachment with all it's line items?

A: Proposals should be representative of all costs to the University for each category.

101: If the university will buy the units after 10 years (or at anytime during the contract period), will it also buy any spare parts that were purchased by the vendor?

A: The University may review and negotiate the purchase of certain spare parts at time of vehicle turn-over. For the purpose of this proposal, however, do not include spare parts costs.

102: Can we put in a fuel surcharge in our price proposal?

A: Pricing in the offeror's proposal should be all-inclusive with no surcharges. However, the University would, in good faith, discuss the potential need for a temporary fuel surcharge in the future if fuel prices rise significantly and warrant an amendment to the contract.

103: Will the vendor have the ability to modify pricing within the 10 years due to unforeseen economic changes? If so, what would that process be?

A: The University would, in good faith, discuss the potential need to adjust pricing due to extenuating circumstances that may warrant an amendment to the contract.

104: Are we required to use Passio for the Vehicle Technology in Section 4.5 of Attachment A or can we recommend any vendor that meets the requirements?

A: Maintaining Passio as the technology partner for this contract is preferred, however it is not required.

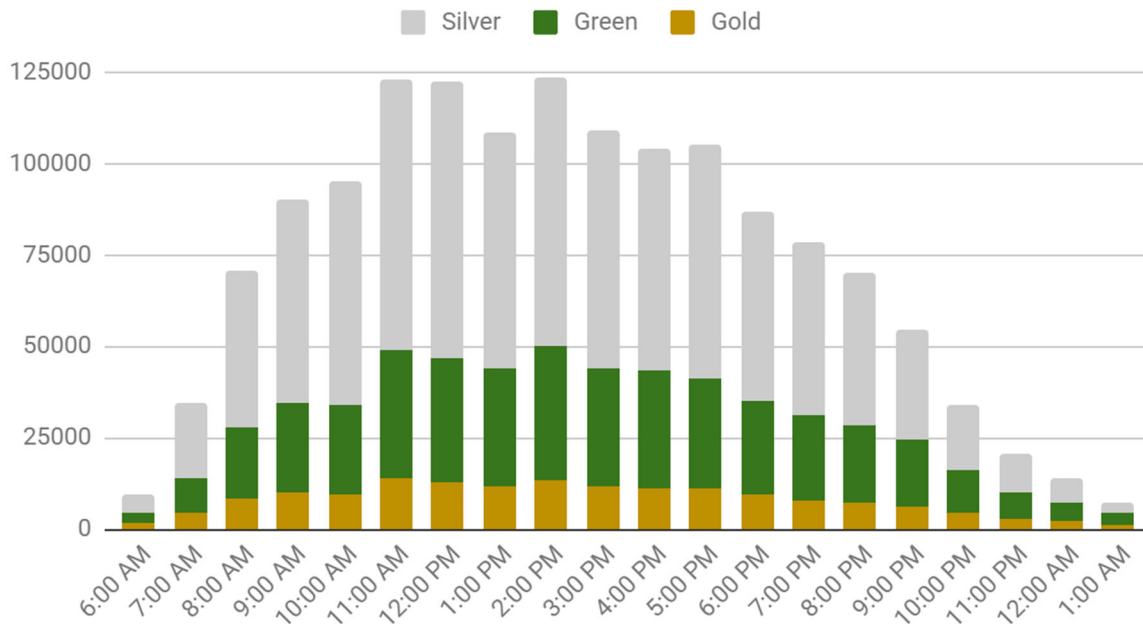
105: Can the University provide detailed operating data for the current system, including service hours by route, span of service, and seasonal variations across the academic year?

A: Offerors should use information provided in Attachment A for proposal purposes.

106: Can the University provide ridership data by route and time of day for the most recent academic year to support service planning and staffing assumptions?

A: See information in the graph below:

Niner Transit Ridership by Route by Hour(7/1/24 - 6/30/25)



107: Will the Vendor have the opportunity to hire incumbent personnel, and if so, can the University provide current staffing levels, wage ranges, and benefit structures associated with those positions?

A: That's between the awarded contractor and the incumbent.

108: What maintenance facilities, fueling infrastructure, and vehicle storage areas, if any, will be made available to the Vendor by the University?

A: It is the responsibility of the awarded contractor to fuel, maintain, and store vehicles at a secure facility off-campus. Limited temporary space is available on campus to park daily spare buses (must be removed after-hours) and emergency or extenuating circumstances only.

109: To what extent is the Vendor expected to lead route planning and service adjustments versus implementing service changes directed by the University?

A: The University views this as a partnership and will ask for the awarded contractor's professional feedback based on their experience when addressing service planning.

110: Are there any planned campus developments, enrollment growth projections, or transportation demand changes that the University expects may affect transit service levels during the contract term?

A: Yes. The University recently completed an updated CampusMaster Plan that includes growth in multiple areas of campus which may affect transit demand over time. Enrollment is projected to grow at a steady rate of approx. 2% over the next 5 years. Parking & Transportation Services is currently developing a parking and mobility master plan that will focus on maximizing use of current parking inventory while leveraging transit and mobility resources to help balance future demand.

111: Can the University provide historical accident, incident, or claims data for the transit system for the most recent three to five years?

A: This information may be formally requested through Legal Affairs because they coordinate all open records requests.

112: Can the University provide examples of the operational and performance reports currently produced by the incumbent provider or required by Parking and Transportation Services?

A: Offeror should propose operational and performance reports that meet or exceed the requirements in this RFP.

113: Should Vendors assume that current service levels and annual service hours will remain generally consistent for pricing purposes, or should proposals incorporate anticipated growth scenarios?

A: Remain consistent for proposal pricing purposes.

114: Are there expectations or strategic plans related to fleet electrification, alternative fuels, or sustainability initiatives that the Vendor should consider in developing its technical and financial proposal?

A: Offeror should propose a fleet that meets or exceeds the requirements in this RFP. Offeror is welcome to propose other equipment, services, or resources they feel would benefit the University through an alternate proposal.

115: Will the University require the Vendor to assume any existing third-party contracts or service agreements related to fleet maintenance, fueling, or technology systems?

A: No.

116: Can the University clarify expectations regarding mobilization and transition activities between contract award and the service start date, including access to operational records and coordination with the incumbent provider?

A: Current expectations would include a seamless transition that does not disrupt service. Incumbent is contractually obligated to make a best-faith effort to provide transition assistance.

117: Please clarify the relationship between the liquidated damages in Section 1.9/Attachment H and the penalty points in Attachment I. Are these cumulative or alternative remedies?

A: Penalty assessments are cumulative depending on the severity of the offense. Primary focus for service standards are included in Attachment I.

118: Do penalty points reset annually, or are they cumulative over the contract term?

A: Penalty points reset monthly.

119: Attachment H, Section 4.1 requires "up to 4 PaTS representatives travel to bus manufacturing facility" Who bears the travel and accommodation costs for the required PaTS manufacturing inspection visit?

A: The University will incur all travel expenses related to their employees.

120: What is the historical annual charter service volume (hours and trips) for the past 3 years?

A: Refer to answer provided to Question #48.

121: Attachment H, Section 4.6 requires "99% count accuracy minimum". How will the 99% APC accuracy requirement be measured and validated? What is the audit frequency and methodology?

A: The awarded contractor is responsible for ensuring accurate data is collected by on-board technology, shall audit trip data and other performance indicators, and share that information with the University.

122: Is the contractor able to procure the retiring assets from the University as the new fleet is deployed? Or is the current fleet under the ownership of the existing contractor?

A: The current Niner Transit bus fleet is owned & operated by our current operator. It would be the responsibility of the awarded contractor to acquire assets necessary to successfully launch the service by the required start date.

123: Will the University include a provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of (i) changes to the scope of work/service hours requested by the Authority, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (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 (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 are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days' written notice to the other party.

A: The University would, in good faith, discuss the potential need to adjust pricing due to extenuating circumstances that may warrant an amendment to the contract.

124: The NC General T&Cs indicates that the University may terminate this contract, in whole or part, at any time upon 60 days' notice to Contractor. Please clarify if the University will revise to provide for payment of Contractor's reasonable close-out costs.

A: This is the standard T&C language provided by the state and included in all

solicitations. The university is willing to negotiate termination terms to be included in the contract with the awarded vendor.

125: Will the University allow the Contractor the ability to determine which employees it will hire, and will it have the right to set the terms and conditions of employment for its employees?

A: Generally, yes. Staff who have previous work experience supporting this contract and have been separated for cause by a different employer may be deemed ineligible to work specifically for this contract.

Additionally, all key positions require the University's approval prior to an offer of employment being made. University reserves the right to require the removal of any contract employee. See Attachment H, section 2.9.

126: Can The PaTS please provide detailed information regarding all benefits programs for the current employees, including Medical, Dental, Vision, Pension/401k, including participation rates by tier and employer contribution levels for each category of coverage?

A: All employee benefits are determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

127: Can The PaTS please provide a seniority list for the current employees for this service? Please indicate position, full time or part time, length of service, current rate of pay, and projected rate of pay at the start of the service term.

A: The level of staffing needed, caliber of employee, employee salary, etc. is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

128: Can The PaTS please disclose the last 5 years of loss history for Workers Compensation and Auto Liability (# and type of incidents, financials including paid to date and reserves by year) required to carry to correctly price insurance coverages?

A: This information is exclusive to the current operator and not the University. Offerors should use industry standards for similar operations when pricing insurance coverage.

129: Can The PaTS please provide vehicle accident and injury statistics experienced by the current Contractor for the past 24 months?

A: This information is exclusive to the current operator and not the University.

130: Can The PaTS please provide 3 years of historical Service Statistics data by route, including Revenue Hours, Revenue Miles, Deadhead Hours, Deadhead Miles, and other hours and miles (i.e., Training, Recovery / Layover time)?

A: Offerors should use information provided in Attachment A for proposal purposes.

131: Can The PaTS please provide current Line Summary, Block Schedules, Driver Paddles and Runcuts for the current services, in Excel format if available?

A: Offerors should use information provided in Attachment A for proposal purposes.

132: Can The PaTS please provide the current contractor's driver absenteeism rates for the past 3 years?

A: Not relevant to submit a proposal.

133: Can The PaTS please provide 12 months of historical invoices?

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

134: Can The PaTS please provide 3 years of historical penalties / assessed liquidated damages to the incumbent Contractor.

A: Not relevant to submit a proposal.

135: Will The PaTS please provide an organizational chart and/ or staffing list that includes all current management, administrative, operations, maintenance, safety personnel, and open positions, if any?

A: The level of staffing needed is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

136: Will The PaTS please indicate who bears the responsibility for fuel cost / provision for both revenue and non-revenue vehicles?

A: Awarded contractor is responsible for all fuel costs associated with this contract.

137: If fuel purchases for vehicles is the responsibility of the Contractor would The PaTS consider implementing a fuel escalation clause that would allow the readjustment of pricing if prices fluctuate by +/- 10%?

A: Pricing in the offeror's proposal should be all-inclusive with no surcharges. However, the University would, in good faith, discuss the potential need for a temporary fuel surcharge in the future if fuel prices rise significantly and warrant an amendment to the contract.

138: Could The PaTS please indicate whether they or the Contractor are responsible for the cost of DEF?

A: Awarded contractor is responsible for all fuel costs associated with this contract (including DEF).

139: Per the Attachment A, it is the Contractor's understanding that only 5 periods of price increases exist over the 10-year contract? Given Contractor's incur many expenses with annual indexation would The PaTS revise pricing to allow for annual price increases?

**A: Refer to the revised and updated Attachment A**

140: Per Attachment A, we understand that The PaTS would like the Contractor to provide the Revenue Vehicle "Buy Out" amount for 4 of the 5 periods (excluding year 10). Could The PaTS please clarify whether vehicles would only be bought back during circumstances of contract cancellation, or would The PaTS have the option to purchase the vehicles with the expectation that the Contractor continue to provide revenue services?

**A: Current expectation is that PaTS would purchase the vehicles if the contract is discontinued or at the end of the contract term.**

141: Would The PaTS be open to lowering the hour change threshold for triggering price renegotiation from +/- 20% to +/-10%? Additionally, to include decrease in hours along with the increase in hours?

**A: For the purposes of this RFP, assume the threshold will remain at +/- 20%. A sustained decrease in service hours is not expected.**

142: Would The PaTS please explain what hour components are included in the \$36k annual service hours estimated on the financial proposal (i.e.: do these hours include or exclude or include deadhead, breaks, etc.?)

**A: Hours represented in service overview are reflective of true service hours only and do not reflect deadhead time. Service operates continuously regardless of staff breaks.**

143: Would The PaTS please provide details of how start-up costs will be compensated to the Contractor (i.e.: Monthly during start-up, lump sum at the end of transition, etc.)?

**A: The awarded contractor is responsible for all startup costs and should be included in their financial proposal.**

144: On Attachment A, tab "4.2 Detailed Cost Estimates" there is only a column to provide costs for the first period (years 1-3) does The PaTS intend for Contractors to provide this cost detail for the other 4 periods as well?

**A: Attachment A has been revised and updated.**

145: Would The PaTS please identify whether the operation currently has any "pain points" or areas of improvement (i.e.: staff shortages, performance issues, etc.)?

**A: Offerors are strongly encouraged to illustrate how their operational philosophy will help to ensure the highest level of reliability, continuous service expectations and service excellence.**

146: Per Attachment A, projected annual service hours for the contract term are 36,152, but current service hour estimations per pg. 7 of the RFP are stated at 43,000 annually. Could The PaTS please clarify why the estimated hours throughout the contract are lower than current levels?

A: Currently at 36,000, but have been as high as 43,000 in the past. Base proposals on 36,000.

147: The Incumbent Operator will not incur startup cost that a new contractor would, will startup cost be excluded from the Financial Proposal Points formula? How should the startup cost be reported on Attachment A, Financial Proposal?

A: The awarded contractor is responsible for all startup costs and should be included in their financial proposal.

148: Would PaTS consider changing the service level change from 20% to 10% and to include hours increase or decrease?

A: For the purposes of this RFP, assume the threshold will remain at +/- 20%. A sustained decrease in service hours is not expected.

149: Reference is made that the equipment must be inspected and approved before the contract is signed, if the contract is looking to be signed in July 2026, this would be before the vehicle are delivered, will PaTS approve the vehicle from spec sheet?

A: The awarded contractor must provide detailed specifications and fleet plan for review before contract is signed. The University also requires up to four PaTS representatives travel to bus manufacturing facility to inspect new buses as they are being manufactured. Travel expenses incurred by University employees will be paid by the University.

150: The reads "Vehicle exteriors shall be washed a minimum of once each day of service", once daily seems extreme, would PaTS consider once per week or more often as required by conditions to maintain a clean appearance?

A: No.

151: Can PaTS confirm the current drivers are required to receive 20 hours of annual training?

A: The level of staffing and staff training needed is determined by the awarded contractor in order to meet or exceed the requirements in this RFP.

152: Would PaTS provide the prior 12 months of the monthly reports noted in Attachment H 6,3.

A: Not relevant to submit a proposal.

153: Would PaTS provide the prior 3 Years of Annual Performance Reports noted in Attachment H 6,5.

A: Not relevant to submit a proposal.

154: For proposers to submit the most comprehensive and accurate proposal possible, would PaTS please consider extending the submission due date by at least 15 business days?

A: Yes, the university will extend the due date for proposals and the deadline is now March 25, 2026 @ 2:00 PM ET.

155: Per Attachment A, tab 4.1 row 11 "Total Operating Cost" formulas appears to be multiplying A \* B rather than B \* C.

A: Attachment A has been revised and updated.

156: Would PaTS provide the current contract with the current operator, Academy Bus.

A: University contract information may be formally requested through Legal Affairs because they coordinate all open records requests.

**A SIGNED COPY OF THIS ADDENDUM MUST BE INCLUDED WITH YOUR PROPOSAL**

COMPANY NAME	DATE
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