



## RFP for the Cumberland County Community Transportation Program

### Addendum I

#### A. Modification to Language

#### B. Questions/Answers

**(County responses and changes are in red)**

#### A. Modification to Language

##### III. Scope of Work

**Drivers** – The contractor shall supply ~~at least four vehicles available for use of this program which must have a wheelchair lift or be handicapped accessible. The contractor must have at their immediate disposal two backup vehicles for a total of six vehicles in their fleet.~~ **a sufficient number of properly qualified personnel to operate the equipment and to provide the services required.**

**Vehicles** – ~~Vehicles must have a wheelchair lift or be handicapped accessible~~ **At minimum, the contractor is required to have four (4) vehicles available for use of any program. At least two (2) of those vehicles must have a wheelchair lift or be handicapped accessible** (these vehicles must be ADA compliant – (see Title VI CTP NCDOT Program Plan here: [https://www.cumberlandcountync.gov/docs/default-source/community-transportation-documents/title-vi-ctp-ncdot-program-plan-2020.pdf?sfvrsn=3fe0bbb8\\_2](https://www.cumberlandcountync.gov/docs/default-source/community-transportation-documents/title-vi-ctp-ncdot-program-plan-2020.pdf?sfvrsn=3fe0bbb8_2)). The contractor must have at their immediate disposal **two** backup vehicles **for a total of six vehicles in their fleet.**

#### B. Questions/Answers

1. Is there an existing RFP similar to this one that has been contracted?

**A similar RFP to this one was advertised in FY22, which resulted in the current contracts in place. The current contracts will end on June 30, 2024.**

2. For the six (6) programs that are in place, can the contractor bid on certain ones and/or all six (6) must be included in the proposal? (Section II, page 8)

**The contractor/ proposer does not have to bid on all six (6) programs. However, just a reminder that any programs that are bid on are included in the proposal.**

3. If there is an occurrence of multiple "no shows", will there be an amendment to the contract? Being that the contractor will still have to compensate their employees. (Section III, page 9)

Community Transportation Program (CTP) has a no-show policy in place for the clients and it is strictly enforced. The no-show policy suspends service after a specific number of no-shows in a 30-day period. An occurrence of multiple no-shows will not result in an amendment to the contract, unless NCDOT mandates any updates or changes. There are measures that contractors can take to avoid occurrences of no-shows, such as providing courtesy calls to clients before picking them up.

4. Does every vehicle in our fleet need a wheelchair lift?

Contractor is not required to have a wheelchair lift in every vehicle of their fleet. However, the contractor should have sufficient vehicles to transport wheelchair clients and must comply with the Americans with Disabilities Act. At minimum, the contractor is required to have at least four (4) vehicles available for the use of this program and two (2) backup vehicles for a total of six (6) vehicles in their fleet. At least two (2) of those vehicles must have a wheelchair lift or be handicapped accessible.

5. In the "Introduction" it states the top three (3) highest scoring proposers will be offered contracts. Will those nine (9) areas & hours be divided between providers/proposers?

There are six (6) grant funded programs that will be divided among the proposers according to the outcome of the bids proposals using the scoring methodology in the RFP and what grant funded program(s) the proposers bid for. A separate contract is required for each grant funded program that is awarded to a vendor.

6. Does this contract require the provider to have a particular software for dispatch?

The provider is not required to have a particular software for dispatch, but it would be helpful if they have one that is compatible with our software "TripMaker".

7. For all ADA training classes to be completed will drivers have up to June 30<sup>th</sup>, a day prior to contract day, or by Feb 9, proposal due date.

On page 11 from the RFP, it states "The Community Transportation Program requires that all training be completed prior to providing service." If selected, the drivers will have up to June 30<sup>th</sup>, 2024, to complete training.

8. Are the contractors allowed to go into client's homes?

Service provided is curb to curb, those that need additional assistance may request door-to-door service, and contractors are not allowed to enter into clients' homes. Clients must be independently mobile (includes using walker, canes, or wheelchairs for mobility). Clients may provide their own escort to ride with them to provide assistance at no additional cost.

9. Are the contractors required to transport a person in a wheelchair down a flight of stairs without a ramp?

For safety reasons, the contractors are not required to transport a person in a wheelchair down a flight of stairs or steps without a ramp.