

## Crisp County 5311 Transportation Service RFP

### Response to Questions

#### 1) How are service hours calculated?

- a. Does the timer start when the vehicle is dispatched, or
- b. Does the timer start when the passenger enters the vehicle?

Service Hours start when the vehicle is dispatched or leaves the yard and stop when the vehicle returns. Revenue Service Hours start when the passenger enters the vehicle and stop when the last passenger exits the vehicle.

#### 2) Section C. Fleet Maintenance Questions

- a. The RFP says that all maintenance will be performed following the Crisp County maintenance policy. Can you supply a copy of the Maintenance Policy?

A sample policy from the County's current Contractor is attached as an addendum.

- b. The RFP says that the Contractor shall submit invoices for any work.
  - i. Is my understanding correct in that all maintenance is managed and coordinated by the Contractor, and then also paid for at the time of service by the Contractor, and then reimbursed monthly at the time of invoicing?

All maintenance is managed and coordinated by the contractor. The contractor also pays for the service or repairs at the time of service. The contractor is not reimbursed for maintenance service or repairs. The cost of repairs and maintenance is included in the agreed upon unit rate.

- c. Can you supply a copy of a recent monthly invoice for reference?

N/A

#### 3) What space does Crisp County offer the Contractor?

None. The contractor is required to procure its own space.

- a. Does this include internet?  
The County does not supply internet.

#### 4) Exhibit I

a. Is it expected that this be filled out as part of the RFP?

Yes, this is expected to be filled out as part of the Cost Proposal.

5) Exhibit H

a. Is this the only exhibit expected to be filled out monthly for invoicing?

Yes.

b. Is Exhibit I supposed to be part of the invoicing template, or is it just Exhibit H?

Exhibit I is the Contractor's budget that will support the Contractor's proposed unit rate.

6) The vehicles used appear to be supplied by and owned by Crisp County.

a. How does County intend to give the Contractor an insurable interest in the vehicles?

The contract supports the use of the vehicle by the Contractor and gives the Contractor an insurable interest.

i. Will there be a loan/lease put in place?

No.

b. The Contractor will list Crisp County as an additional insured on applicable policies.

i. Will Crisp County list the Contractor as an additional insured?

No. The County is held harmless.

7) How many different vehicles are used at in a single day?

5 on average.

8) How many different vehicles are used during peak hours?

5 during peak hours.

9) Service hours are listed from 0600 – 1800.

Service hours are not limited to 0600-1800.

a. Does that mean the first passenger can be picked up at 0600, or

b. Does that mean the first driver is authorized to be dispatched at 0600, thus making the earliest pickup possible approximately 0630?

Service hours are not limited to 0600-1800.

10) Exhibit D ☐ Proposer's Cost per Trip

a. There are (3) methods requested on the form.

i. Which method do you want filled in for the proposal and how to be invoiced?

The contract is price per trip.

11) Section G. Fare Collection

a. Can the Contractor require fares to be paid electronically?

Contractors cannot limit payment to electronic only.

12) Alteration requests are on the following pages:

a. Exhibit C: Insurance

Please see the attached COI of the current insurance policy(ies) held by Eastside Transportation.

- Does the General Liability need to be independently \$3MM? No.

- Does the \$1MM and \$2MM umbrella policy satisfy this requirement? Yes.

- Does the \$5MM auto policy make up any of the potential difference for the \$3MM General Liability? No.

- Can there be a separate \$1MM sexual abuse policy instead of it being wrapped up in the General Liability policy? Yes.

b. Exhibit C: Personnel Names

Section D says that all supervisory personnel shall be identified by name and a description of experience given.

The Operations Manager name will be supplied when available. Is this acceptable?

No. All listed roles within the RFP must be identified by name and accompanied with a description of experience. All proposed personnel must be on site.

c. Exhibit C: QRyde features/additions

GDOT provides QRyde scheduling/dispatch software at no cost. Other software is permissible at the cost of the Contractor. Any add-ons to QRyde are also permissible at the cost of the contractor. However, an onsite dispatcher/scheduler is still required.