



SF Paratransit Shopping Shuttle
IFB 09-5936-0001
Addendum #2
December 21, 2009

- I. Responses to Questions
- II. Price Proposal Form
- III. Deadline for Submittals Extended until January 19, 2010
- IV. Project Schedule – Key Events

1. Section IV, SBE - p7, of the IFB, outlines requirements related to the use of SF's **First Source Hiring Program**. Do I understand correctly that, if the total "project fees" paid to any 1 provider are less than \$500,000, the requirement for that provider to utilize the First Start Hiring Program will not apply (i.e., 0 trainees will need to be hired)?
 - a. **IFB Section IV, SBE Program, includes the SFMTA's Training Program requirements, which are in addition to the City's First Source Hiring Program requirements. The SFMTA Training Program has a requirement that trainees be obtained through the First Source Hiring Program's 'One Stop Employment Center'. The First Source Hiring Program requirements apply to City contracts and subcontracts greater than \$50,000 in value or lease of any City property. Please refer to the First Source Hiring Program section of the Draft Agreement found in IFB #09-5936-001, Addendum #1.**

2. The MINIMUM CRITERIA section of the IFB, p67, notes that **auto liability coverage** must be \$2 million per occurrence and **general liability coverage** must be \$5 million per occurrence. These limits are higher than what is required per the Paratransit Group Van contract and would make it prohibitively expensive for many companies to submit a bid. Is there any chance that the RFP may be amended prior to December 29th to require lower coverage limits (i.e., \$1 million per occurrence auto and general liability)?
 - a. **SF Paratransit amends the minimum insurance requirements to \$2 million per occurrence for auto liability and \$2 million per occurrence for general liability. We believe these minimum limits provide an acceptable, cost effective level of insurance given the nature of the service. Please see Addendum #1 to IFB 09-5936-001 for additional insurance program requirements.**

3. We understand that the schedule for shopping trips will ideally be negotiated between the provider(s) and participants. However, does the provider(s) have ultimate authority to set **days of the week and times for shopping shuttle** as long as such times are amenable to the participants? In other words, can provider choose to limit service to Monday - Friday with limited to none weekend trips?
 - a. **A program goal is to maximize efficiencies of service delivery while still meeting the needs of registered participants. The actual schedules, including days of the week and trip times, will be determined by the SF Paratransit Broker in conjunction with the SFMTA, volunteer trip coordinators, and service providers. While SF Paratransit anticipates that midday weekday service will be most cost effective to provide, prospective bidders should not exclude the possibility of weekend or early morning weekday service.**

4. If more than 1 provider is awarded a contract to perform Shopping Shuttle service, what steps (if any) will be taken to ensure that there is an equal **distribution of service** to centers and individual home addresses (given that the cost to service is significantly different for each)? Specifically, is it possible that 1 provider will be asked to perform all trips to/from the Ellis Street and Clementina Street HSA buildings and a different provider assigned all trips for Bayview/Hunters Point and Visitation Valley (which are likely to involve significantly more trips to/from individual home addresses)?

- a. **Prospective bidders should submit a two-tiered rate structure: one set of rates for single point of origin to shopping destination(s) (one-to-one) trips and one set of rates for multiple points of origin to shopping destination(s) (many-to-one) trips. Each rate set of will consist of a rate for Provider supplied vehicles and a rate for Broker/5310 funded vehicles. Please see the Price Proposal Form included with this Addendum.**

Distribution of service will be determined by Broker based upon various factors, including but not limited to, Provider rates, geographic proximity of Provider to catchment area(s), vehicle capacity, number of trips by type (one-to-one versus many-to-one). Ultimately, cost efficiency will be a key factor in aiding any determinations regarding trip distribution.

5. What is the anticipated term of the contract for Shopping Shuttle services?
 - a. **Two (2) base years plus one (1) option year.**
6. What is the anticipated number of billable passenger trips per week/month/year?
 - a. **The projected number of unlinked passenger trips is 33,600 in the first year (700 participants @ 4 trips (2-round trips) per month).**
7. Please clarify how many of the 700 registered participants are expected to travel each week. Is there a limit on how many trips can be provided to a single participant?
 - a. **Currently we envision limiting each participant to two (2) round trips per month.**
8. Eligibility criteria for participants are provided in the IFB. Is the selected contractor(s) responsible for verifying the eligibility of riders prior to scheduling a shopping trip?
 - a. **Yes. Provider shall utilize the Trapeze PASS software (or such other software as shall be designated by Veolia) which will be made available by Veolia for reservations, scheduling, dispatching, and verifying client eligibility. Eligibility determinations will be made by Broker, in conjunction with on-site volunteer coordinators.**
9. What is the estimated revenue hours and miles for this service?
 - a. **This is a pilot program. The Broker has not estimated revenue hours or**

miles.

10. What is the anticipated average revenue miles per one way trip?
 - a. **See above; however, in order to maximize efficiencies, Broker will be implementing service designed around catchment areas, meaning that specific shopping destinations will be designated for each targeted residential facility or neighborhood.**

11. The IFB specifies that shopping locations will be within the boundaries of the City and County of San Francisco. Will trips be eligible to any shopping destination within the boundaries, or only to specific locations identified as eligible in advance?
 - a. **Those identified above in response # 10.**

12. The IFB specifies that shopping shuttle trips must have a minimum of 7 registered riders. At what point will the selected contractor(s) be notified that a particular trip will/will not proceed?
 - a. **Trips must have a minimum of seven (7) riders to proceed. Trips are scheduled one (1) week in advance. Vehicle trips are subject to cancellation at any time. Contractor(s) will be responsible for scheduling of riders and will be conduct notification to riders of trip cancellation(s) upon Broker approval.**

13. In the event that fewer than 7 registered riders are present for a scheduled pick-up, will a scheduled trip be cancelled upon arrival? If so, is there a provision for the selected contractor to recover costs for cancelled service?
 - a. **The Contractor(s) is encouraged to work with the coordinators and Broker to maximize the number of scheduled riders, in order to minimize the likely of falling below the minimum ridership per trip. Should there be an excessive number of advance cancellations for a particular trip, the Contractor with Broker approval, working with the on-site coordinators, may reschedule the remaining riders to alternative trip times and cancel that particular trip. There is no provision for reimbursement of services not provided.**

14. Will the selected contractor(s) be required to provide fuel for the service vehicles?
 - a. **Yes. Proposers' bid per trip rate shall be fully burdened to include labor costs, benefits, any applicable overhead and all material costs related to the provision of services under a resulting agreement. Veolia Transportation promotes sustainable development and encourages prospective proposers to consider alternative fuels.**

15. If the selected contractor(s) are already a contractor for existing SFMUNI/Veolia services, will this service be contracted separately, or as an amendment to an existing service contract?
 - a. **A separate contract(s) for the Shopping Shuttle will be executed.**
16. Other than the specified age and ADA lift requirement, is there any additional vehicle requirement, such as passenger capacity or vehicle type?
 - a. **Vehicles shall be fully capable of transporting seven (7) or more eligible program participants, both ambulatory and in wheelchairs, plus potential accompanying attendants and escorts. Vehicles shall meet all applicable regulatory requirements, including but not limited to the ADA. Contractor provided vehicles shall not be more than 5 model years at the time the contract begins. Additional vehicle requirements, including the requirement for ADA-compliant, side loading lifts or ramps may be found in Addendum #1, Attachment IV – Vehicle Standards. Broker is interested to see what types of vehicles may be proposed.**
17. If 5310 funded vehicles are used in this service, will the selected contractor(s) be required to lease the 5310 vehicle from SFMUNI/Veolia, and if so what is the anticipated lease cost per vehicle?
 - a. **At this time neither SFMTA nor Veolia anticipate leasing vehicles specific to this service. Prospective bidders who already operate 5310 vehicles funded through the CalTrans should propose a rate for these vehicles separate (publicly funded vehicles) from a rate for bidder provided vehicles (privately funded vehicles).**
18. Will the Shopping Shuttle Service require the contractor to provide any additional labor beyond the driver for vehicle service, such as an attendant?
 - a. **At a minimum, the Contractor is expected to provide a project manager/point of contact, sufficient number of drivers to provide the service, and the appropriate support staff to meet the service requirements set forth in the scope of work and draft agreement. Drivers are expected to offer assistance into and out of the vehicle. Each driver, upon request, must assist passengers from the entrance of any dwelling or building. The shopping groups will spend approximately one hour shopping at the store. Shopping Shuttle drivers will assist participants on and off the van and carry up to three bags of groceries per participant. There is no requirement for Contractor to supply escort personnel beyond the expectations placed upon drivers. This does not, however, preclude Contractor from providing supplemental escort services. Any such supplemental service should be identified in Proposer's letter of intent and shall be included in Proposer's bided rates; there is, however, no provision for additional reimbursement of such premium services.**

The Broker recognizes that personnel assigned to this contract might be utilized by contractor for provision of other services not necessarily affiliated with SFMTA. In any instance, Contractor is expected to provide sufficient staffing to meet the Shopping Shuttle service standards. The Service Provider is not expected to provide on-site service coordinators.

19. What are the anticipated regulatory and/or permit requirements for providing this shopping shuttle service. Including driver qualification, licensing, etc?

- a. Prospective bidders should be familiar with all applicable regulatory requirements. Commercial Driver License requirements must be met depending upon the Service Provider's vehicles proposed. Due to the restricted pick-up and drop-off locations, i.e. no school age children will be transported to or from a school or school activity, it is anticipated that GPPV requirements will not apply.**

Contract specific driver and vehicle requirements may be found in IFB 09-5936-001 Addendum #1, Attachment III, Driver Standards and Duties and Attachment IV, Vehicle Standards, respectively. Before hiring or assigning a driver to service for SF Paratransit, provider shall conduct or have conducted a Live Scan fingerprint criminal background check to the maximum extent permitted by state law and enroll said driver in the California Commercial Driver Pull Notice Program and maintain such enrollment for the term of the assignment. Additionally, please refer to the Substance Abuse Program requirements found in Addendum #1 - Sample Contract, Attachment I - Service and Payment, Section 12 – Substance Abuse Program.

20. In terms of individuals being targeted for this service, is this program intended to be a new client base or riders from existing programs?

- a. Both.**

21. If scheduled trips must have at least seven (7) eligible participants to proceed, won't this impede the schedule?

- a. SF Paratransit envisions using vans to simultaneously transport groups of people. We think this is most efficient. Broker will work with Contractor and/or service coordinators to make sure there are at least seven (7) eligible riders per trip in order to be efficient.**

22. When do you think the grocery locations will be determined?

- a. The initial locations will be selected prior to the service start date. As this is a pilot program, such locations may change or be added/deleted/changed over time.**

23. How many catchment areas do you anticipate there will be?
- a. **SF Paratransit anticipates only one catchment area per high-density housing location; however, multiple catchment areas could eventually be employed for the targeted neighborhoods but provider would be expected to use one route at a time for each catchment area.**
24. Has it been determined that there will be liaisons for the neighborhoods or will providers be responsible for taking calls directly from riders?
- a. **SF Paratransit is conducting outreach to establish coordinators in neighborhood community centers, in addition to the coordinators serving the high-density housing locations. It is envisioned that the Broker and coordinators will focus on soliciting program participation and assist potential riders with the eligibility process. Riders will contact providers directly to schedule rides.**
25. Are there any efforts being made to communicate expectations that it would be helpful for clients to have a regular shopping day, say twice per month?
- a. **Yes, that is the intent. Broker will work with on-site coordinators and neighborhood liaisons to promote such standing type of rides. Furthermore there will be a part-time position at SF Paratransit to assist in coordinating with providers.**
26. The coordinators that you speak of, are those volunteers or paid staff?
- a. **For the high-density housing there is a specific services connection project, the Northern California Presbyterian Homes & Services, who will be staffing those positions. For the neighborhoods we are working with staff at the neighborhood senior centers or other volunteers to staff those positions.**
27. Will we be able to submit more questions?
- a. **Addendum #1 provided an extension of the deadline for questions related to this IFB through Wednesday, December 16, 2009.**
28. The insurance policy limit requirements as stated in the IFB are more stringent than the existing group van contracts. Is this something that is at all flexible in this process or is that flexible?
- a. **See response to question #2.**

29. Do you expect the number of registered participants to increase during the first year or is 700 the target?

- a. **The projected number or first year riders is 700, based upon the research conducted. The actual number could be higher or it could be lower.**

30. Is this a 7 day a week service?

- a. **Some reservations for shopping shuttle service may be made seven (7) days in advance or longer and some may be made the day before. We are trying to make this as cost effective as possible but flexible too. SFMTA is looking, to the degree it is possible, to fill gaps in existing demand of service providers that are interested in participating, such as midday on weekdays.**

31. When you say early morning, do you a specific time in mind? Early morning could mean 5:30 or 6:00 am.

- a. **The exact times will be determined by the Broker in conjunction with SFMTA, rider demand, and service provider availability of resources. Service before 6 am seems unlikely.**

32. How many vehicles will be operating in service?

- a. **It is hard to say at this point. Potential bidders should consider the target of 700 program participants and the limit of four (4) unlinked passenger trips per participant per month (2 round trips).**

33. Is this an hourly rate or based upon pick-up and drop-off?

- a. **The rate is a per passenger trip rate: per eligible rider per trip. Providers may not bill separately for escorts or attendants. Fares collected from eligible riders and escorts will be retained by provider and deducted from Broker's reimbursement. Attendants will not pay a fare.**

34. Can you clarify the fare structure?

- a. **The fare is each way. The base fare is \$2 per eligible participant. No separate fare is will be charged for Personal Care Attendants for riders qualified for an attendant under SF Paratransit's ADA service. Escorts pay the \$2 fare. There is a \$1 discounted fare for eligible riders holding a RTC discount card with valid sticker or a current Muni Senior Fast Pass.**

35. Let's say that there are 7 registered persons scheduled for a trip and there are only 5 when we arrive, will we be able to bill for 7 or only 5?

- a. You will only be able to bill for rides provided. We will work with providers and coordinators to try to maximize the ridership per trip.**

36. Will there be an Addendum that requests 4 separate prices?

- a. Yes.**

37. In submitting an application, are to we use the forms that are on the website?

- a. Yes. The website will be updated to include Addendum #1 and any future updates. The required submittals (1 original and 4 copies of each unless otherwise stated) are:**

- i. Letter of interest as described in the IFB Scope of Work (3 pages maximum)**
- ii. Resumes for qualified key team members who would work on this project (project manager at minimum, total of 3 resumes maximum)**
- iii. Price proposal in a separate sealed envelope clearly marked as "Price Proposal Enclosed" as described in the IFB Scope of Work (original only)**
- iv. SFMTA SBE Form #1 (original only)**
- v. SFMTA SBE Form #2 (2 copies)**
- vi. SFMTA SBE Form #2A (original only)**
- vii. SFMTA SBE Form #2B – only required for SBE consultant/joint venture partner and listed SBE subconsultants or suppliers, including lower tier subconsultants or suppliers (original only)**
- viii. SFMTA SBE Form #3 (original only)**
- ix. SFMTA FORM #4 (original only)**
- x. SFMTA Form #5 (original only)**
- xi. Certification Regarding Lobbying**
- xii. Certificate of Non-Collusion**
- xiii. Buy America Certificate**
- xiv. HCAO Declaration**
- xv. MCO Declaration**
- xvi. Non-Discrimination in Contracts and Benefits Declaration**
- xvii. SF Business Registration Certificate**
- xviii. First Source Hiring Certification**

38. Wanted to find out if there was any news on the 5 million dollar Comprehensive General Liability Insurance issue?

- a. Please see response to #2 above.**

39. I know Marc also talked about going to your website and check for any changes regarding this upcoming proposal. Which website is it? Could you send me the link and where would any information regarding this contract be on the website?

a. <http://www.sfparatransit.com/DoingBusiness.aspx>

40. We are a non-profit, are we required to submit the SBE Forms? If so, how should we complete?

a. All prospective bidders are required, to the best of their ability, to submit the SBE forms listed in answer #37 above.

41. Do you have any forms that you would require for a non-profit to submit for this proposal?

a. Non-profit bidders are required to submit all the form listed in answer #37 above.

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PRICE PROPOSAL FORM

FIRST YEAR

Trip Type (per Eligible Participant)	<i>Provider supplied vehicles New vehicles (2006 or newer model year)</i>	<i>5310 Furnished vehicles (or if supplied by Funding Entity, Veolia or other)*</i>
One-to-One	\$ ____.	\$ ____.
Many-to-One/ One-to-Many	\$ ____.	\$ ____.

The above bid per trip rate shall be fully burdened to include all labor costs, benefits, any applicable overhead and all material costs related to the provision of services under a resulting agreement. The One-to-One rate(s) applies to each passenger trip arising from a single vehicle trip with a single origin or destination and serving a common shopping location, such as trips to or from targeted high-density public housing locations or community centers. The Many-to-One/One-to-Many rate(s) applies to each passenger trip arising from a single vehicle trip originating or terminating at individual residences and serving a common shopping location.

Each year, on April 1, a new reimbursement rate to take effect July 1 will be determined by multiplying the Consumer Price Index (CPI; for transportation) for the San Francisco Bay Area, California, USA, as determined by the United States Department of Labor to the reimbursement rate in effect. First CPI adjustment will take effect July 1, 2011, and be based on the period that covers April 1, 2010, to March 31, 2011. The CPI rate for that period will be applied to the current rate to create a new rate, which will be in effect as of July 1, 2011. Any CPI adjustment will be annually calculated thereafter on each April 1 to take effect July 1. The index used shall be the index for the most recent full twelve-month period for which the index is available. Any CPI adjustment can be a decrease as well as an increase based on the above-mentioned index used. Unless otherwise agreed to in a collective bargaining agreement with its drivers, Provider shall adjust the driver wages the same percentage amount as the CPI rate that was applied to the reimbursement rate each time the reimbursement rate is adjusted by the CPI and on the same effective date (provided, however, that driver wages shall not be adjusted downward).

The provider may request or propose a price adjustment outside of the standard CPI adjustment only in circumstances where provider has experienced increased costs beyond Provider's control not reflected in the CPI. Approval of any such rate increase is at the Broker's sole discretion.

NAME OF FIRM

AUTHORIZED REPRESENTATIVE

DATE

PRINTED NAME

Deadline for Submittals Extended until January 19, 2010

Instructions to Bidders

Each bidder is to submit one (1) original and four (4) copies of its letter of interest and team member resume(s) in a sealed envelope. Separately, a bidder should also submit one (1) original price bid, as described in the Scope of Work, in a sealed envelope. Bid submittals must be received no later than Tuesday, January 19, 2010 at 3:00 PM, local prevailing time. Your submittal may be delivered in person; sent via courier, or U.S. mail. Bids that do not arrive at SFPT within the previously stated window of acceptance will not be considered eligible for review.

Bids are to be submitted to Veolia Transportation Services, Inc.'s Contract Administrator, Kent Hinton at the following address:

Kent Hinton
Veolia Transportation Services, Inc.
68 12th Street Suite 100
San Francisco, CA 94103
Ref# IFB 09-5936-001

Ultimate award of contract will be determined by lowest qualified bid(s). This is a non-exclusive provider service. The Broker reserves the right to select multiple providers. Bidders should submit two rates: one rate for provider owned/leased vehicles and one rate for Section 5310 funded vehicles.

Project Schedule – Key Events

IFB Available	Wednesday, December 2, 2009
Pre-Bid Conference	Wednesday, December 9, 2009 at 2:00 PM
Deadline for Questions	Wednesday, December 16, 2009
Bid Due Date	Tuesday, January 19, 2010 at 3:00 PM
Bid Opening	Wednesday, January 20, 2010, at 10:00 AM
Notice of Award	Thursday, January 21, 2010
Service Start Date (no later than)	Monday, February 15, 2010

All times stated are Pacific Standard Time.

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