Questions about 5310 RFP Baker County?

Referencing [RPF NO. 2023-01] FTA 5310 23/25

Identified Proposer: Community Connection Northeast Oregon, Inc.

Thank you for taking your time to answer our questions and allowing us to take part in the RFP solicitation process.

**Page 6, 2.2 Scope, B.:** Deliverables are requested in revenue hours.Are the deliverables for this RFP to be solely revenue hours? In the past deliverables were based on ridership, seeking clarification please?

Please, feel free to use whatever means, revenue hours, ridership, or miles that make sense to you. Revenue hours were suggested by ODOT to address any riderless days or some other circumstances so that it would be fairer to you. No matter what you decide to use, revenue hours, ridership, or miles, that will be the requirement for quarterly reporting.

**Page 8, 2.3 Records and Reporting**: What specific report is required for Drug and Alcohol reports? Is this in reference to US DOT Drug and Alcohol Testing MIS collection form? Is it approved that this is an agency form; all of Community Connection Northeast Oregon, Inc., and not specific to Northeast Oregon Public Transit Baker? Our drug and alcohol program reports and is drawn upon from the entire agency. We are happy to show compliance, however we are obligated to maintain HIPPA and confidentiality within our organization.

See Attachment H

**Page 8, 2.3 Record and Reporting:** Looking for clarification that Baker County is requesting Incident and Accident Reports that would affect the deliverables of the 5310 contract or would be in direct violation of the contract?

Yes. This reporting should already be happening on the OPTIS reporting forms for other grants. Baker County must also be notified.

**Page 8, 2.3 Records and Reporting:** What Special or misc. reports would Baker County be requesting? Is there an example?

There are no examples at this time. However, we will request reports that verify your compliance with federal and state rules when we get audited.

**Page 8, 3.1** **Minimum Qualifications and Proposal Requirements, \*Equipment and Facilities:** As Community Connection Northeast Oregon, Inc. is a non-profit company with many branches in different counties. Is section 3.1 in reference to facilities and equipment being utilized to meet contract requirements? Example, only assets at Community Connection Northeast Oregon Public Transit, Baker Branch; following would be a list of assets utilized to facilitate purchase services and would be updated if other assets would be utilized in a deliverable of equal or greater value? Asset change could be a new vehicle in the Baker fleet.

We are only interested in what facilities, assets, etc. are used in Baker County. Any new vehicle purchase must go through the state’s and county’s procurement procedures.

**Page 9, 3.1** **Minimum Qualifications and Proposal Requirements, \*Standards, 6th bullet:** What are the specific employee and supervisor training, if any? Is there a specific format these need to be submitted in?

You need to tell us how you are going to meet this requirement. Answer questions on Attachment D. It will give you the format to outline staffing and training.

**Page 9, 3.1** **Minimum Qualifications and Proposal Requirements, \*Standards, 7th bullet:** What criminal history, driver history and annual evals are to be provided to Baker County in a timely manner? What format and how detailed? We are asking because there are employment laws that must be adhered to, and we must comply with those laws. The format on our end could be as simple as driver name, dates of all specific checks, and annual eval dates. We can’t supply a personnel eval in its entirety due to previously mentioned employment laws.

Please, explain that on your proposal.

**Page 9, 3.1** **Minimum Qualifications and Proposal Requirements, \*Standards, 9th bullet:** We are happy to support law enforcement and their effort. Is it safe to assume that again, this would only apply to vehicles that are directly related to the 5310 Baker grant and not incidents that happen in say Union county’s 5310 grant that Community Connection Northeast Oregon, Inc. may be facilitating?

Baker County only.

**Page 10, 3.2 Proposal Requirements, 3rd paragraph:** Looking for clarification on specification on submitted proposals please. 1 original hard copy. 4 paper copies (do these need water marked as copies)? 1 PDF format on a flash drive.

Please provide these in the format listed above.

**Page 14, 4.8.2 Evaluation Criteria, 3rd box Organizational Capacity: financial stability, expertise in operating:** What criteria and/or documents are needed to establish financial stability? Is this in reference to page 34 M-2?

Yes.

**Page 15, 5.1.2, Protests:** Can we please get clarification on the highlighted. “County will notify all proposers of intent to award five (30) days before the contract takes effect. All protests regarding the contract award must be filed before contract takes effect.

This is a typo. The County will notify the proposers, (5) days prior to the Contract taking effect.

**Page 15, 5.3.1, Negotiation:** Paragraphs 1 and 2 reference (Attachment J and K). We are not seeing attachment K in the RFP. However, we do see that there are two Attachment “J”. Is the second “J” attachment supposed to be an attachment “K”? (Second attachment “J” pages 76-82)

This is a typo. Just use the second “J” as “K”.

**Page 34, M-2, b:** Our understanding is that this is a purchases service contract. Requesting “rides”, services provided to be reimbursed (paid for) after service is provided. In the event that Community Connection Northeast Oregon, Inc. was unable to perform the purchases service wouldn’t the contract be canceled? Is there a monetary penalty for failed deliverables?

We considered monetarily penalizing failed deliverables, but decided against it. We hope that if there’s an issue that would cause deliverables to fail, that you would consult with the County before stopping the service.

Yes, your contract will be immediately canceled if you can’t perform the purchased services as you describe in your proposal.

**Page 36, M-4, c:** Workload will be based on the needs of Baker County and its residents. Staff will be available to facilitate the needs of Baker County, however (FTE) will be hard to calculate as dedicated to this specific contract prior to ride requests. Drivers will only charge their time to the 5310 when passenger meets the eligibility requirement, Drivers work schedules, (FTE) will change based on the type of eligibility of the passenger and number of rides per work week. Can we please get clarification on this?

This is in reference to the administrative and management personnel as it is described in the RFP.

**Page 64, The types of service are described as follows, 3rd sentence down:** Service is to include rides to and from healthcare appointments, shopping, social engagements, and any other passenger desired destination. Is there a way to specify service area in the contract or perhaps clarify any other passenger desired destination? Example, Jane Smith may want to visit her friend in Las Vegas. Jane smith meets 5310 requirements for eligibility. Would this be covered by our operating policies in our RFP proposal submission?

This is a proposed contract. The successful proposer can negotiate language changes in the final contract.

**Page 64, 3.01 Policies, C:** Onpage 9, 3.1 Minimum Qualifications and Proposal Requirements, \*Standards, 3rd bullet: Provide service on-time for 95% of all Demand Response, within a window of ten (10) minutes deviation from the scheduled pick-up and drop-off times. As the highlighted is the minimum qualification requirement in this RFP. Does response time in reference to our policy, only differ if we expect to exceed highlighted requirement?

This is the minimum requirement standard. Please, state how you are going to address it in your proposal. You will have to have a policy regarding response time for a final contract.

**Page 65, 3.02 System and Records, D:** As rides out of town and remote locations in Northeast Oregon can limit radio contact during all hours of operation, is there another alternative that could be used? Cell phone check-ins, or activity on vehicle tracking?

Please, state how you intend on tracking rides out of town. List any alternative means that you currently use.

**Page 65, 4.01 Accidents Involving Property or Equipment Damage.** We are happy to notify Baker County of incidents and accidents involving the 5310 grant and other grants the QE has a vested interest in for the benefit of the community. To clarify workload and avoid double reporting to ODOT, we would like to seek clarification, that we would notify ODOT and report damaged vehicles?

You need to report to the County as well as ODOT.

**Page 74, 18. Appropriation of Funds:** Notwithstanding any other provision of this agreement to the contrary, if funding for this service is not appropriated through the State of Oregon FTA 5210 Funds, or Baker County, the County reserves the right to cancel this agreement prior to June 30 of each year of the agreement period. Is the highlighted supposed to be 5310?

Typo. Should read “5310”