



1006-2023 ADDENDUM 3

PROVISION OF ACCESSIBLE TRANSPORTATION FOR WINNIPEG TRANSIT PLUS

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
BID/PROPOSAL**

ISSUED: February 14, 2024
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE BID/PROPOSAL AND SHALL FORM
A PART OF THE CONTRACT DOCUMENTS**

Template Version: Add 2021-03-05

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

QUESTIONS AND ANSWERS

Q1: Depending on where the vehicles will be parked nightly, there may be significant distances from our parking area to these points. Is the first pick-up point scheduled with the software in mind to minimize travel distances or are the starting pick up points determined by start time demand.

A1: We will input origin locations for all vehicles in the system. The system does consider the origin when scheduling, however based on the requests for the day, we cannot guarantee where in the City the first pick-up will be.

Q2: I would like to clarify whether the travel distance to and from the shop is included in the total daily hours that are billable back to the city?

A2: Yes, the new system (Spare Labs) that will be in place when this contract starts does consider start and end points and ensures drivers can get to their 1st pickup/back from their last drop-off within their scheduled runes.

Q3: I would like to know how much time the system allows me to arrive at my first pick-up point after logging on.

A3: Pickup times are not based on when the driver logs in. The system allows drivers to log in approximately five minutes prior to the run starting to see where the first pick up is. Please see above for more information.

Q4: I would appreciate it if you could explain how the hours will fluctuate with demand, specifically in relation to E14. Will there be days when fewer than 10 vehicles are required on the road. As all start times and end times are flexible and determined daily, I would also like to know if there is a minimum number of drivers required at the start of the day or if this number can fluctuate. Additionally, will we receive information on the number of trips booked in advance of the start of the day?

A4: We schedule our fleet on a seven-day basis, so you will always know the required vehicles and vehicles hours a week in advance. If there is a persistent decline in demand that requires vehicles removed from service, this will be communicated in advance. D27.8 explains guaranteed hours in the event this were to happen for a prolonged period of time.

Q5: Understanding that there is the possibility for some change, can you give some idea of cost and timing for the City provided training, or perhaps provide a precedent for what this training has looked like / cost in the past?

A5: The City offers two different options for the training. There is car only training, which is one-day, costs \$75 (currently) and consists of Transit Plus policies, disability awareness training and service expectations. There is a written test that must be passed. The other option is a three-day training that includes the components above, but includes practical securement components. There is a written and practical test for this training and it costs \$267 (currently). For this contract, drivers will only be required to complete the one-day course. A course will be scheduled after award.

Q6: Is the city-provided training the only training that the City feels is necessary for drivers to operate under this contract?

A6: It is the only training that is mandatory. We encourage our contractors to have a robust training program, as detailed in their operating plan.

Q7: Is there a need for the proponent to provide any dispatch / a dedicated phone line in support of the contract?

A7: see D23, E9.4 and E9.5

Q8: Are there requirements for specific mobile devices or mounts to be used in vehicles? We note that Tab E (referenced within the RFP documentation) is no longer being made. We also note the potential for cost savings on some devices. If specific makes and models for any hardware installed in the vehicle are required (e.g. cameras and DVR system), can these please be detailed clearly?

A8: There are not, what is being proposed has to be approved by the Contract Administrator. The Camera/DVR system is supplied and installed by the City currently. The City may allow a 3rd party installer subject to approval by the Contract Administrator.

Q9: Is it a mandate to have Toyota Rav 4 as the vehicle of service or can we have SUV's from the same segment, style, passenger capacity but different manufacturer? There have been long eta's for availability of Toyota Rav 4's

A9: See B6 and E5.4

Q10: Regarding the evaluation criteria outlined in the RFP, could you please provide insight into the rationale behind allocating 60% weight to Bid Price and 15% to the Experience of the Proponent? Particularly, considering that Bid Price hasn't been evaluated as prominently in past evaluations, how will the potential risk of a lowball bid from an inexperienced bidder be addressed and accounted for?

A10: See B21.13

Q11: With reference to section D2.2 and the significant investment in assets, would the City be open to extending the notice period to a minimum of ninety (90) Calendar Days?

A11: It is currently within 90 Calendar days. The City will approach the successful bidder as early as possible regarding a potential extension.

Q12: Concerning E5.17 and the cost associated with the mandated security cameras, is the City open to the Proponent sourcing similar camera equipment from an alternative supplier, subject to approval by the Contract Administrator?

A12: No, the City will procure and oversee the camera/DVR equipment as per the RFP.

Q13: Regarding safety requirements, could you clarify if the mandated cameras include dashcams, or if the contractor can install their own dashcams?

A13: This can be discussed after award. The City will need to confirm with the Privacy Office on this.

Q14: Does the City's dispatch program include a GPS tracking system, and if so, would it be available for the contractor to utilize in monitoring their fleet to ensure on-time service?

A14: The City is in the process of implementing a new booking and scheduling system that will be in place by the time this RFP starts (Spare Labs). We are finalizing the implementation of this currently. This feature may or may not be available at the beginning of this RFP, but is planned in the roadmap of the software.

Q15: Regarding requirement E5.35, specifying that the proponent must supply a list of equipment within 3 days upon request from the Contractor Administrator, could you clarify the timeframe for when this requirement would be applicable?

A15: This is correct. However, the Contract Administrator does need to approve the vehicle selected if different than the Rav4 referenced in the RFP.

Q16: Regarding E14.2 and D27.8, which seem to present conflicting information regarding minimum service hours, could you confirm whether D27.8 remains valid and applicable? E14.2 which states that "there is no minimum" hours because they are based on service demand contradicts D27.8 which states the "City shall guarantee to pay the Contractor a minimum of 24, 960 vehicle hours per year". We feel strongly that D27.8 is a good benchmark and is required due to the substantial capital investments required of the Proponent.

A16: E14.2 is the estimated quantities. It does state "maximum distribution of runs for the Work. There is no minimum as the Work is done on an as required basis. All run start and end times are flexible and are determined daily based on service demand. time out and time in may change on a daily basis". D27.8 outlines the guaranteed hours to be paid if demand requires vehicles to be removed from service for a period of time that the annual hours drop to or below those outlined in D27.8

Q17: Could you please provide further details regarding Time Out and Time In as outlined in E14.2? Specifically, does travel time to and from the garage, designated as a central location, factor into the 12-hour schedules? This is to ensure compliance with employment standards regarding maximum work hours and overtime.

A17: answered above

Q18: Considering that drivers are mandated to be employees, how will the daily schedules, constructed by the City, accommodate ESA requirements for 30-minute breaks?

A18: Contractors are responsible for scheduling their staff in order to accommodate breaks.

Q19: Would the City be willing to negotiate a different rate for Statutory Holidays?

A19: Statutory holidays are to be considered in your unit price.