



752-2024 ADDENDUM 2

PROVISION OF ACCESSIBLE TRANSPORTATION FOR WINNIPEG TRANSIT PLUS

URGENT

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

ISSUED: January 27, 2025
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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 2024-02-01

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.

PART D – SUPPLEMENTAL CONDITIONS

- Revise: D12.1 (a) to read: a performance bond of a company registered to conduct the business of a surety in Manitoba, in the form attached to these Supplemental Conditions (Form H1: Performance Bond), in the amount of fifteen percent (15%) of the first (1st) year of the Contract Price; or
- Revise: D12.1 (b) to read: an irrevocable standby letter of credit issued by a bank or other financial institution registered to conduct business in Manitoba and drawn on a branch located in Winnipeg, in the form attached to these Supplemental Conditions (Form H2: Irrevocable Standby Letter of Credit), in the amount of fifteen percent (15%) of the first (1st) year of the Contract Price; or
- Revise: D12.1 (c) to read: a certified cheque or draft payable to “The City of Winnipeg”, drawn on a bank or other financial institution registered to conduct business in Manitoba, in the amount of fifteen percent (15%) of the first (1st) year of the Contract Price.

PART E – SPECIFICATIONS

- Revise: E6.3 (b) to read: a non-refundable fee of \$79.00 per driver for a full single day course or \$280.00 per driver for a three-day course, as determined and adjusted at the City’s discretion, will be charged and is payable in advance, to cover the City’s costs in providing training. Note that the cost is adjusted annually to account for inflationary increases;

QUESTIONS AND ANSWERS

- Q1: In transit service related contracts, it has been our experience that the Contract Security required by a municipality is no greater than ten percent (10%) of the first (1st) year of the Contract Price. Would the City of Winnipeg consider lowering the percentage from fifteen percent (15%) to ten percent (10%) (or less) to reflect the typical industry standard?
A1: See above revisions to D12.1 (a), D12.1 (b), and D12.1 (c) within this addendum.
- Q2: What payment methods are available to passengers? Is a prepayment card one of the payment methods? Which methods are required to be processed using the mobile device (E5.11)?
A2: Winnipeg Transit Plus customers can pay for their fares using physical fare products purchased from Winnipeg Transit or an authorized reseller (tickets, tokens, paper passes), cash, or a digital fare product (“e-

cash”) purchased from Winnipeg Transit, which is associated directly to the purchasing customer. Payment cards are not accepted on-board Winnipeg Transit Plus vehicles at this time, and physical fares collected are recorded on the mobile devices specified in E5.11 of the RFP via the trip-booking software (developed by vendor Spare) used by Winnipeg Transit Plus. Changes to fare payment method are also processed in the same manner using mobile devices (e.g. if a customer had originally booked their trip to pay using a physical fare method, but once on-board the vehicle, asked to change to paying using their e-cash balance).

Q3: Will the Contractor be granted access to Spare Labs for monitoring purposes (E11.1)?

A3: The Contractor will not be granted access to the trip-booking system used by Winnipeg Transit Plus at this time. Winnipeg Transit Plus can share certain types of data produced by the system with Contractors relevant to their drivers and fleet, and is working with the software vendor on possible future solutions for Contractor-specific access.

Q4: How does the City suggest that any training provided by the Contractor to the drivers (E11.2) conform to the City’s training content (E6.3)? Specifically, can the Contractor’s training staff attend the training discussed in E6.3?

A4: Winnipeg Transit Plus provides support to Contractors to assist them in ongoing training/driver support under section E11.2 of the RFP, such as from our team of Transit Plus Inspectors. Additionally, at times, Winnipeg Transit Plus may produce training materials to be delivered to drivers by the Contractor under section E11.2 (e.g. system upgrades or changes, etc.). Further, the Contractor’s training staff are welcome to attend the training discussed in E6.3 to assist in their understanding and support of drivers.

Q5: In regard to references to “equipment” in D14.1 and Form K, what equipment is contemplated here, or is it meant to capture buses only?

A5: D14.1/Form K is meant to capture details about the vehicles to be used.

Q6: We understand that ‘Winnipeg Transit Plus’ services are delivered by several contractors. Is there a defined geographic area of operation for each contractor?

A6: No, there is not. All Contractors make receive trips anywhere within the geographical boundaries of the City of Winnipeg. The boundaries are defined in Council Policy TR-002 (source: <https://clkapps.winnipeg.ca/DMIS/Documents/DocExt/CP/3674.pdf>).

Q7: If there is a *defined* geographic area, then is the fleet delivering the service required to be based and dispatched from a location within that area?

A7: The fleet delivering the service is not required to be in the defined geographical boundaries of the City of Winnipeg, however, all other obligations with respect to start/end times must be able to be accommodated by the Contractor.

Q8: If there is *no defined* operating area, can the City expand on the methodology currently used to assign work to each contractor?

A8: Work is assigned by our trip-booking system (software vendor “Spare”). The scheduling engine in the software determines the most appropriate vehicle for a customer’s trip based on the customer’s mobility aids/medical devices, their destination and requested time, and the vehicle fleets available for a given day, among various other factors such as anticipated traffic time, etc.

Q9: There is no reference in the RFP to the storage requirements for vehicles used to deliver the service. Would the provision of indoor storage by the proponent result in a higher evaluation?

A9: Proposals will be evaluated solely using the criteria described in section B21 of the RFP.

Q10: Does the City provide a location for contractors to store their vehicles?

A10: Contractors are responsible for storage of their vehicles.

Q11: Since the location that vehicles are stored relative to the area serviced will impact operating costs, will the City cover the fuel costs regardless of the storage location?

A11: Fuel costs are the responsibility of the Contractor.

Q12: There are several references in the RFP noting that compliance is required to 'Winnipeg Transit Plus Policies and Procedures' and/or to 'Winnipeg Transit Policies'. Can the City provide a copy of the relevant Policies and Procedures?

A12: Policies and procedures are reviewed with the Contractor post-award as well as via the required training course. Council Policy TR-002 (source: <https://clkapps.winnipeg.ca/DMIS/Documents/DocExt/CP/3674.pdf>) defines the overall policies and guidelines that govern the provision of accessible transit service for Winnipeg Transit.

Q13: In section E2.1, it states that the first pickup is at 6am and last pickup is at midnight. It does not state a last drop off time. In E14.1, Table 1 states a maximum daily total of 16 hours of service. Depending on the location of the first pick-up and last drop-off this could exceed 16 hours. Can the City please explain how the work is assigned to clearly understand work scheduling and assignment.

A13: In most circumstances, customers of Winnipeg Transit Plus are provided 30-minute windows within which they will be picked-up/dropped-off. Vehicle service hours are scheduled accordingly. For example, 16 vehicle service hours (17.5 hours with 1.5 hours of unpaid breaks included) may be scheduled between 7:00 a.m. and 12:30 a.m. Should unforeseen delays take place, Contractors are required under section E2.2. of the RFP to ensure customers with trips scheduled at the start of operating hours are picked-up on time, and at the end of the operating period, shall complete all remaining trips which are either in-progress or scheduled. Sections E2.3 and E2.4 speak further to operating hour obligations.

Q14: In section E5.22 the RFP speaks to the application of Winnipeg Transit Plus Decals, will the City provide these decals and the installation scheme?

A14: Winnipeg Transit Plus defines the requirements for decaling, and the costs of decals and installation are the responsibility of the Contractor.

Q15: Section E5.17 requires signage alerting customers on video and audible collection, inside the vehicle and outside. Will the City be supplying the decals? If not will the City supply the requirements, size, colour, font, location, language, etc.

A15: Winnipeg Transit Plus provides these decals to Contractors.

Q16: To ensure there is no discrepancy regarding E5.21, can you provide a cleaning standard the contractor will be measured against.

A16: Winnipeg Transit Plus expects all vehicles operated by Contractors to be kept clean condition, which entails ensuring that vehicle interiors are kept free of dust/dirt/debris to the extent possible (with consideration given to inclement weather and associated debris such as snow and water), ensuring that vehicles are free of tripping or other hazards due to garbage or forgotten items, ensuring that vehicle interiors have a neutral odour, ensuring that vehicle exteriors/decals are clean and clearly visible (with consideration given to inclement weather), as well as ensuring that vehicles are promptly removed from service and cleaned in the event of significant contamination (e.g. vomit, fecal matter, etc.).

Q17: The contractor is responsible for the purchase of 12 vehicles specified by Winnipeg. Can you discuss the reimbursement process in the event the contract is cancelled, for whatever the reason?

A17: As per section B22.7 of the RFP, the Contractor would be paid for all services rendered up to time of termination (e.g. vehicle service hours). Contractors are solely **responsible** for their vehicle fleets in the event of reduction of service hours, contract termination, etc.

Q18: What is the specific duration and format of the training program (e.g., classroom, online, or practical)?

A18: For the Work to be delivered under this Contract, drivers are required to attend a three (3) day training course consisting of both classroom/theoretical and practical training. The duration of each course day is generally from 8:30 a.m. until 4:00 p.m.

Q19: Is there a limit to the number of drivers who can attend training simultaneously?

A19: The number of drivers that can be accepted per course is determined by Winnipeg Transit Plus based on the current needs of its Contractors. In the event that a Contractor wishes to train more individuals than Winnipeg Transit Plus can manage, Winnipeg Transit Plus will offer additional training courses to accommodate.

Q20: How many hours is the typical refresher driver training?

A20: Refresher training can range from a reduced ½ day (e.g. 8:30 a.m. to noon) course or may entail completion of a full single day or the full three (3) day course. As per section E6.3 of the RFP, training parameters will be at the sole discretion of the City of Winnipeg and may be adjusted from time-to-time.

Q21: How often has refresher training occurred in the past?

A21: Refresher training occurs minimally on a three (3) year cycle as described in section E6.4 of the RFP. Outside of this defined cycle, refresher training may be required at any time to improve performance as per section E6.5 of the RFP. It is the experience of Winnipeg Transit Plus that refresher training outside of the defined cycle is not generally required, however, this is dependant on the performance of drivers and as such Winnipeg Transit Plus cannot predict the extent to which such refresher training may be required.

Q22: What is the current fee per driver for refresher driver training, and how often is it adjusted?

A22: See above revision to E6.3 (b) within this addendum.

Q23: Could the contractor's trainers be certified through a Train-The-Trainer program, conducted by the city, to conduct driver training currently delivered by city personnel including new hire, remedial and refresher training?

A23: As per section E11.2 of the RFP, Contractors are also responsible for providing ongoing training and support to their drivers and to address any demonstrated, reported, or known areas of deficiency, however, at present, new hire and refresher training must be delivered by Winnipeg Transit officials.

Q24: Is there a uniform or specific attire standard beyond the high-visibility vest?

A24: There are no additional uniform requirements apart from the items as defined in section E6.6 of the RFP (i.e. high-visibility vest, no sandals or open toe shoes, well groomed and professionally attired, wearing Winnipeg Transit Plus identification, etc.). Contractors may opt to exceed minimal requirements and may consult with the Contract Administrator regarding such requests.

Q25: Are there guidelines for what constitutes "professionally attired"?

A25: Apart from the requirements discussed in section E6.6 of the RFP, "professionally attired" is to be interpreted as wearing clothing that is well-tailored, modest and appropriate for a professional workplace (e.g. no offensive logos or images, etc.).

Q26: Will current drivers onboarding to a new contractor have a modified training requirement? and what would the requirements be?

A26: This would be dependent on the status of the driver onboarding to a new Contractor (e.g. if the driver in question was already in good standing and not due for initial or new hire training, they could onboard to a new Contractor immediately).

Q27: Are the drivers working for current contractors unionized? If they are, can we have a copy of their CBA?

A27: All Winnipeg Transit Plus drivers are employed by private Contractors, and as such, all employer-employee matters are the purview of each individual Contractor.

Q28: Is there any obligation for the successful contractor to hire all or a portion of the work force of the incumbent contractor?

A28: No.