



**RFP: PROFESSIONAL AND CONTRACTED SERVICES
FAQ – Public Transportation Operations**

Service Questions:

Q. Per the RFP – Professional and Contracted Services Heritage states on page 8 that the transportation contractor will be paid per revenue hour. It also states in this section that revenue service includes layover and recovery time. But it does not include deadhead; vehicle maintenance testing; and meal breaks. Can Heritage please provide feedback on what the time threshold is that triggers a meal break versus a layover or recovery period?

A. Recovery time is typically 10 minutes or less. A meal break is anything in excess of 15 minutes.

Q. Would Heritage entertain pricing presented with and without explicitly billing dead head?

A. Heritage prefers the revenue hour pricing model.

Q. Would Heritage entertain pricing which includes a fuel escalator?

A. Heritage would entertain a fuel escalator clause.

Q. Per Attachment #1 – Public Transportation Operations Scope of Services Heritage states on page 4 that On-time performance of 95% or above is required. On-time is considered zero minutes early and no more than 5 minutes past scheduled time at time points. Can Heritage please provide feedback on the following.:

Q. How does Heritage currently measure on-time performance?

A. On-time performance is measured at the timepoints which are listed on the public timetable. All timepoints are stops. Heritage receives a daily shuttle report that lists stops and times passenger board and alight. On-time performance can be calculated from this report.

Q. Can Heritage provide the last 12 months of on-time performance reports per route by weekdays and Saturdays?

A. Heritage will provide this data to the selected provider.

Q. Does the current contractor report this information to Heritage or does Heritage have the ability to measure on-time performance through the provided AVL solution?

A. Currently the information is derived from the daily shuttle report provided by the Contractor. Heritage can calculate the on-time performance from the daily shuttle report.



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Q. Are there any penalties when on-time performance is not met?

A. Heritage will enter into an Agreement with the successful provider. The Agreement will contain agreed upon performance metrics with associated penalties.

Q. Could Heritage provide additional specific detail about the characteristics of the envisioned demand response and demand response/ fixed route combinations? This general description does not provide sufficient information for pricing. There are many more elements impacting price than "span of service, service area and parameters."

A. Heritage does not have any requirements for the possibility of future demand response services. Heritage will be analyzing its service as well as service delivery method. The analysis may or may not recommend alternative service method(s). Heritage wants the flexibility with the new service provider's contract to have the option of changing service delivery methods if warranted. Demand response services would require reservation and scheduling software and as such, the Appendix B of the RFP was designed to provide proposers to submit different pricing based on the service delivery method.

Q. Based on the current state of transit service delivery and the need for transit providers such as Heritage to regularly adjust revenue hours due to COVID reduced demands, will Heritage include a plus/minus revenue hour threshold in which a contractor will be able to renegotiate rates if certain thresholds are met?

A. Proposers can submit pricing with thresholds for renegotiating rates.

Q. Can Heritage please provide the current turn by turns for each route?

A. They are currently posted on the RFP page of Heritage's website.

Q. How much notice does Heritage intend to provide for "adjusted schedule...including route changes, service delivery method changes and stop changes"?

A. Heritage would provide 30-day notice for changes to fixed route service and 45-day notice for changes in service delivery method.

Q. How does Heritage envision consideration of mitigating factors that impact on time performance such as construction and road closures?

A. Heritage will make every effort to take into consideration any and all road closures and construction.



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Q. Will Heritage evaluate all contract years for pricing purposes including the option years, the base contract years or just the first year? The pricing proposal only includes the base years.

A. Heritage will evaluate the contract pricing for the first three years. Pricing will be negotiated for option years if executed.

Q. For option years, will Heritage and the contractor re-negotiate pricing, or will an edited pricing proposal page be provided to include the two one-year options?

A. Pricing will be negotiated for option years if executed.

Q. Please confirm that there is no contract specific DBE goal for this RFP.

A. There is no contract specific DBE goal for this RFP.

Q. What are the top 3 items that Heritage would like to see the contractor of transit service make improvements on?

A. Improve metrics

Provide operational summary reports

Increased technology to enhance operations

Vehicle Questions:

Q. Per Attachment #1 – Public Transportation Operations Scope of Services Heritage states on page 2 that the contractor must provide the appropriate number, type and size of vehicles. Can Heritage please provide further feedback on the following?

Q. How many vehicles does the current Contractor provide?

A. 5

Q. What make, model, year, fuel and seating capacity are the current vehicles that are provided?

A. 2013 Ford E350 14-ambulatory 3- wheelchair spots
2016 Ford E350 14-ambulatory 5- wheelchair spots
2017 Ford E350 14-ambulatory 3- wheelchair spots
2017 Ford E350 14-ambulatory 3- wheelchair spots
2019 Ford E450 14-ambulatory 5- wheelchair spots

All vehicles are gasoline powered

Q. Does the current vehicle fleet size, styles and seating capacity meet the Heritage transportation needs?

A. Yes



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Q. Does Heritage require destination/headway signs that provide the route and destination for each vehicle? If yes, what is the requirement for sign placement - above the driver in front of the bus or other signs including curb side or other locations?

A. The route name needs to be displayed on a headsign and/or a curbside exterior sign.

Q. If destination signs are required, does Heritage require digital displays?

A. No

Q. Are there any specific vehicle requirements such as age, mileage, seating capacity, wheelchair capacity or fuel requirements?

A. A minimum of 14 passenger van with the ability to transport one wheelchair.

Q. Does the current contractor provide an AVL solution? If yes, please provide the name of the AVL product in use.

A. The current provider has developed an internal program to track its vehicles.

Q. If the current contractor provides an AVL solution, is vehicle location and schedule adherence provided to the public? If yes, what communication channels are used to provide vehicle and schedule adherence to the customers?

A. The vehicle location is provided to the public in real time via <https://myheritageride.com/>.

Q. Does the current AVL system provide Heritage with Automatic Passenger Counter Data by stop and route?

A. There is no APC. Operators record passengers boardings and alightings into an onboard tablet.

Q. Does the current AVL solution meet the Heritage customer and administrative needs?

A. Yes

Q. If the provided AVL solution does not meet the current Heritage needs, can you please explain what improvements Heritage would like to see?

A. Heritage would like to see an APC added.

Q. Who maintains and provides the myheritageride.com site that shows vehicle locations online?

A. The current provider.

Q. Under the AVL solution requirement, is it required that the contractor provide the Port Authority bus location information as well on the same site or can the contractor work with Heritage in providing both a Heritage specific product and the GTFS feed to Google maps to show connections with PAAC?

A. Negotiable

Q. What electronic equipment solution is used to record fare payment data?

A. Contractor developed its own software program. Operators use a tablet to record method of fare payment. Card readers are attached to the tablet to record rider cards.

Q. Does the current fare payment solution meet your data gathering needs?

A. Yes

Q. If the current fare payment solution does not meet Heritage's needs, please provide detailed information on the data needs that are needed to be captured?

A. Not Applicable

Q. Besides camera angles showing fare payment and/or passenger boarding, are there any other camera angle requirements or additional views?

A. No

Q. Based on the need to capture fare payments and passenger boarding, please confirm that a continuous surveillance camera solution is needed on each vehicle.

A. Yes

Q. Can Heritage please provide the branding markup for vehicle?

A. Heritage purchases customized vehicles wraps for the vehicles that are used to provide the Agency's transit services. The picture below shows the current wrap. The wraps are paid for by Heritage unless the wrap is damaged by the provider.

TRANSPORTATION





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Q. Does the phrase which includes advertising wraps refer to the Heritage brand being vinyl wrapped on the vehicle or does this mean Heritage expects to be able to raise funds through the sale of advertising on the provided vehicles?

A. At this time, Heritage does not have advertising wraps. This may be of interest to Heritage in the future.

Q. Please confirm that the contractor will not be responsible for the advertising solicitation, art generation or the cost of advertising installation, removal or advertising damage.

A. The contractor will not be responsible for the advertising solicitation, art generation or the cost of advertising installation or removal of the advertising. If the advertising medium is damaged due to an accident or negligence, the Contractor would be responsible for replacing the advertising medium.

Q. Per Attachment #1 – Public Transportation Operations Scope of Services Heritage states on page 5 that vehicles are required to be equipped with fareboxes and that Heritage provides 6 Diamond fareboxes. If the contractor provides more than 6 vehicles to ensure an adequate spare ratio, will Heritage provide additional fareboxes and vault boxes?

A. Yes

Reporting Questions:

Q. For the description of “detailed invoices,” please clarify whether Heritage is looking for an operational data report that would accompany the invoice, or to have all this detail included in the actual invoice?

A. Heritage will accept a detailed invoice or an invoice and a separate document with the operational details.

Q. Please provide a definition of "total pay hours."

A. Total hours paid to operator

Q. Please define the scope and tasks envisioned in "assist with data validation."

A. Attached is a document that outlines the current data validation procedures. Heritage expects the successful proposer to provide same or similar data validation assistance.

Q. Given that employees generally record data, which is reported by the Contractor as required, please clarify the requirement for "employees to report data."

A. In addition to operators recording data, there may be instances when operators may be asked to manually provide data such as when electronic equipment malfunctions or when electronic data is skewed and we ask for a manual count.



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Q. Per Attachment #1 – Public Transportation Operations Scope of Services Heritage states on page 6 that the Contractor is required to submit its plan to collect and record fares. Also, it states on page 7 of the RFP document that the fare collection process (including recording fares and tracking fareboxes and vaults) should be included. Therefore, can Heritage please provide the Heritage Community Transportation’s Fare Policy and Procedures to allow proposers to structure a fare collection process that is compliant with current policy?

A. Attached is Heritage’s current Fare Training Manual as well as a document that provides the current Fare Box Collection and Reconciliation Process. Please note that this RFP has added the following new requirement – *“The Contractor will be required to securely store the cash vaults and deliver them to HERITAGE.”*

Q. Can Heritage please provide all incumbent contractor billing files, monthly management reports and all reports deemed part of the monthly reporting requirement including calendar year 2020 and year to date? Specifically, all reports generated and provided by the contractor per Attachment #1 – Public Transportation Operations Scope of Services Heritage on pages 7 thru 9 with detailed revenue hour billing.

A. The RFP details the requirements for billing and reports.

Q. Can Heritage please provide month to date reports per this requirement?

A. The RFP details the requirements the reports.

Q. How is the current data being generated and reported? Is this information being provided via the AVL system?

A. Contractor developed its own software program. Operators use a tablet to record method of fare payment. Card readers are attached to the tablet to record rider cards.

Q. Please provide detailed feedback on how the rider ID and card expirations are being tracked on the vehicle by the driver.

A. The tablets on the vehicles are equipped with a card reader.

Q. Several of the tracking/reporting requirements seem to refer to NTD sampling to generate passenger miles traveled. Please confirm that the following are to be reported daily and then provided weekly. Or is the following part of an NTD random sampling process that will occur during the next mandatory sampling year? (Number of Passengers Boarding , Number of Passengers Disembarking , Number of Passengers on Van after Stop , Distance to previous stop , Passenger Miles)

A. The above data is expected to be captured on a daily basis. At this time, Heritage does not receive federal dollars and as such is not required to report data to the NTD nor conduct NTD sampling.



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Q. If the data listed in the question above is being provided weekly and not part of an NTD sampling process, how is the current contractor generating this data?

A. Operators use tablets to record each time a passenger boards and alights the vehicles. The tablets are programmed to capture the locations of stop activity including longitude and latitude. The data is imported into a spreadsheet that provides by time and stop location the following: passengers on and off, number of passengers on board and distance between stops. These entries enable a calculation of passenger miles. Heritage is not required to report data to the NTD.

Q. Daily ridership by fare instrument - how is this currently being provided and how is the data currently collected on the vehicle? Does the current data collection meet Heritage's needs? If it does not, what can be improved?

A. Operators record each passenger's method of fare payment into a tablet. A card reader that is attached to the tablet captures rider cards that have embedded barcodes. The current data collection meets Heritage's needs. Summary reports of the data would be an enhancement to the current process.

Q. Ridership by day and by stop - is this being specifically reported via the contractor provided AVL system? If it is not, please present detail on how this is being provided and collected on the vehicle.

A. Ridership by day and stop is reported by the Contractor using their data collection system.

Q. Will Heritage accept the option to audit individual MVR's instead of receiving copies?

A. Heritage would be willing to accept a form from the provider certifying the MVR check, criminal record, Child Abuse Registry were performed and meets the standards as well as the actual record checks being subject to audit.

Q. The FTA does not require pre-employment alcohol testing. Should that reference be stricken from the drug and alcohol program section?

A. Heritage is willing to remove this requirement from the section if needed.

Q. Please provide the past 3 months of Maintenance related reports that have been provided by the current contractor.

A. This is a new requirement.

Q. Do the reports provided by the current contractor meet Heritage's needs? If not, please provide additional details that are desired.

A. Heritage expects to work with the Contractor to receive a base level report on vehicle maintenance.



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Q. Would Heritage consider having maintenance records available for review upon request as opposed to monthly submission?

A. Heritage wants a base level monthly maintenance report.

Q. Please specifically define the damages referenced in the "failure to provide the required reports."

A. This will be part of the Agreement with the provider and negotiated.

Operational Questions:

Q. Per Attachment #1 – Public Transportation Operations Scope of Services Heritage states on page 10 that operators are required to have an employee ID. Does Heritage provide the ID badges or is it the requirement of the Contractor?

A. The contractor provides the employee ID badges.

Q. If the Contractor is required to deliver cash vaults to Heritage, can that time be invoiced? How does Heritage envision scheduling the transfer and ensuring security?

A. The time for transporting vaults cannot be invoiced. The cost of transporting the vaults should be included in the hourly rates. Vaults will be required to be transported locked.

Q. Can the cost (staff time) of the driver meetings be invoiced for Heritage?

A. All staff time should be built into the per hour cost.

Q. How does Heritage plan to schedule these driver meetings with consideration of the shift's drivers are working?

A. Heritage will schedule more than one meeting to accommodate shifts.

Q. Will Heritage provide an agenda for the meetings in advance?

A. Yes

Q. Will other non-driving staff directly involved with the provision of Heritage service be included in the meetings?

A. Yes

Q. MV strives to retain as much of the current workforce as possible with feedback from each client. Therefore, to ensure we meet current wages or even exceed them to ensure a strong team, can Heritage please provide the breakdown of the current staffing levels for the operation's administrative positions.

A. Drivers are not employed by Heritage Community Initiatives.



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Q. Can Heritage please provide the breakdown of the current drivers to include the following; Total Full Time Drivers, Total Part time Drivers, Years of service breakdown for the total number of Drivers operating the service, Rate of pay per current years of service, and Summary of benefits and paid time off?

A. Drivers are not employed by Heritage Community Initiatives.

Q. Will Heritage evaluate all contract years for pricing purposes including the option years, the base contract years or just the first year? The pricing proposal only includes the base years.

A. Heritage will evaluate the contract pricing for the first three years. Pricing will be negotiated for option years if executed.

Q. Have driver shortages or other staff shortages been a challenge for the Heritage service? In Heritage's opinion, if shortages have caused operational issues, are there any specific items that need to be addressed to help alleviate these shortages such as pay scale increases, etc.?

A. Heritage is unaware of any driver or other staff shortages that have resulted in operational issues.

Insurance Questions:

NOTE: HERITAGE COMMUNITY INITIATIVES has reviewed the Port Authority's requirements for its Paratransit Operating Permits and has decided to let stand the requisite insurance as noted in our RFP.

Q. Can Heritage confirm that the Commercial General Liability ("CGL") coverage required under the RFP is on a Combined Single Limit/Split Limit Policy basis and not a per occurrence-basis/claims made basis? Our understanding is that CGL coverage is typically underwritten on a per occurrence/claims-made basis and that the CSL/SLP designation is typically reserved for commercial auto policies.

A. The General Liability should be on a \$2M Per Occurrence Basis.

Q. Can Heritage confirm whether the Umbrella "follow-form" coverage should provide coverage over both the CGL and Commercial Auto policies or just the CGL?

A. Umbrella follow-form should provide coverage over both the CGL and the Commercial Auto



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Q. Can Heritage confirm whether the Uninsured Motorist Coverage of no less than \$35,000 is separate from the requirements of the Commercial Auto Policy which requires \$2M/\$2M unstacked uninsured/underinsured motorist coverage?

A. Uninsured/Underinsured Motorist Coverage should provide \$2M CSL or \$2M/\$2M split limit unstacked. There should not be a separate requirement for \$35,000.