

Question		Answer
1	Do you expect service levels to remain the same.	At this time we do expect service levels to remain the same. We may exercise the service expansion option during the contract but not immediately.
2	Please provide the age of the VCTC owned vehicles and the replacement plans for the vehicles over the term of this contract.	The fleet was purchased in 2015 – please see attached. VCTC understands that the aging fleet will need to be replaced but does not have a specific replacement plan yet, though plans to pursue grant funding to replace some vehicles in the near future.
3	Is the September 15 due date firm?	Yes it is. We have no plans to extend the date.
4	Is the contractor responsible for vehicle maintenance?	Yes
5	Is the current labor force unionized?	No - please see attached
6	Is there a DBE goal?	No, there is not.
7	For the General Purpose Dial-A-Ride (DAR) portion of the Scope of Work, is the VCTC open to allowing transportation network companies to provide service? Many agencies around the country have leveraged TNCs to lower operating costs, innovate, and improve service levels for their general-purpose dial-a-ride programs.	We will not be splitting up the services. However, as an option bidders may propose this idea but applicants must bid on Fixed Route, Dial-A-Ride, and ADA Paratransit Services.
8	Would the Commission please provide a three-year history of billings and billing rates for this service?	This is not available at this time.
9	Would the Commission please provide a three-year history of revenue and deadhead hours, revenue and deadhead miles, trips, and paratransit productivity?	Revenue hours are attached. VCTC's NTD report for 2020 is here <a href="https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2020/90164.pdf">https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2020/90164.pdf</a>
10	Would the Commission please provide a three-year history of any penalties assessed and the associated categories for any assessments?	No penalties have been assessed.
11	Would the Commission please provide a roster showing current wages and seniority for all employees, and indicate full-time/part-time status and the percentage of time each employee is allocated to this contract?	See attached
12	Would the Commission please consider allowing potential proposers the opportunity to submit follow-up questions, since it is often the case that answers to questions can lead to additional needed clarifications?	Only clarifying questions will be answered.
13	Is there a reason the initial contract period is four years and four months?	Yes, we would like the end date of the contract to align with the end of the fiscal year.
14	Please supply a copy of the current Contract with the incumbent Contractor.	VCTC will not provide this.

15	The RFP mentions the rollout plan for zero emissions may lead to changes. Is there a projection of those changes?	While our ZEB Rollout Plan is incomplete and underway, the ICT Rule can be found at <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit</a>
16	We, as a private company, do not have requirements from our bank to have our financial statements audited. If we can provide financials that are reviewed by an external CPA, is that sufficient instead of audited ones as requested within the RFP?	Yes, this is acceptable.
17	Per the RFP, upon request by an eligible passenger, the Contractor shall provide complementary ADA paratransit service. Besides the 15 vehicles with 2 WC users' capacity on each one, are any WC vehicles provided by the current Contractor?	No.
18	Is the drop-off in ridership all due to covid?	Yes.
19	The service adjustment states that VCTC reserves the right to adjust service at any time (+ or – 20%). Can the cost to provide service be adjusted whenever service hours are + or – 10% of the projected initial hours?	VCTC intends to follow the contract in these cases but could be subject to negotiation.
20	Is the current fare revenue meeting the required percentage of operating costs?	No. Prior to the pandemic, local revenues were provided when needed.
21	Section 6.7, if a new contractor is selected, will there be a period where deferred maintenance costs are passed through (i.e., first three months or any cost over 1K per vehicle?)	It is not our intent to include such provisions in the contract. The current contractor is responsible for turning over the vehicles in good condition and the new contractor will have the opportunity to inspect the vehicles and the maintenance records. Please see attached contract for the current vehicle lease and maintenance requirements of the incumbent contractor during any fleet transition.
22	8.11.1- Is the performance bond or letter of credit a cumulative 75% for year 1 and 75% for year 2? a. Or is it as long as the bond/LOC is greater than the percentage annually?	The bond value is based on the projected annual expense.
23	Will the county consider another costing proposal with a fixed monthly cost + an hourly rate instead of all hourly rates?	In order to be able to compare bids, each bidder must complete the cost forms in the RFP. Bidders may propose alternate ways of billing in addition to the required forms.
24	If the fleet is electric, are there requirements for the Contractor to install electric charging stations at their location, even if it is leased?	The current fleet is not electric though future vehicle purchases may include electric vehicles, which will be identified as part of the ongoing ZEB Rollout Plan.
25	If charging stations needs to be installed by the Contractor, will that be a pass-through cost?	This will be identified as part of the ongoing ZEB Rollout Plan.

26	Please provide the SLA with TripSpark or what number of trips is allowed to be completed a month per the Contract.	550 booked trips per day but 600-700 pre-pandemic.
27	Is the TripSpark solution hosted onsite by the Contractor or VCTC or with TripSpark as a hosted, online solution? a. If hosted onsite, do servers need to be provided by the Contractor?	It is hosted online. No servers are required for this.
28	Do contractors need to include costs for MDT hardware to be used with TripSpark? Or will this be provided?	Currently there no MDTs for Tripspark. If it is required, it will be provided.
29	Page 18 of 67 states Contractor is responsible for vehicle equipment, including fareboxes, destination signs, Automated Passenger Counters (APC), mobile data terminals, cameras, and Automated Vehicle Location (AVL). Can you please provide more information on the following: Destinations signs, Automated Passenger Counters (APC), Mobile data terminals (MDT), Camera's, Automated Vehicle Location (AVL). Which systems are being used for each of the above (versions/model numbers), and how long have the systems been utilized?	The contractor is required to maintain these items following initial purchase by VCTC. In some cases onsite maintenance agreements with vendors will be included in VCTC's equipment purchases, such as for CAD/AVL and APC's. Contractors are responsible for day to day maintenance and as needed trouble shooting. Fareboxes, cameras and destination signs are not under maintenance agreements. APC's are provided by GMV Syncromatics, AVL is provided by GMV Syncromatics and uses a Samsung android tablet; Fareboxes are provided by UMO/Cubic and GFI; A portion of the fleet has Hanover destination signs, while the rest have manual static roller signs; Cameras are provided by Apollo/Luminator.
30	Can you provide any current information on the two-way radios on board the vehicles?	These are currently and will continue to be provided by the contractor.
31	Please clarify when the Contract begins. Page 2 of 67 states March 1, 2023, but page 4 of 35 of the Services Agreement states March 2, 2023.	March 2, 2023
32	Are proposers to provide a fixed hourly rate and fixed monthly rate? Page 8 of 35 of the Services Agreement refers to both; however, page 27 of 67 under Cost Proposal refers to fixed hourly rate only.	Please see response to Question 22.
33	Uniforms. Page 10 of 35 of the Services Agreement states Contractor shall purchase uniforms for employees.... Please clarify if this includes office employees, drivers, and maintenance, and do uniforms include shirts, jackets, pants/shorts?	It is the responsibility of the contractor to provide uniforms for employees. Proposers should provide their proposed uniforms and attire standards as part of their proposal. Uniforms are required for drivers and others who interact with the public and drivers must have an identifier (number, name, etc.) on their uniform.
34	RFP, Page 27, Section 7.3 - Cost Proposal Please clarify if the Cost Proposal is separate from the Technical Proposal.	The cost proposal should be separate from the technical proposal.
35	RFP, Page 31, Section 7.3.1 - Proposal Format Please confirm points 3 and 4 should be combined.	Yes, confirmed.

<p>36</p> <p>Will VCTC please consider the following revisions? Include provision that provides for price adjustments if the Contractor's costs increase as a result of (i) changes to the scope of work / service hours requested by the Authority, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and (iv) costs incurred in response to a federal, state, or local state of emergency (including the COVID-19 pandemic or similar national emergency), including providing personal protective equipment, supplies, staffing, and additional services (including additional health and safety services or requirements). If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party? The Contractor needs price protection for changes requested by the Authority or matters that were not contemplated at the time of Contractor's proposal.</p>	<p>It is VCTC's intent to utilize the existing contract language to handle such matters. VCTC will negotiate with the contractor to adjust for changes in scope beyond what is described in the RFP for basic and expanded services as well as changes in laws applicable to the services provided by the contractor.</p>
<p>37</p> <p>Transit Services Agreement, Page 26, Paragraph 42. Validity of Financial Documentation Submissions Regarding: In the event of an error on an invoice, authority may require an accounting performed by a third-party accounting agency. Will VCTC please revise to limit the error to a threshold of 15% before requiring the accounting correction? Minor errors are not uncommon, however, the cost of a third-party accounting firm to audit and correct an invoice can be substantial. The Contractor agrees to make corrections to invoices, but requests to include a threshold before requiring an accounting.</p>	<p>VCTC will not require an audit by a third-party unless the error is significant or there is a pattern of errors. Minor errors that are corrected quickly will not trigger an audit.</p>

<p>38 RFP, Pages 13-14 - Driver Qualifications Regarding: A candidate who has a felony conviction shall not be considered for employment subject to limited exceptions. Will VCTC please revise to provide that the Contractor will conduct individual assessments of each applicant/employee in accordance with applicable state and federal laws? The Contractor will make individualized assessments of applicants with criminal histories but believes automatic disqualification of applicants based on "any felony" violates federal law. Specifically, the U.S. Equal Employment Opportunity Commission (the "EEOC") has determined that automatically disqualifying applicants based on criminal history may violate Title VII of the Civil Rights Act of 1964. The EEOC's enforcement guidance is found at: <a href="http://www.eeoc.gov/laws/guidance/arrest_conviction.cfm">http://www.eeoc.gov/laws/guidance/arrest_conviction.cfm</a></p>	<p>VCTC will accept this revision.</p>
<p>39 Transit Services Agreement, Page 21 - Paragraph 27. Termination of the Contract, b. Termination for Convenience Regarding: Authority may terminate at any time upon 45 days' written notice to the Contractor. Will VCTC please revise to provide for 60 days prior notice of termination, and payment of the Contractor's reasonable close-out costs? The Contractor may have contract termination costs (including vehicle and real estate lease termination) as well as employment termination obligations required by law (WARN ACT, etc.).</p>	<p>VCTC will give contractor 60 days notice if it terminates the contract without cause. VCTC would be willing to discuss specific language during negotiations with the selected provider.</p>
<p>40 Transit Services Agreement, Page 12 - Paragraph 20. Force Majeure Since this section does not include riots, protests, strikes, etc., will VCTC revise to include riots, strikes, protests, etc.? The Contractor should be excused from performance under the contract for circumstances beyond the Contractor's control, including when the Contractor's performance is made impossible due to riots, protests, or acts of public unrest.</p>	<p>The types of incidents in this question are covered by this language: In the event that circumstances arise beyond the CONTRACTOR's control that significantly affect the cost of operation, VCTC will meet and confer with CONTRACTOR to discuss, without obligation, the possibility of adjusting the hourly rate pertinent to the changed circumstances, without any commitment on the part of VCTC to make any such adjustment.</p>
<p>41 Transit Services Agreement, Page 4 - Paragraph 5, Term. Regarding: Renewal options are at the Authority's sole discretion. Will VCTC please revise to require mutual agreement for any extension of the agreement? Extension of the agreement should require mutual agreement.</p>	<p>No, VCTC will keep the language as it is</p>
<p>42 RFP, Page 31, Proposal Format Please provide the Cost Proposal Forms in Excel format.</p>	<p>See attached.</p>

43	RFP, Page 31, Proposal Format Regarding: Proposers must submit sealed with their original proposal a detailed company portfolio including the company's financial viability within the past three (3) years, credit references, on-going projects and a list of all insurance claims made against the company and a list of all pending litigation which the company may be directly or indirectly involved. Please confirm the three-year time period applies to all requirements.	Yes, it does.
44	General What type of inbound call tracking and reporting is required to ensure other bidders include in their costs model?	Total calls; answered vs voicemail vs. dropped. Breakdown by language, by category, time on hold before answer, before disconnect and before voicemail. Call recording is also recommended.
45	General What is the frequency of exterior washing?	Bidders should propose what in their judgement is a washing schedule that will ensure clean, attractive vehicles but no less than twice per week.
46	General- Cost Forms Would VCTC please remove the current CPI language and cap regarding increases to the Contractor's price in years two to four of the contract which limits increases to CPI. Using CPI to establish price for the contractors will not keep up with actual costs incurred for the contractor regarding expenses such as wages, fuel and insurance. Pricing in all years of the agreement should reflect the actual change to the Contractor's costs.	VCTC will stay with the CPI and negotiate with the successful bidder as to which of the many CPI measures to use to ensure the best match with the industry.
47	General Can VCTC provide Exhibit "D" (Vehicle Lease Agreement) as referenced in the Sample Agreement?	See attached.
48	General Any Key Personnel assigned to this Project must remain in that position for a period of (2) years unless VCTC requests the CONTRACTOR to reassign the employee, the CONTRACTOR terminates the employee for reasonable cause, or the employee permanently separates employment from CONTRACTOR. Can this be removed for all other positions besides project manager?	This shall apply to General/Project Manager, Maintenance Manager, and Operations Manager. Bidder may request VCTC permission to make changes, but VCTC is not required to agree.
49	General For all bidders to accurately price for insurance costs, please provide the actual cash value of each vehicle.	The fleet information is attached. All vehicles are fully depreciated. Bidders may make their own estimates of the actual cash value of each vehicle.
50	Form C Cost Proposal How should bidders reflect fuel as a passthrough to VCTC on the price page?	Bidders should leave the line(s) for fuel costs on the cost component detail form blank and add a footnote to the form explaining that is wishes to pass through fuel costs to VCTC.
51	Please provide all fixed route schedules in an Excel format. Please include deadhead hours and miles, number of buses currently used on each route, pull-out and return-to-yard times, etc.	Unfortunately this is not available in this format. However our GTFIS feed can be found in the attachments. Current yard location is 918 Mission Rock Rd. Santa Paula, 93060.

52	Please provide current driver schedules for a week to assist with personnel planning.	This is not available at this time.
53	Is an armored car service currently used for the collection of fares? If so, what company?	No, not currently.
54	What type of fareboxes are currently utilized within the revenue vehicles? Are there enough farebox units to allow nightly exchange units? If none, please provide fare collection process.	Fare boxes are diamond drop boxes for cash; e-fare readers by GFI for logging riders, accepting transfers and magnetic passes; and Umo/Cubic for the regional contactless smart card. There are sufficient units to allow for exchanges.
55	Please provide the total dollar amount of cash fares, by month, collected for the past 24 months. Please provide a daily breakdown for one recent month	See attached.
56	Please provide detailed information on the Agency provided fleet by unit to include engine type, fuel type, current odometer readings, average miles operated per year. Please advise if the contractor is required to provide any items on the bus [fareboxes, radios, MDT, etc.].	See Fleet Description.
57	Does the Agency have any requirements regarding non-revenue support vehicles? Type, number, age limit, fuel type. How many are currently being supplied by the contractor for road supervision, driver relief, shop trucks?	There are not specific agency requirements. It is the responsibility of the proposer to propose their best solution for the project. The current contractor information is not available.
58	Please confirm VCTC will provide all additional vehicles required for the expanded service	That while it is expected that VCTC would provide revenue vehicles as needed, as an option VCTC would not be opposed to an operator with capacity and means to provide buses for the service expansion, as needed.
59	Is there currently a union Collective Bargaining Agreement in place? If so, please provide a copy of the current CBA and the contact at the local union.	No, there is not.
60	We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.	Please see attached.
61	Due to the industry wide labor shortages, would the agency include a minimum wage requirement for this procurement?	No, a minimum wage is not required/identified by the agency. Each proposal should include the wage scale the bidder feels is sufficient to attract and maintain the required workforce. See wage info attached.
62	What is the current benefit participation?	This is not available at this time.
63	Do the current labor contract(s) include a pension plan? If so, please provide any details surrounding this plan. i.e. Defined Benefit, Defined Contribution, Under-funded liability.	Please see attached.

64	Please provide a current organization chart to include management, staff and drivers.	See wage chart.
65	Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include as many specifics as possible.	Please see attached
66	Does VCTC have a required number of training hours for new drivers? How many hours are currently being provided to new operators and does that level meet VCTC's acceptance?	No. The training program must meet state and federal requirements and shall be designed by and proposed by the operator prior to start. VCTC reserves the right to request modifications or for specific items and policy changes to be included.
67	Would VCTC consider removing the listed requirement to include First Aid and CPR in the driver training on page 12? On page 8, Section 6.5 clearly indicates that "Contractor employees will not be required by VCTC to perform any medical or quasi-medical functions for passengers." In most situations the driver notifies dispatch who calls emergency personnel to perform these functions	Yes, we will remove.
68	Paratransit Specific: 1. Please provide a productivity report from the dispatching software daily for one week and monthly for the last 12 months that shows data that includes: Breakdown of Hours covering: a. Total vehicle hours; b. Service/Live hours; c. Deadhead Hours; d. Break/Lunch Hours; e. Refuel Hours; f. and Any Other Hours; 2. Breakdown of Miles covering; a. Total Miles; b. Service/Live Miles; c. Deadhead Miles; d. Break/Lunch Miles; e. Refuel Miles; f. and Any Other Miles; 3. Average Distance in miles per Trip; Average Length in minutes per trip; Trips per Revenue Hour.	This is not available at this time.
69	IT: Are there any non-standard system applications that need to be installed on Contractor's workstations?	Contractor workstations will be required to be connected to high-speed internet/wifi at all times to utilize web based or apps that are cloud hosted, such as CAD/AVL or scheduling software. Additionally VCTC will provide a "farebox laptop" to probe buses, which will connect to onsite servers provided by VCTC. These servers shall be connected to the contractors network and utilize its outgoing internet connection. Additional servers such as for video surveillance systems, i.e. by Apollo ViM, shall be provided by VCTC and will need adequate space and access to the internet.



70	IT: What systems, applications or on-bus technology does the Contractor need to provide computers or servers for?	It is the requirement of the contractor to provide adequate IT technology for staff to access standard business applications and the internet. See question 91 for more information.
71	IT: Will contractors need to host or support any application, web, or database servers?	It is the responsibility of the contractor to propose its best solution for the project. VCTC does not provide phone systems or radios.
72	IT: Will the contractor need to provide tablets, iPads, Wi-Fi, or cellular service?	It is the responsibility of the contractor to propose its best solution for the project. VCTC does not provide phone systems or radios.
73	Application Support: Are there any applications or systems that need to transitioned from the current contractors system to the new contractors system?	All services are hosted in the cloud or using technology owned by VCTC.
74	Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth.	No.
75	Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).	It is the responsibility of the contractor to propose its best solution for the project. VCTC does not provide phone systems or radios.
76	Please confirm the Contractor is responsible for the internet connection to support the VCTC provided TripSpark dispatch/scheduling system. Is there any required specific bandwidth required?	It is the requirement of the contractor to provide adequate IT technology for staff to access standard business applications and the internet. See question 56 for more information.
77	What radio system is currently used by the Contractor? Is an installed, 2-way truncated radio system required or are push-to-talk style handheld units acceptable	It is the responsibility of the contractor to propose its best solution for the project. VCTC does not provide phone systems or radios.
78	Hardware: Please provide the manufacturer make and model of any equipment currently in use or planned for use on the vehicles including cameras, safety/security systems, routers, signs, passenger counters, tablets and fare boxes.	See above question.
79	Software: Please describe any additional modules in place to supplement the TripSpark scheduling and dispatching system. For example, tools for call management, complaint management, rider communication via IVR or text, etc.	There are none. But VCTC is open to suggestions or value added proposals.
80	Software: Please confirm VCTC will provide hosting services for TripSpark and is responsible for all licensing, fees and maintenance of the system.	Yes.

81	Please confirm VCTC will provide the computers and monitors needed for dispatch and reservations to operate the VCTC provided dispatch/scheduling system. How many computers and monitors will be provided?	Contractor to provide needed equipment.
82	Please provide copies of the last three months of management reports covering each and all of the services provided from the Contractor.	This is not available at this time.
83	Please provide the vehicle logs for each day for the month of March 2022 that includes "vehicle pull-out and pull-in times, driver breaks, and total revenue vehicle hours, deadhead hours, fuel usage, and revenue mileage and deadhead mileage for each vehicle by day."	This is not available at this time.
84	Are there any changes in the penalties for this new RFP from what is currently in place with the current contract?	N/A
85	Would VCTC consider postponing performance penalties during the first 90 days of the new contract period for a new contractor?	VCTC may be open to this but final terms would be subject to negotiations with the selected proposer.
86	Please provide the actual performance for each performance standard listed by month for the past 24 months	This is not available at this time
87	Please clarify if and how the performance penalty rate adjustment has been applied or would be applied. The language is subjective as to how the rate would be determined. "Whenever Contractor fails to meet any performance standard, VCTC may assess a rate equal to cost to VCTC"	This has not been applied to-date, as no penalties have been issued. However, FTA advises that agencies may only assess penalties based on actual costs incurred by an agency.
88	Please provide the last 24 months history for major component replacement and repair for the Agency provided fleet.	Successful bidder will be able to review maintenance records.
89	Are there any remaining warranties for the fleet or provided equipment? If so, please provide warranty information.	There are currently maintenance contracts only for Syncromatics/GMV and Cubic/Umo systems.
90	Is there a specific number of telephone lines the Contractor must provide to support the fixed route and paratransit service?	No but telephone capacity must be sufficient to support service requirements.
91	Will advanced call management features be required? (Call Recording, Call Reporting, IVR menus)	See question 38.
92	IT: Call Recordings – Are Contractors required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process	Yes, as requested and on a need to know basis.
93	During the transition, how many vehicles will be made available to the incoming contractor to perform training?	This is not finalized at this time. However, the goal is to provide one of each vehicle type during non-revenue time frame such as the weekend.

94	Please clarify why cost proposals would be valid for a full year (365 days). Please confirm if the award is delayed and the priced remains valid that the term for year 1 will be shortened to stay in line with the proposed schedule to allow needed price adjustments for year 2 (March 1, 2024). These include facility lease rates, labor pay and benefit rates, etc.	If the start date for this service is delayed, which is not expected, the first contract period will be adjusted so each following period will begin on the first day of a fiscal year.
95	For fixed route service, please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather, incidents, etc.).	Billable time for fixed route is based on the schedules. If the schedules need to be revised, VCTC will work with the contractor to made the needed changes.
96	For paratransit service, please clarify if revenue hours begins at the first pick-up, even if that pick up is a no show.	It is a half hour per run per day in addition to first pickup/last drop.
97	If VCTC will not accept electronic proposals as requested, Form A states that proposers must submit one (1) original and one (1) electronic proposal (via USB drive), however the RFP states that proposers must submit five (5) hard copies of the proposal, along with one (1) USB electronic proposal. Please confirm how many total hard copy proposals must be submitted with the USB electronic copy.	(5) hard copies of the proposal, along with one (1) USB electronic proposal.
98	Would VCTC consider allowing electronic proposal submission via email or Dropbox? This section indicates that proposals are due at the Camarillo address; however the various shipping companies continue to have staffing challenges and are unreliable for delivery deadlines requiring companies to ship proposals 3+ days in advance reducing the number of days a contractor can work on developing your proposal.	The electronic copy can be sent via Dropbox.
99	Please clarify how often the promotional use of a vehicle has occurred over the past 12 months and how many hours for each event. These events require the payment of an hourly driver with no reimbursed compensation from VCTC. Request VCTC establish an annual maximum number of events recognizing the added cost to Contractors - suggest six (6) events maximum per year	This is something that VCTC may consider during final negotiations with the selected proposer.
100	Please clarify the contract start date of March 2, 2023. Will the new Contractor start revenue service on March 2nd or will the transition period start March 2nd through June 30, 2023 with revenue service starting July 1, 2023?	The new contract will start on March 2, 2023, The transition period will begin early enough to have a successful turnover.
101	Please provide the names of any current DBE vendors including the service provided and rates.	N/A

102	Please clarify whether Exhibit 3, Page 54 is accurate as it indicates that drivers are paid between \$10.09 and top driver pay rate is only \$14.23. Given the current CA minimum pay rate of \$15.00 per hour this would appear to be old information. Could VCTC please provide a current seniority list for ALL positions to include their pay rate. A majority of the pay rates listed in Exhibit 3 do not comply with minimum wage requirements	See attached.
103	Contractors will have a large amount of fixed costs to operate the services provided in the RFP. Would VCTC be open to and accept contract language that allows for a Fixed Monthly fee plus a Variable Per Hour rate, recognizing the consistent expense for providing a facility, utilities, management, etc. regardless of the service level. This helps reduce the risk associated with the contract service level change option for a 20% change in service levels without price renegotiation	Please see response to question 22.
104	Please provide the current rates paid to the existing contractor for variable and fixed costs. Also, please indicate the total amount paid to the contractor for the last fiscal year.	This is not available at this time
105	Request VCTC provide the Cost Forms in Excel format: C - Cost Proposal, C-1 BASE PACKAGE Cost Component Detail and C-2 EXPANSION OPTION Cost Component Detail	See attached.
106	Paratransit: Is any part of the program funded by a Covered Entity (as defined under HIPAA), including Medicare and Medicaid?	No, not currently.
107	Paratransit: Will Contractor be required to enter into a HIPAA Business Associate Agreement to provide some of the contracted services?	Not that we are aware of.
108	Who handles passenger certifications? Please describe any responsibilities the contractor has for this process.	Passenger certification is handled by a countywide program, contracted with Mobility Management Partners. The operator is not responsible for certification but with compliance of DOT ADA regulations such as tracking visitor status, and input of passenger eligibility information, such as begin and end dates. The certification office will send standard passenger profile data to the operator upon certification/eligibility determinations.
109	Please provide details regarding any subcontractors being used in this service currently, and which services they are providing.	N/A
110	Please clarify the number of vehicles used in revenue service by day of week, the peak service hours and number of buses in service at these times.	See attached

111	What is the current turnover rate for drivers?	The current provider is not fully staffed at this time, please see provided Labor Code Information.
112	How is vehicle cleaning currently accomplished? (onsite, offsite, outsourced) If a subcontractor is used, please provide the name and contact information for them.	Each bidder should develop a plan for this function that meets the requirements of the RFP. Please describe your plan to clean the vehicles in your proposal.