

Question		Answer
110	Would the Commission please consider reducing the Auto Liability requirement to a more common, more cost-effective level, such as \$10M?	VCTC would still like to see auto liability of \$25M.
111	Would the Commission please consider reducing the performance bond value to a more common, more cost-effective level, such as 10% - 20%?	VCTC would consider negotiating the amount but likely would not lower it below 50% the first year.
112	RFP, Pages 36 - 37 - Section 8.11.2. - Insurance Requirements and Indemnification, Comprehensive and Collision The Contractor does not purchase Comprehensive or Collision coverage for damages to vehicles. Will VCTC please confirm the Contractor can self-insure this risk if the Contractor complies with the requirements in this section?	Yes, this is acceptable.
113	Please provide a list of the positions currently provided by the contractor for this operation. Please indicate whether these positions are 100% dedicated to this contract.	All employees identified on labor code are 100% dedicated to the service.
114	Please provide the number of calls for a non-holiday week by day and hour and by type (reservations, where's my ride, etc.) for each day of the week.	Weekdays- Average calls 105 Weekends- Average Calls 55
115	Call Center - calls anticipated (quantity and peak)	Peak Times: # Calls (average) 6am: 20 8am - 9am: 30 1pm: 8 5pm: 6
116	Call Center - please provide average hold time, talk time, and handle time.	Hold Time = 39 sec Talk Time = 2 min 17 sec Handle Time = 2 min 56 sec
117	Call Center - please provide call abandon rate.	4 % overall average
118	What is the current percentage of "Subscription Service" trips compared to the total number of trips?	19% of trips are subscription service
119	Software: Please provide the TripSpark version number and any plans for upgrades or change in the scheduling and dispatching system.	System was upgraded in 2021. No current plans for additional changes or upgrades.
120	What is the current pre-trip and post-trip time per driver?	This is not available at this time.
121	What is the current plan for driver reliefs?	This is not available at this time.
122	How many extra board hours is the current operator incurring?	This is not available at this time.

123	Request the addition of 'pandemic, endemic' to the list of events recognizing how disruptive the recent COVID pandemic was	VCTC thinks current language is sufficient. However, VCTC would be willing to discuss specific language during negotiations with the selected provider.
124	Please confirm that the contractor shall not be liable for any transit employee protection obligations associated with 49 U.S.C. 5311 or 5333(b). If the contractor is liable, please provide the value of the liability so that it can be captured in the pricing. Are there any unfunded pension liabilities, etc.?	This is not available at this time but will be clarified during negotiations with the selected provider.