

Vendor Q&A	Question Asked AND Answers provided
1	Does the county have historical data on what percentage of trips are cancelled at the door? STAR has a metric of “late cancellations,” defined as trips cancelled with 45 minutes of the scheduled pickup time. We have historical data for these cancellations. Our last month of fully available data, April 2024, recorded 366 late cancellations, making up 7.8% of all booked trips.
2	If cancellations at the door occur, will there be additional trips that could be backfilled from the SCC? If there are additional trips that need to be provided in that time, the call center can re-assign the driver to a potential trip if needed.
3	Is the county willing to add a line item for cancellations that take place at the pick up location? Cost is only negotiated with shortlisted Offeror. This could be discussed at that point with further elaboration from Offeror.
4	What percentage of passengers pay during the trip? Is there an option for passengers to pay their fare prior to pick-up? Passengers currently pay using coupon books. Passengers have the ability to book their trips in advance, but pay the drivers using coupon books. There is currently no advance pay option, but we are open to exploring the possibility to do so.
5	Is the county willing to remove cash fare collections from the contract if the contractor can provide a fully digital solution? The county would prefer to allow passengers to pay using their coupon books as at least an option. STAR primarily serves senior citizens of Arlington who have stated a preference to keep physical options for payment. An additional digital payment option could be considered.
6	Once an award is made, how many days will be provided until contract start? The contract generally starts 2 weeks from the time of award.
7	What is the expected contract start date? Around December 1, 2024 or sooner.
8	Is it a requirement to have an Arlington Co. Business License at the time of submission. Only at the time of award.
9	When will the SCC provide the contractor with trips? Same day or day before? What time specifically? The STAR call center provides the contractors (Red Top and Diamond) with notifications of scheduled trips the day before the trips are set to be made. Trips are automatically sent over at 6:45 pm daily. (Add on trips/ will calls are sent over as we get them the day of the trip).
10	If there are increases in the program, will the contractor be required to add additional vehicles? Arlington County may amend the minimum and maximum number of vehicles required by the contractor, as outlined in the proposal. If this

	<p>number is amended, the contractor will be required to meet the minimum.</p>
11	<p>Is the contractor required to provide the maximum number of vehicles? Can the contractor provide more than the maximum?</p> <p>Arlington County would be open to allowing the contractor to provide beyond the maximum number of vehicles for service, given they have the maintenance and storage capabilities to hold them.</p>
12	<p>Are DHS and County program trips classified and priced the same as the zone system trips?</p> <p>Effective June 1, DHS and County program trips are on a separate DHS contract. Please review that RFP for more information.</p>
13	<p>Is the county willing to extend this solicitation to provide contractors with more time to prepare competitive submissions?</p> <p>The county is open to extending the solicitation for an additional 2 weeks.</p>
14	<p>Can Arlington confirm that tolls are anticipated in this service? If tolls are anticipated, can Arlington provide the billing process for tolls realized in revenue service. Will tolls be billed back as a pass through? If not, please provide a sample of tolls for a given period 1,3 or 6 months and the current toll process with its vendor.</p> <p>Currently, tolls are billed as part of the monthly service invoices. Tolls are added to the price of the trip and charged to the county.</p> <p>Please confirm the anticipated start date of revenue service.</p> <p>Around December 1, 2024 or sooner.</p>
15	<p>Can STAR clarify the current providers of this service including all service, maintenance, subcontractor and Call Center providers?</p> <p>Current transportation providers are Red Top Taxicab and Diamond Transportation Service. Maintenance and subcontracting are the sole responsibility of the service providers. The STAR Call Center is operated by Transdev, which will remain the STAR Call Center provider after award of this contract.</p>
16	<p>Can STAR provide performance data for this service for the previous 12 month to include, On Time Performance (OTP), missed trips, Late Cancellations and No Shows?</p> <p>This information can be accessed through our STAR Metrics Report. The latest copy of this report can be provided.</p>
17	<p>Please describe all fare media that is accepted in vehicle including any coupons/tickets and if these coupons/tickets are serialized.</p> <p>Currently, the only accepted fare media is STAR coupons. These coupons are not serialized.</p> <p>Please summarize how STAR handle fare collections in vehicle and the reconciliation process.</p>

18	<p>Currently, STAR passengers provide coupons to drivers equal in value to the zone they are traveling to. DHS and County programs are provisioned under a separate RFP, please refer all questions to that document. Reconciliation is done by the contractor monthly during invoice billing. County staff then verifies collection of STAR coupons through the monthly invoice audit process.</p>
19	<p>What is STAR's annual budget for these services? The County doesn't disclose budget information in the RFP stage.</p>
20	<p>What are STAR's biggest pain points with this current service? Time constraints which limit operational capacity.</p>
21	<p>What is STAR hoping to improve in the next contract term? The biggest improvement we would like to see with the next STAR contract would be an increased service reliability, including a reduction in trips missed by provider, and a decrease in excessively late pick-ups and drop offs (30 minutes or more past the pick-up window).</p>
22	<p>After STAR responds to vendor questions, is there an opportunity to ask clarifying follow up questions in the procurement process? We open the question period for one more day to ask clarification questions.</p>
23	<p>Will STAR be willing to accept electronic FTA compliant background screenings as an approved equal to fingerprint background checks? Recently our company has found greater success with FTA compliant background screenings than fingerprint screenings due to the following. 1. Lack of prints available or arrest records-relying on state agencies to maintain, report, and update arrest records 2. Lack of disposition data-nearly half of the fingerprint records lack final disposition information 3. Distortion and Unreliability of scanned prints-many fingerprints are distorted and can return multiple matches requiring further examination 4. Due process and recourse-fingerprint records are not subject to consumer protection laws. Non-mandatory terms and conditions are negotiable with the shortlisted Offeror.</p>
24	

25	<p>A quick question regarding Exhibit C - Contractor Performance Evaluation Form. Please confirm the bidder is to ask their trade references to complete the form and send directly to you? Or are the completed forms to be put into the proposal?</p> <p>Refer to Item 54 of the contract form 54. CONTRACTOR PERFORMANCE EVALUATION. Exhibit C will be used to evaluate the awardee after work begins with the County.</p>
26	<p>Can the County provide National Transportation Database data for Demand response and Taxi for FY 2023?</p> <p>Please refer to the FY2023 NTD performance reporting attached to Addendum 1.</p>
27	<p>Attachment 5's Cost Proposal only has prices for the "Base Year." Can we assume that all annual cost adjustments are computed using the U.S. Department of Labor Consumer Price Index?</p> <p>Yes, annual cost adjustments are computed using the U.S. Department of Labor Consumer Price Index.</p>

28	<p>Is there flexibility in the vehicle fleet size to optimize operations through subcontractor utilization, or does the contractor have an obligation to maintain a fleet of 14 vehicles for the entirety of the contract period?</p> <p>Arlington County would allow the contractor to use subcontractors to meet fleet requirements, given the combined contractor vehicles and subcontractor vehicles meet the minimum vehicle requirements, and does not impact service standards.</p>
29	<p>D. 1, c. Staffing And Facility Requirements</p> <p>This section states, "Obtain a criminal background check for each driver, which must include an examination of the statewide Automated Fingerprint Identification System." Does this mean we must perform a fingerprinted background check or examine the statewide Automated Fingerprint Identification System? Please elaborate if you can.</p> <p>Refer to answer question #24.</p>
30	<p>General The provider incurs labor and other variable costs for no-shows and late cancellations. Are no-shows and late cancellations considered trips for reimbursement purposes? If not, can the Contractor propose pricing to cover these costs?</p> <p>No-Shows and Late cancellations will continue to be considered trips for reimbursement purposes.</p>
31	<p>Scope of Services. D. 4. Would the County consider changing the language similar to MetroAccess to read: "and no suspensions or revocations due to moving violations within the last three (3) years"? Operators may have their licenses revoked for financial reasons, such as not paying parking tickets.</p> <p>We would be okay with making that amendment.</p>
32	<p>Scope of Services. A. 7. Are the four (4) vehicles with drivers and bus attendants considered on standby? Because trips are usually limited during weather emergencies, how will compensation be made if the County requires drivers and bus attendants to be available?</p> <p>No, the 4 vehicles with drivers are not considered on standby. Scope of Services section A.7 describes the minimum qualifications for vehicle availability on severe weather days. Compensation for trips made using these drivers will be on a trip-basis.</p>
33	<p>Is the option year one (1) a 5-year renewal or five (5) a single-year renewal?</p> <p>One base year + four 1-year optional renewal for a total of 5 years.</p>
34	<p>During the Pre-bid Conference, it was mentioned that the award would be for five (5) years plus an additional five (5) years, but we request this language in writing.</p> <p>Refer to question 33 above.</p>
35	<p>Please confirm the contract start date, base term, option term, and whether option years will be mutual consent between the Contractor and the County.</p> <p>Refer to question 33 above.</p>
36	<p>Are no-shows and late cancellations included in the trip count in Attachment 2?</p>

	<p>Attachment 2 shows only competed trips in the count of trips.</p> <p>Please confirm what percentage service level change will trigger a price re-negotiation. With a 100% variable rate, we request 10%.</p> <p>A price re-negotiation depending on service level change is not included in the RFP. We expect the contractor to meet future service levels based on demand.</p>
37	<p>Can the County provide National Transportation Database data for Demand response and Taxi for FY 2023?</p> <p>Yes, this information can be provided. Please refer to the National Transit Database FY23 report in Addendum 1.</p>
38	<p>How are revenue hours and revenue miles computed for taxi trips? Are there assumptions for miles and time spent between trips, or are the hours and miles strictly set when passengers are on board?</p> <p>Taxi trips' hours and miles are set strictly for when passengers are on board the vehicle.</p>
39	<p>If Attachment 2 does not include revenue hours for one of the current providers, please confirm that bidders will need to assume hours for that provider are higher than what Attachment 2 shows.</p> <p>Attachment 2 includes revenue hours for both providers currently.</p>
40	<p>Attachment 2 displays trip volumes from both current providers, but we are uncertain if it includes hours for both. Could the County provide 12 months of invoices and operational data, clearly indicating hours and trips for each current provider?</p> <p>Yes, 12 months of invoices can be provided, please find them attached to Addendum 1. Please refer to Attachment 2 for all historical operational data.</p>
41	<p>Please confirm how each current provider is paid. If one current provider is paid per trip, please confirm Attachment 2 does not include any hours for that current provider, only trips.</p> <p>Attachment 2 shows revenue hours for both current providers of service. For services billed by trip, the provider is still required to provide revenue hours for reporting and data purposes.</p>
42	<p>Can insurance, management, and maintenance costs continue to be a pass-through expense?</p> <p>Yes, they will continue to be a pass-through expense.</p>
43	<p>Attachment 5 Cost Proposal requests a price per trip. Please confirm if the County allows for a monthly fixed fee, similar to the current pricing structure used for dedicated vehicles.</p> <p>No, the county is requiring a cost estimate for all costs associated with providing service broken out into each zone as outlined in Attachment 5.</p>
44	<p>I would like to know the number of trips per day.</p> <p>STAR averaged 134 trips per day in the last full month of available data (May 2024).</p>
45	<p>Can the insurance limits be negotiable?</p> <p>Non-mandatory terms and conditions are negotiable with the shortlisted Offeror.</p>

46	Can we submit our bid price form, base fee plus mileage? No. All bidders must use Attachment 5- Cost Proposal.
47	How many routes are guaranteed to be awarded under this contract? Currently, 14 routes are guaranteed with the dedicated provider. Any trips that can't be placed on the dedicated provider are assigned to secondary provider whose trips aren't scheduled by route.
48	How many routes/vehicles are currently used to transport? What's the average number per vehicle? Currently, STAR uses 14 dedicated vehicles to provide service per day. Any service that exceeds the capacity of those 14 vehicles will be placed on a non-dedicated secondary provider who operates separately from the route-based system. Arlington County reserves the right to amend the minimum dedicated vehicle requirement above or below 14 as needed.
49	Can you please provide samples of invoices from your current transportation provider? Yes, a sample invoice can be provided. Please review the sample invoice attached to Addendum 1.
50	What are the current rates with your current vendor? Any amendments or Addendums? This information is available on Vendor Registry.
51	Who is your current transportation provider or providers? Currently, transportation services are provided through Red Top Taxi and Diamond Transportation services.
52	Is the district open to contracting with companies that have smaller capacity vehicles Like sedans, SUVs, and Wheelchair accessible vehicles or this opportunity is for yellow bus only? Currently, STAR regularly uses sedans, SUVs and other wheelchair accessible vehicles for service. However, we would still like to have bus operations through the contract.