

TOWN OF KERNERSVILLE, NORTH CAROLINA
TOWN OF KERNERSVILLE SENIORS AND INDIVIDUALS
WITH DISABILITIES TRANSIT SERVICE
Request for Proposals
RFP Released – October 1, 2020

ADDENDUM 1 – QUESTIONS & ANSWERS REGARDING RFP

1. Can the Town share its total and annual budget for this procurement? Providing Offerors with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as Offerors will compete to provide the greatest value for the Town's money.

The annual budget can be accessed from the Town's website: <https://toknc.com/finance/budget/>. The expenditure for this contracted service is budgeted under the Community Development Department.

2. Is the Town open to using non-employee drivers where legal and appropriate? These drivers, for example, could be independent contractors that drive a designated fleet of branded vehicles, held exclusively for use on behalf of the Town. Using contractor drivers allows for more flexibility in the scaling up and down of shift hours to match demand throughout the day. This operating efficiency generally reduces deadhead hours, reducing the costs for the Town.

Whether a company hires their personnel or contracts with them would be a business decision that they make internally. Regardless of the driver's status of employment with the company, the driver will be a representative of the company and must abide by all guidelines established in the final contract. Including the authority to require onboarding and annual sensitivity/awareness training if not directly employed. Drivers must have their own certificates of insurance at the same coverage rates as the original contract and name both the Town, the NCDOT, and (I would assume) the original company we had the agreement with. We would want to make sure that company has completed sufficient background checks, and we have complete coverage with no liability on the Town.

3. In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will the Town accept digital signatures (verified through DocuSign)?

Yes, digital signatures, verified through DocuSign, are acceptable.

4. Further, considering business closures and shipping delays caused by the COVID-19 pandemic, will the Town accept proposal submissions via email?

Yes, given the circumstances, electronic submissions for proposals are acceptable.

We read the RFP to understand that the Town intends for the Service Provider to operate a fixed route transportation service for seniors and individuals with disabilities (pg 4). Is the Town interested in proposals that recommend the conversion of its fixed route system to a fully on-demand and dynamically-routed service model, if such a model can be demonstrated to offer higher quality of service for customers and lower costs for the

Town? On-demand technologies have been demonstrated to achieve these improvements for similar services, such as the recent [on-demand service](#) deployed in Wilson, North Carolina.

The recommendation of a conversion to a fully on-demand and dynamically-routed service model is out of the scope of the RFP, however if you wish to pursue, we would certainly be interested in your proposal. A portion of funding is derived from the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Grant, in which we would be required to contractually adhere to the terms and conditions of the Grant.

5. Is the Town interested in proposals that recommend the introduction of innovative technologies, including a mobile application for customers, if such a solution can be demonstrated to offer higher quality of service for customers and more efficient operations for the Town?

Yes, however, if an alternate solution is provided when taking an exception to a requirement, the benefits of the alternative solution and impact, if any, on any part of the remainder of the Service Provider's solution, must be described in detail.

6. Can the Town share any service data (trip volume, origins and destinations, etc.), to provide proposers with a more detailed understanding of current demand for the Senior / Disability Transit Service?

Included as attachment

7. We read the RFP to understand that the Town intends for the Service Provider to operate the service utilizing a 14-passenger bus (pg. 13). Is the Town open to proposals which recommend alternative vehicle scenarios for the service, such as 6-8 passenger vans? For example, smaller, accessible vehicles could be a more cost-effective solution to support the Senior / Disability Transit Service.

The alternative vehicle options must meet one of the key components of the service, which is to provide service to the disabled. As stated in the RFP, the Service Provider shall ensure that all vehicles in service have operating wheelchair lifts to safely load and unload wheelchair passengers. Also, please include a contingency for maintaining the agreed upon schedule when there are more than 8 passengers for a single trip.

SENIOR CENTER / LIBRARY		10:10	11:20	
KERNER VILLAGE (Aldi / Dollar Tree)		10:05	11:15	
MARKET PLACE (Harris-Teeter)		10:00	11:10	PICK-UP'S ONLY 12:15
HARMON CREEK (Walmart)		9:55	11:05	12:10
SOUTHSIDE SQUARE (Target)		9:50	11:00	12:05
NEW MARKET PLAZA (C&H / Gabe's / Food Lion)		9:45	10:55	12:00
ROBINWOOD 336-996-5428		9:35	10:45	11:55
MOUNTAIN VIEW 336-993-8481		9:30	10:40	11:50
DAVIS GARDENS 336-497-4300	PICK-UP'S ONLY	9:25	10:35	11:45
THE GARDENS AT BRADFORD VILLAGE 336-996-9811	PICK-UP'S ONLY	9:20	10:30	11:40
VILLAGE EAST 336-996-5491		9:15	10:25	11:35
KOERNER PLACE 336-996-9833		9:10	10:20	11:30
GATEWAY PLACE 336-992-4433		9:00	10:15	11:25
				12:30
				1:00

TUESDAY / THURSDAY SCHEDULE

Transit Service will not be available on the following holidays:

- o July 4th
- o Labor Day
- o Thanksgiving Day
- o Christmas Day
- o New Year's Day
- o Easter (Good Friday)
- o Memorial Day

