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Part B, Agreement & Financial Information	Page 8	1	Instead of personal financial statements, are income tax filings acceptable?	The RFP is clear about who must file based upon the Proposer's ownership or corporate status. If personal filings are necessary, an income tax form would not be sufficient. A personal balance sheet would be necessary.
Article I, Section Q	Page 4	2	How are proposals going to work once a proposer is selected? Will there be a review or audit of the proposal, and what will be negotiated at that time?	The RFP description of the negotiation process seems clear. There are several elements of the proposal that are subject to negotiation.
I / H	5 PDF or 3 doc	3	If the contract is schedule to be awarded by November 22, why must proposals remain valid for 180 days. Thirty to ninety days would seemingly allow for any anticipated delays in the process as outlined in the document.	CTDOT concurs. Proposals shall remain valid for 90 days.
I / K	5 PDF or 3 doc	4	Can CTDOT please clarify the language requiring the use of DBEs to "maximum extent possible?" Is there a specific goal? Typically, we see language requiring "good faith effort" or "every reasonable effort."	All services included in this RFP have been assigned a zero SBE or DBE goal as it may be applicable. However, the contractor must make a good faith effort to reach out to either SBE or DBE firms, as it may be applicable, to participate in any subcontracting opportunities in any and all contracts with CTDOT.
ARTICLE I / Q	6 PDF or 4 doc	5	There are less than 30 days between the selection of a qualified proposer and the service start date. Should the State be unable to reach agreement, this allows for very little time to complete this process with a second proposer. Should the state elect to resolicit or not select another Qualified Proposer, what are the plans to	It is the Department's intention to reach agreements in a timely manner. Should that not be possible, the Department will assess how to proceed.

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ARTICLE II	8 PDF or 6 doc	6	<p>continue operations of this existing service?</p> <p>Please provide an acceptable form of reference for the following two examples demonstrating seven years of relevant experience:</p> <ul style="list-style-type: none"> a. A proposer currently operates fixed route or commuter express service under state granted operating authority deriving all income from passenger revenues collected. Would the grantee of the operating authority be the reference? b. A proposer currently operates fixed route, commuter express or paratransit service included in this request for proposals. Would the CTDOT Bureau of Public Transportation be the reference? 	<ul style="list-style-type: none"> a. Yes b. The proposal would just need to document the experience levels. CTDOT can not be used as a reference, but the explanation would be sufficient if it can be substantiated.
ARTICLE III / A / Part C	11 PDF or 9 doc	7	<p>What level of detail is required for the “itemized list and estimate of all investments and expenses” required in this section. It is unlikely that a month prior to award, a proposer would have identified exactly what vehicles they would purchase for those service areas requiring the provision of some or all vehicles.</p>	<p>Proposer should itemize the additional equipment and/or facilities that will need to be procured and/or leased to provide the services that they would be proposing. Proposer should use the applicable FTA expense object classes of the Uniform System of Accounts. This document is available at the FTA web site at: http://www.ntdprogram.gov/ntdprogram/pubs/reference/USOA.pdf.</p>
Attachment D / Scope of Services / Commuter Express	115 PDF or D56	8	<p>CTDOT requires that the contractor participates in the Connecticut Drug and Alcohol Testing Consortium, which is funded by the Connecticut Department of Transportation.</p> <ul style="list-style-type: none"> a. Is there any obligation on the Proposers part to 	<ul style="list-style-type: none"> (a) No. (b) The same Drug and Alcohol testing requirements apply for

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	doc		<p>reimburse CTDOT for Drug and Alcohol Testing Expenses?</p> <p>b. Though the Scope of Services for both Fixed Route and Paratransit services require compliance with State and Federal Drug and Alcohol Testing regulations, the language does not seem as specific as that included under Commuter Express. Please clarify the Drug and Alcohol Testing requirements for all three Service Types.</p>	employees in safety sensitive positions engaged in the provision of commuter express bus services. CTDOT will absorb the cost of the tests.
Attachment D / Scope of Service / Commuter Express	114 PDF or D55 doc	9	Paragraph 3 indicates that “Proposers should supply pricing for both state-supplied and contractor supplied buses.” Cost Proposal Form # 1 indicates that a “Proposer is not required to submit a price “Using Contractor Supplied Equipment” if the proposer is not able to provide the equipment.” These statements contradict one another and bear clarification? If this language remains, it allows for the awarding of contractors based upon a proposer’s ability or willingness to provide equipment resulting in an uneven playing field for all contractors. If certain segments of the work are to be set aside for contractor provided equipment, that decision should be made and communicated to all proposers in the response to these questions.	Proposer should supply at the minimum proposal(s) using state-owned equipment. CTDOT has not pre-determined to set aside any routes to be operated with state-owned or privately owned vehicles. Based upon the evaluation of the proposals, CTDOT will determine the distribution of state-owned equipment to maximize cost-effectiveness and service quality.
Question raised at the pre-proposal meeting.	n/a	10	Can CTDOT explain why the express service from Meriden is not included?	Answer given at the meeting: <i>“That service is under an active contract, and would be procured at a later time”.</i>
Question raised at the pre-proposal meeting.	n/a	11	(a) Can the two additional year options be terminated by either party? (b)What would be the negotiated prices for the two extension years?	Answer given at the meeting: <i>“We will take this under advisement.”</i> (a) Yes. The contract will provide the conditions for termination.

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				(b) Proposer will be required to submit a proposed budget, including a narrative justifying the proposed line items increases or decreases for each year the contract is extended. This proposed budget will be the basis to negotiate and agree on a final operating budget. CTDOT will provide the budget forms the contractor should use to submit its budget proposal(s).
Question raised at the pre-proposal meeting.	n/a	12	Since there are not enough motor coaches for all express routes, in order to justify the capital investment outlay required, DATTCO requests an extension to the base term. They also request, with Peter Pan and NBT that the entire process be extended.	No answer was provided at the pre-proposal meeting. The RFP timeline remains unchanged other than as indicated in any Addenda.
		13	I would like to request the historical pricing data from the last time this service was put out for bid.	See RFP addenda at the website.
		14	If it's possible to get bid information for the bid before the last one. If that's not possible could you at least let me know if it was the same company servicing the contract.	See RFP addenda at the website.
Service Levels and Contract Scope		15	What are the top issues facing the Connecticut DOT and the service area communities' fixed route, commuter express and paratransit services to be operated under this contract: safety, reliability, customer service, ridership, congestion mitigation, operating costs, accessibility?	All of the factors you list are key issues in regard to our passengers, communities and environments. We cannot prioritize one factor over another.
Service Levels and Contract Scope		16	Please clarify the type of contract and compensation under this RFP: is the price based on total estimated costs reimbursed by revenue service hour and fixed monthly fee; not-to-exceed fixed price; cost-plus reimbursement, or other arrangement?	Contract compensation will be invoiced to CTDOT in the amount of approved expenses, according to negotiated rates and

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				declared costs. All revenues will be deposited in a State bank account
Service Levels and Contract Scope		17	What are the estimated annual revenue service hours and revenue miles for each service?	Proposers should calculate their individual hours and miles required for the services. Schedules and maps are available electronically with the RFP document.
Service Levels and Contract Scope		18	Please consider extending the length of the base contract to at least 3 years to permit cost-effective facility development investments and lease commitments.	At present no such option has been approved to be exercised by CTDOT.
Service Levels and Contract Scope		19	Regarding current operating data and county expectations and definitions of terms, please provide current and expected future key performance indicators for: <ul style="list-style-type: none"> a. Complaints per 100,000 passengers b. Miles between roadcalls c. Accidents per 100,000 miles d. On time performance e. Other KPI's and how these criteria are measured 	Information is not available.
Operations and Workforce		20	Please provide the current Collective Bargaining Agreements for these services.	This information is not available.
Operations and Workforce		21	Please provide a copy of the current 13 c agreement that applies to these services.	CTDOT notes that 13(c) agreements are in place between the state and the various labor organizations. Copies are not able to be posted on the RFP website at this time, but can be made available before negotiations begin.
Operations and Workforce		22	Please provide current positions, employee counts, seniority wages, and benefit levels for contractors' current employees	CTDOT does not have documents that contain this

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			<p>dedicated or allocated to these services and possibly available for retention under a new contract including:</p> <ul style="list-style-type: none"> a. Transportation supervisors (fixed and paratransit) b. Fixed route window dispatchers, radio control dispatchers c. Paratransit schedulers d. Paratransit dispatchers-service controllers e. Fixed route bus operators, full and part-time f. Paratransit drivers, full and part-time g. Maintenance shift supervisors h. Maintenance technicians i. Fuelers/cleaners, service workers j. Parts support k. Safety and training staff l. Administrative support m. Planning, marketing, customer service support n. Fare collection and farebox maintenance support o. Electronics and specialty technicians p. Facility maintenance staff 	<p>information.</p>
Operations and Workforce		23	Please provide a copy of any Living Wage laws applicable to this procurement.	CTDOT is not aware of any “Living Wage laws” that may be in force in the state. If necessary, each Proposer should consult its own legal counsel to determine the applicability of any federal, state or local laws to this procurement.
Operations and Workforce		24	What are the current bus operator, technician and service worker turnover rates?	Not available.
Operations and Workforce		25	What is the current overtime experience (percentage of hours at overtime rate) for bus operators, for mechanics/technicians, and for service workers?	Not available.

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Operations and Workforce		26	What types of employee bonuses are currently offered?	Not available.
Operations and Workforce		27	Are there any vacation or other accruals and payouts for current employees that may be transitioning to the new contract, or should the new contractor assume some level of accrual? How will defined pension benefits be handled in the transition between current contractors and new contractors?	Information not available. Transition issues will be discussed during negotiations.
Operations and Workforce		28	Are there standby or plug buses regularly scheduled and strategically located to address overcrowded routes, road calls, missed trips?	The vehicle availability for each service should be sufficient to satisfy the issues raised.
Operations and Workforce		29	What is the level of service supervision (on the street) and coverage required for fixed route, commuter express, and paratransit operations?	The proposer should make its own calculation of the manpower requirement to satisfy these functions based upon their experience in the business.
Fleet, Equipment, and Facilities		30	Please clarify the number of state-provided equipment for each of the services and non-revenue vehicles to be provided by individual service.	This question is answered in Attachment B of the RFP document.
Fleet, Equipment, and Facilities		31	Will the contractor be responsible for the capital costs for any replacements to the fleet?	Not for the replacement of fleet for the fixed route and paratransit service projects. This would be required only for those express commuter projects for which State owned buses are not available.
Fleet, Equipment, and Facilities		32	Will there be a third party review of the fleet during transition between the current contractors and the new contractor?	This will be handled by CTDOT or a designee.
Fleet, Equipment, and Facilities		33	Provide specifications of fare collection equipment and quantities.	GFI electronic fareboxes and system hardware are provided for all fixed route services. Express coach buses and paratransit vehicles do not

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Fleet, Equipment, and Facilities		34	Please provide radio type and quantities, destination signs, other on-board technologies such as cameras and Mobile Data Terminals in use that the contractor will be responsible for maintaining.	include fare equipment. An equipment list for each service area was provided in the RFP. A Motorola base unit and mobile radios are provided for fifteen of the buses engaged in the New Britain fixed route service. No MDTs are provided. Contractors are responsible for maintenance of all state-owned assets provided, including cameras and other on-board equipment.
Fleet, Equipment, and Facilities		35	Please provide the current chassis miles by bus for the fleet assigned to this contract and maintenance history for major component replacement (e.g., engine, turbo, and transmission) by vehicle with date and mileage at which replacement was made.	This detailed information is not available. The fleets for New Britain/Bristol and Meriden, and for the state-provided equipment on the commuter service are in excellent condition. The entire fleet for Waterbury will be replaced within the next four months. The paratransit fleet is in generally good condition.
Fleet, Equipment, and Facilities		36	Is there an anticipated vehicle replacement schedule for this fleet?	As seen in attachment B, all but three State owned buses provided for the express commuter services and all the New Britain fixed route system are new 2010 units, excepting for one 2008 bus in the New Britain fleet. The buses assigned to the Waterbury and

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				Wallingford service areas are scheduled for replacement with new models in the next three to four months.
Fleet, Equipment, and Facilities		37	Please provide the existing annual miles per gallon fuel economy for each fleet type.	Not available.
Fleet, Equipment, and Facilities		38	Please provide the current dollar value of the fleet parts inventory that may be available to the contractor (engines, transmissions, compressors, alternators, major parts, etc.)	CTDOT does not have documents that contain this information.
Safety and Training		39	Are there minimum hours for new operators and new mechanics/technicians' training, minimum retraining, and annual refresher training hours?	No.
Revenue, Compensation, Insurance, Other		40	What are the expected fare-based revenues for 2011, and will these be kept by contractor and deducted from the monthly billing?	All revenues, including fare based revenues, advertising revenues, insurance settlements and warranty claims are to be deposited in a State bank account. The amounts of these revenues cannot be accurately estimated.
Revenue, Compensation, Insurance, Other		41	What are the bus current advertising arrangements, if any, and what are the contractor's responsibilities?	Bus advertising contracts are in place for buses in the New Britain, Bristol, Waterbury Meriden and Wallingford fixed route bus systems. Under these contracts the advertising companies are responsible for installing bus advertisements both in and on buses for these divisions. Revenues are forwarded to the bus operators to be deposited in a State bank

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				account.
Revenue, Compensation, Insurance, Other		42	At the end of Section 2 on p. A-9, the language states that the indemnification is not limited by the insurance coverage. Where insurance provisions are declared to be beyond the limits of indemnification, the interpretation of what is actually to be covered may be open to interpretation – and inclusion of unknown risks – later. Please consider deleting the phrase “ provided, however, that such indemnification shall not be limited by reason of any insurance coverage. ”	This change cannot be made.
Revenue, Compensation, Insurance, Other		43	Section 12 on p. D-24 states that the State provides the software and contractor will maintain scheduling software. We generally do not maintain, upgrade, or host any software that we do not own. Please clarify this responsibility and any licensing or programming costs under contractor’s responsibilities.	Contractor will be responsible for assuring continued operation of software and equipment.
Revenue, Compensation, Insurance, Other		44	Pages D-23, Section 5 and D-26, Section D, the RFP states that it is the responsibility of the Contractor to determine eligibility for the paratransit services based on the ADA and the application form provided by Connecticut DOT. Can this be subcontracted to an eligibility agency/consultant?	Yes, but only with CTDOT’s approval.
Revenue, Compensation, Insurance, Other		45	Please consider a fuel adjustment clause for the price of fuel included in the contractor’s pricing to reflect increases and decreases in regional fuel costs.	It will be considered, and can be discussed during negotiations.
Revenue, Compensation, Insurance, Other		46	Given the magnitude and complexity of this project, including contractor-required facilities, will you consider an extension of the proposal due date from October 25 to November 15?	The RFP timeline remains unchanged other than as indicated in any Addenda.
Revenue, Compensation, Insurance, Other		47	Please consider allowing contractors to submit additional questions following the pre-proposal meeting October 13. Additional clarification may be required following pre-proposal meeting discussions.	Proposers must do their best to use the information available to prepare their proposals.
Cost Proposal Form #3	C-8	48	Is Cost Proposal Form #3 a proposal for two or more projects?	This form lists the service hours presently being provided, so that individualized service areas can

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				be proposed separately or combinations could be proposed together. See RFP addenda at the website.
		49	Knowing how CTTRANSIT is structured, could you please provide direction as to how we would cost out the pricing proposal as it relates to W/C general liability, automobile liability, facility and capital depreciation?	The RFP speaks for itself.
		50	Is marginal costing acceptable given our particular structure?	Yes.
		51	How will one be reimbursed under the fixed route service contract? Reimbursement for actual expenses, hourly rate, or firm fixed lump sum?	Payment for actual expenses.
		52	Attachment D, Section B, Item 9 states; coordinating claims investigation and management with the insurance agent of the State of Connecticut. What does this mean	Claim reporting and investigation would be done through the state claims process, or through another approved process.
		53	Are the number of buses listed on the Inventory List for Service between New Haven and Madison (S-Route) and Hartford and New Britain (Route 41) enough to fully operate the proposed services? Are these vehicles equipped with any fareboxes or radios? If yes could you please provide the type?	The proposed service schedule for the S-Route could be theoretically operated by two buses running continuously for the entire day. Three buses are provided for this service under Attachment B, Page B9. The portion of the Hartford #41 route included in this RFP has been designated two buses, and review shows that two buses should be sufficient to perform the service. The buses have fareboxes but no radios.
		54	How will the equipment be transferred to a new contractor? Who	CTDOT or its designee will

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			will be responsible for the final inspection to ensure all equipment is received in good operating order? What will the process be in the event of a conflict?	monitor the transfer of equipment.
		55	How, what and when do we invoice the State?	As per the process indicated in the draft agreement, Attachment A of the RFP, or other approved process.
		56	What is the start date for the services?	The present goal for service implementation is December 13, 2010.
Extension to submit proposal		57	10 to 14 day extension to the current Management and Operation of fixed route, commuter express and paratransit services.	The RFP timeline remains unchanged other than as indicated in any Addenda.
Compensation		58	At various times, federal, state and local governments consider laws, rules and regulations which require an increase to the minimum wages or benefits mandated for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for an application for increased compensation. For example, in the state of Massachusetts recently passed a law requiring employers to provide a certain level of health insurance. California is considering similar legislation. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations.	It will be considered and will be discussed during negotiations.
Extension		59	MV Request a two week extension to the current due date, because of the complexity of this RFP and service area. Please advise if the CDOT is willing to make any accommodations to this request? Based on the date of the pre-proposal conference and the anticipated date that answers to questions will be received, MV respectfully request an extension in order to give this RFP the required level of committed time it deserves.	The RFP timeline remains unchanged other than as indicated in any Addenda.
Law		60	At this time, there remain significant unknowns regarding the	CTDOT will be open to

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			specifics of the new federal health care legislation. Please provide direction regarding whether or not the bidders should attempt to contemplate these costs in its bid or, once more information is known, will the agency be open to discussions regarding the costs associated with this new law?	discussions of any unforeseen mandates that affect the cost of providing these services.
DBE		61	Please verify that there is no Disadvantaged Business Enterprise goal established for this contract and that a good faith effort is not required.	All services included in this RFP have been assigned a zero SBE or DBE goal as it may be applicable. However, the contractor must make a good faith effort to reach out to either SBE or DBE firms, as may be applicable, to participate in any subcontracting opportunities in any and all contracts with CTDOT.
Financial		62	(a) Please clarify if proposers will be required to provide financial statements certified by a third party certified public accounting firm. (b) In addition will non U.S owned companies be required to submit audited financials for their operations within the United States. Failure to require Audited U.S. financial will put American based companies in a competitive disadvantage. Please advise if you will require audited financials for all bidders for their U.S. operations.	(a) Yes (b) Yes
Taxes		63	(a) Please clarify that the contractors will not be responsible for all licensing, permits and taxes. (b) If the Contractor is responsible please provide the current year's or last year's cost associated with these licenses and taxes?	(a) Contractor will be responsible for all licensing, permits and taxes. (b) Information not available
Company stability & financials		64	(a) Please advise that the audited financials of a privately held U.S owned company will be sufficient in order to satisfy the CDOT, review of financials in order to satisfy a companies stability. (b) Please advise if a company is able to provide audited financial	The RFP speaks for itself.

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			whether family financials, numbers of voting and non-voting shares held by individual, officers birthdates and birthplaces etc will be required.	
Pricing		65	(a) Please confirm the volume of hours on which proposers should base their proposals for each of the different service packages, (Waterbury, New Britain, Bristol, etc). (b) Please describe plans, if any, for any changes to the volume of hours in the next 12 months.	a) The RFP attachments and addenda to the RFP speak for themselves. b) There are no plans to significantly change volume of hours in the next 12 months.
Pricing		66	Please clarify exactly how the prices will be evaluated, i.e. will only the Year 1 price be considered or the full contract term cost?	Only year 1 will be considered.
Rates		67	Please provide current rates paid to existing contractor for variable and fixed costs. Also, please indicate the total amount paid to contractor for fiscal year 2009/2010 ytd.	CTDOT does not have documents containing current contractor's variable and fixed costs. For total amounts paid to contractors, please see RFP addenda at the website.
Provider		68	How many years has the existing contractor held this contract? Does this include any extensions? If so, how many extensions and length of each extension? Also please clarify if there are multiple contractors performing these services.	Current incumbent contractors have held contracts for more than 15 years. Typically CTDOT contracts are for five years. There are five different contractors for the 16 pieces of service specified in the RFP.
Provider		69	Please provide copies of the last three months of management reports from the Contractor for this contract.	Information not available. See RFP addenda at the website for general performance statistics.
Provider		70	Please provide copies of the last three months of invoices from the Contractor for this contract	Copies of agreements and budget addenda will be available to any Proposer prior to negotiations. See RFP addenda at the website for annual operating statistics.

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Provider		71	Please provide a copy of the current contract for each Contractor for these services.	Copies of agreements and budget addenda will be available to any Proposer prior to negotiations. See RFP addenda at the website for annual operating statistics.
Provider		72	Does 5333(b) of Title 49, regarding Transit Labor Protection (formerly Section 13(c) apply to this contract?	Yes
Provider		73	Please provide a current organizational chart or listing of positions that is being provided for this contract by the current contractor or contractors. Please indicate the percent that these positions are dedicated to this contract.	CTDOT does not have documents that contain this information.
Provider		74	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.	CTDOT does not have documents that contain this information.
Provider		75	Are the current drivers/employees part of a labor union? If yes, for which service, and please provide contact name and number for the union representative.	Yes, in Waterbury, Meriden and Wallingford.
Provider		76	If the drivers/employees are part of a labor union, please provide a current copy of the collective bargaining agreement.	CTDOT does not have such documents.
Provider		77	Please provide information regarding the current rates/benefits of the current employees. Please include specific regarding co-pays, dependent coverage and amount of premium paid by employer.	CTDOT does not have documents that contain this information.
Provider		78	Has service experienced problems due to driver shortages? If so, please explain.	No.
Provider		79	Is there a living wage ordinance in effect for any portion of this service area? Should bidders factor anything in their pricing to cover this?	CTDOT is not aware that there are any “living wage ordinances” in force in the state. If necessary, each Proposer should consult its own legal counsel to determine the applicability of

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				any federal, state or local laws to this procurement.
Facility		80	Please provide the location that each of the different service packages are operated from. As an example are all vehicles stored from the same location or are some vehicles stored in different locations in order to minimize deadhead, if so please provide addresses.	See RFP addenda at the website
Revenue hours		81	Please provide the revenue service hour definition for each of the different services contemplated in the RFP.	Paratransit revenue service hours were defined as the time required from the first passenger pick-up until the final drop-off, less any break in service or slack time of over 45 minutes duration. Transit and commuter revenue service hours were not defined in the RFP.
Revenue hours		82	(a)For the purposes of insurance and wage costing, please provide the current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours for the provision of these services. (b) For Fixed Route services, can the Authority please provide that information by route.	(a) Information is available only for total revenue, total miles and total hours. See RFP addenda at the website. (b) This information is not available at the route level and only total hours, total miles and total revenue statistics are available. See RFP addenda at the website
Revenue hours		83	Please provide a copy of the current pull out times and return to yard times for each of the routes. Also, could you provide a copy of the current headway sheets for each service and the associated Run Cut for each service area.	Information not available
Revenue hours		84	Please clarify if billable time continues past scheduled hours on	Yes. Billable hours will continue

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			the last trip due to exterior factors (traffic, weather delays, etc.) beyond the control of the contractor, or if the scheduled hours remain the sole billable time.	past schedule hours due to exterior factors beyond the contractor's control.
Revenue hours		85	Please clarify the amount of vehicles used in revenue service by day of week and the maximum amount of vehicles used at peak service time for each of the services described in the RFP.	Information not available
Performance Standards		86	What are the performance standards and/or any other aspects of performance which will be used for measuring the Contractor's performance under the new contract?	Information not available
Performance Standards		87	Please explain what is the current level of productivity for each of the services provided.	Information not available
Performance Standards		88	Please supply any information about current incentive programs for the employees.	Information not available
Performance Standards		89	Who certifies riders for the paratransit services? If a Contractor responsibility, please describe the responsibilities involved with this item.	Contractor, in coordination with CTDOT and/or its ADA certification consultant is responsible for all aspects of application and maintenance of a database pool of eligible ADA and/or DAR passengers.
Performance Standards		90	(a) Please clarify if contractor must conduct 100% trip edits (or the equivalent) for the paratransit service. If not, (b) please clarify the expectations of the contractor relative to trip edits. Also, (c) are Paratransit vehicles equipped with MDT units? If so what model.	(a) CTDOT does not have a requirement for 100% trip edits. (b) In the interest of efficiency CTDOT will consider initiatives from proposers on how they intend to maximize vehicle and driver utilization through trip analysis. (c) Paratransit vehicles are not equipped with MDTs.
Performance Standards		91	Please describe the exact methodology used to determine on-time performance. For example, will sampling be acceptable or will the	Sampling is acceptable. The methodology is to be reviewed

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			Authority require 100% verification to determine?	by CTDOT.
Performance Standards		92	If a passenger is picked up early, or prior to the window, is this counted against the contractor for purposes of determining on time performance?	Yes, it's counted as an early trip, but not necessarily earning a penalty.
Performance Standards		93	Please clarify if billable time begins at the first pick-up, even if that pick up is a no show.	Yes. It begins with first pick-up even if it is a no-show.
Performance Standards		94	Please explain the current daily call volume, broken down by weekday, Saturday and Sunday if possible.	Not available.
Performance Standards		95	Please specify the number of telephone lines required and specify the kind of data lines (T-1, TDD, dial-up, etc.) required, if any.	Not available.
LDs		96	Please advise if the (CDOT) currently has any liquidated damages associated with this contract. If applicable, please provide details and amounts of all liquidated damages assessed to the current contractor in the last twelve months.	There are no liquidated damages associated with the current contractors for these services.
LDs		97	Please provide a history of liquidated damages charged in the past 12 months, and please clarify if the liquidated damages for this new RFP differ from the current contract.	There is no history of liquidated damages
LDs		98	Please provide information regarding the approach to assessing liquidated damages. For example, are these assessed as a matter of contract administration; or are there times when, if performance would technically allow for the assessment of liquidated damages, that these will not be assessed?	Information not available
Vehicles		99	How many vehicles will be made available to an incoming contractor to perform training during the start-up period?	To be determined during negotiations.
Facility		100	Does the CDOT have available facilities that contractors could use or lease?	No.
Vehicles		101	Given recent volatility of fuel costs, will the (CDOT) include a fuel escalator clause in the contract?	Yes, this will be considered and can be discussed during negotiations.
Vehicles		102	Please provide information on the (CDOT) provided fleet to include engine type, fuel type, current odometer readings, average miles per year and the service type the vehicle is most used for.	The fleet make-up by service area is available in Attachment B of the RFP. Other details are not

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			Please advise if the contractor must provide fareboxes, radios, or any other item on the vehicle for service.	available,
Vehicles		103	Please provide information on the (CDOT) provided fleet to include engine type, fuel type, current odometer readings, average miles per year and the service type the vehicle is most used for. Please advise if the contractor must provide fareboxes, radios, or any other item on the vehicle for service.	The fleet make-up by service area is available in Attachment B of the RFP. Fareboxes will be provided by CTDOT for all fixed bus route services. Contractor must provide fare collection process and equipment for all other services
Vehicles		104	Please provide the last 12 months of history for major component replacement and repair for the (CDOT) provided fleet for this contract.	Information is not available. State-owned fixed route and express buses were replaced six months ago, except vehicles in the Waterbury, and Wallingford systems, which will get new equipment within four months.
Vehicles		105	Do any of the Authority provided buses have remaining or extended warranty on any of the components?	Yes
Attachment D – Scope of Work Facility	PDF 71 or D 12	106	In several places the RFP refers to a CTDOT facility, please explain what type of facility and where it is located, as an example page 71.	CTDOT will be providing certain equipment as specified in the inventory list contained in the RFP, but and facility(ies) will be provided by contractor
Vehicles		107	What is the (CDOT) current life miles goals for each of the revenue vehicles. Does the (CDOT) have a vehicle replacement plan in place. If so, please describe the planned replacement of any revenue vehicles during the proposed contract term.	Vehicles are programmed to be replaced according to FTA expected life of mileage and age standards.
General		108	At this time what are the three biggest challenges the (CDOT) and the (SYSTEM) face, and how have these inhibited the (CDOT) from achieving their goals?	No answer.

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General		109	In the next ten years, what are the three most important things the (CDOT) wants to accomplish/change with the proposed (services)?	No answer.
		110	Page 5 section W states that all fares will be the property of the state and must be deposited daily except for holidays and Sundays. 1(a) Who will be responsible for the cost of this account? 1(b) What is the amount of fares that have been collected in each service area over the past 12 months? 1(c) Are contractors required to use armored car service in order to transport and deposit these fares into the state bank account?	1(a) Deposits will be made in a State-owned bank account and CTDOT will indirectly be responsible for its cost through the expense budget. 1(b) See RFP addenda at the website 1(c) Depends upon volumes. Can be negotiated.
		111	Please provide the amount paid to contractors in 2009 and YTD in 2010 to operate the services within this RFP	See RFP addenda at the website
		112	Is the contractor required to provide radio equipment for CDOT provided vehicles or does the CDOT provide radios for their buses?	CTDOT will provide radios only for the New Britain fixed route bus system. Contractor must provide communication equipment and communication service (cellular phones or similar) for all other services.
		113	Once a contractor submits monthly invoice, how long before payment will be issued by the State to the contractor	4 to 6 weeks
		114	Are there any Bid or performance Bonds required with this bid?	No
		115	On page 8, Part B - Agreement & Financial Information, CTDOT is requesting financial information. How will the Department maintain the confidentiality of the information so that it does not become part of public record which anyone would be able to obtain under the Freedom of Information Act?	See Article I, section H of the RFP.
		116	We would like copies of the all the fixed route service routes (Page 2 section A) and JARC budget addenda for the fiscal year 2009-2010. We would also like copies of the monthly invoicing	Copies of agreements and budget addenda will be available to any Proposer prior to negotiations.

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			showing passengers, hours of service, mileage, revenue and expenses, or a summary of such for the past fiscal year. Please see attached example.	See RFP addenda at the website for annual operating statistics.
Article I, General Information	Pg. 1	117	The term of the Agreement for this RFP is for 1 year with options for up to two 1 year extensions. Past Agreements with NETCO have been for 5 years, and CTTransit Agreements have been for 5 years with a 5 year extension. Could you please provide which State Agency and Official determined the term of the Agreement within this RFP.	No.
Article I, General Information	Pg. 1	118	The term of the Agreement for this RFP is for 1 year with options for up to two 1 year extensions. Past Agreements with NETCO have been for 5 years, and CTTransit Agreements have been for 5 years with a 5 year extension. Could you please provide why the term of one year with two one year extensions was chosen?	The terms were chosen to offer flexibility for combinations with any future procurements.
Article I, General Information, Section M	Pg. 4	119	Will CTDOT disclose a list of any operators who do not attend the Optional Pre-Proposal meeting on October 13, 2010, but have submitted intent to propose letters, and if so, when would this disclosure take place?	See RFP addenda at the website
Article III, Proposal Format & Content	Pg. 6	120	Under Article III, Proposal Format & Content, Section A requires eleven (11) copies for each proposal. However, the Public Notice states a requirement of six (6) copies for each proposal. Can you please clarify which is the required number of copies?	Eleven copies will be required in order to accomplish distribution to all parties involved.
Article III, Part C, 2, Investments	Pg. 9	121	Under Article III, Proposal Format & Content, Part C, Cost Proposal, 2 Investments, it is stated that each proposer must provide an itemized list and estimate of all investments and expenses required to establish and operate each Service Type and Service Area. What are some examples of the investments? Do they include systems and procedures?	Investment expenses would include the acquisition of all physical facilities, tools, auxiliary vehicles, computers and office equipment necessary to satisfy the requirements of the project.
Article III, Part C, 2, Investments	Pg. 9	122	Under Article III, Proposal Format & Content, Part C, Cost Proposal, 2 Investments, it is stated that each proposer must provide an itemized list and estimate of all investments and	Investment expenses would include the acquisition of all physical facilities, tools,

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			expenses required to establish and operate each Service Type and Service Area. What are some examples of expenses? Do they include expenses for computers, phone systems, etc. that are not included in the inventory list?	auxiliary vehicles, computers and office equipment necessary to satisfy the requirements of the project.
Article III, Part C, E, 5	Pg. 10	123	Under Article III, Proposal Format & content, Part C – cost Proposal, E – Other Related Information, Number 5, states that the selected Qualified Proposer agrees to perform the services proposed as an independent operator and not as an agent or employee of the State. Reference to the Public Notice of RFP was sent via e-mail on September 28, 2010 to public sector operators, i.e. Transit Districts, COGs CTTransit and others. How are for profit independent operators supposed to compete with non-profit organizations and other state agencies?	Given the size of the contracts anticipated, the expenses cited for the provision of the services should be marginal costs only. Fully allocated costs should not apply because, in most cases, it is likely not necessary to employ significant additional facilities or significant additions of management or administrative staff in order to accomplish the required scope of work to the extent that it would affect fixed costs significantly.
Article III, Part C, E, 5	Pg. 10	124	Under Article III, Proposal Format & content, Part C – cost Proposal, E – Other Related Information, Number 5, states that the selected Qualified Proposer agrees to perform the services proposed as an independent operator and not as an agent or employee of the State. Can you please provide the provisions in the Federal and State laws that allows for CTDOT to put subsidized independent operators out of business and allow for competitive bidding against other State agencies and Transit Districts?	Competitive procurement involving publicly subsidized transportation services is a common practice.
Article III, Part C, E, 5	Pg. 10	125	Under Article III, Proposal Format & content, Part C – cost Proposal, E – Other Related Information, Number 5, states that the selected Qualified Proposer agrees to perform the services proposed as an independent operator and not as an agent or employee of the State. How does this RFP comply with Section	CTDOT notes that 13(c) agreements are in place between the state and the various labor organizations.

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			13(c)/5333(b) of the Federal Transit Law for existing unionized employees of a current independent operator?	
Article III, Part C, E, 5	Pg. 10	126	Under Article III, Proposal Format & content, Part C – cost Proposal, E – Other Related Information, Number 5, states that the selected Qualified Proposer agrees to perform the services proposed as an independent operator and not as an agent or employee of the State. Has CTDOT consulted The Attorney General’s office regarding Section 13(c)/5333(b) of the Federal Transit Law for existing unionized employees of a current independent operator? If so, what was the explanation?	CTDOT notes that 13(c) agreements are in place between the state and the various labor organizations.
Attachment A – Sample Agreement	Pg. A2	127	Under Attachment A – Sample Agreement, #5. Operating Incomes and Expenses, it states the operator is entitled to receive sufficient compensation by way of revenue or other funds to cover all operating expenses to be determined in accordance with the following procedures: Can you explain what is meant by “other funds”?	In this agreement, the contractor will be reimbursed for all eligible expenses. Any revenue belongs to the state and will be deposited in a state account by the contractor.
Attachment A – Sample Agreement	Pg. A2	128	Under Attachment A – Sample Agreement, #5. Operating Incomes and Expenses, it states the operator is entitled to receive sufficient compensation by way of revenue or other funds to cover all operating expenses to be determined in accordance with the following procedures: The Second Party shall be reimbursed for its operations according to the formula and up to the amounts stipulated in the Budget Addendum. Can you please explain what is meant by “formula”?	In this agreement, the contractor will be reimbursed for all eligible expenses. Any revenue belongs to the state and will be deposited in a state account by the contractor.
Attachment A – Sample Agreement, Appendix A, #10	Pg. A12	129	Under Attachment A – Sample Agreement, Appendix A, #10. Governmental Agency Exemption Certificate, it is stated The Second Party hereby acknowledges and agrees to comply with Chapter 219 of the CGS pertaining to tangible personal property or services rendered that is/are subject to sales tax. The Department of Revenue Services has already ruled that private companies are subject to the CT Sales Tax. How are private companies to comply with this provision?	Proposers should identify those costs. This can be discussed during negotiations.

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Attachment C	Pg. C8	130	<p>Under Attachment C – Total Annual Expense Worksheet and Cost Proposal Format, total annual Expense worksheet – Pages 1 and 2. On the worksheet where is a proposer to address overhead expenses? Such as:</p> <ol style="list-style-type: none"> a. Equipment Leases b. Property Taxes c. Licensing/Registration/Permits d. Services (Legal, Professional, Security) e. Contract Maintenance f. Office supplies g. Miscellaneous Expenses h. Management/Brokerage fees <p>The FTA Uniform System of Accounts includes these items except for management/brokerage fees.</p>	If you wish to specify overhead costs, you may feel free to include additional detail including new line items in your budget submission.
Attachment C	Pg. C8	131	<p>Under Attachment C – Total Annual Expense Worksheet and Cost Proposal Format, total annual Expense worksheet – Pages 1 and 2. Historically capital expenditures are part of our operating Agreements with CTDOT. Such amounts are not consistent or predictable and vary widely. There is no provision or line item for capital expenditures. On the worksheet, where is a proposer to address capital expenditures?</p>	Capital expenses, when required, would be accounted separately from operating expenses and are not a part of this calculation.
Attachment C	Pg. C8	132	<p>Under Attachment C – Total Annual Expense Worksheet and Cost Proposal Format, total annual Expense worksheet – Pages 1 and 2. There is no provision or line item for revenues on the worksheet. How does CTDOT want this addressed in the response of the RFP? Are revenues to be completely excluded?</p>	Passenger fares, advertising revenues, insurance settlements and all other revenues will be deposited in a State account, with total expenses to be covered by subsidy payments from CTDOT.
Attachment C	Pg. C6	133	<p>Under Attachment C – Total Expense worksheet and Cost Proposal Format, Cost Proposal Form #2 – Fixed route Services On the worksheet, where is the proposer to address the cost per hour, or is a cost per hour only necessary for the Paratransit</p>	Fixed route services are to be bid by total cost rather than an hourly rate of expenses.

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Attachment D	Pg. D1	134	<p>Services as indicated on Form #3?</p> <p>Under Attachment D – Scope of Work by Service Type and Service Area, 1 Fixed Route, B. Waterbury. There is no provision to address some of the JARC Services. The JARC – PDF file item 8, Waterbury Local, does not include several JARC services. The JARC services not included in this RFP are:</p> <ul style="list-style-type: none"> a. Southbury, b. Brass Mill Center, c. Naugatuck, d. Torrington, e. Cheshire, f. Child Care (Non-FTA Funded) <p>Can you please advise whether these projects should be included in the cost of the Waterbury Fixed route Services?</p>	<p>All current services, including JARC initiatives will be included in the ultimate contract. But for the purposes of the RFP, proposers should be estimating costs based upon the timetables provided or the service hours provided in the case of paratransit services.</p>
Attachment D	Pg. D1	135	<p>Under Attachment D – Scope of Work by Service Type and Service Area, 2 Paratransit Services, G. Waterbury. There is no provision to address the New Freedom Projects. Should this response include the cost for Evening, Sunday and Gaylord Hospital services being subsidized through New Freedoms?</p>	<p>All current New Freedom paratransit services will be part of the ultimate agreement but are not included in the paratransit service hours estimates.</p>
Attachment D	Pg. D1	136	<p>Under Attachment D – Scope of Work by Service Type and Service Area, 2 Paratransit Services, G. Waterbury. There is no provision to address the services for the Dial-A-Ride Municipal Grant Program. Should this response include notification of the services being subsidized by the Municipal Grant Program through the Greater Waterbury Transit District?</p>	<p>All current Municipal Grant services would be continued in the ultimate agreement but those hours are not included in the base service hours for paratransit.</p>
Attachment D	Pg. D5	137	<p>Under Attachment D – Scope of Work – Fixed Route, C General Service Information, #2 Days and Hours of Service. The fixed route hours for Waterbury, Meriden and Wallingford do not reflect any pre-trip or deadhead/travel time. Can you please advise how/where these hours should be included in the response?</p>	<p>The hours of operation, including deadhead travel time and pre and post trip times should be included in your budget calculations. Due to the</p>

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				different potential facility locations and policies of various proposers this will be unique for each proposer.
Attachments C, E, F, G & H	Pgs. C3-C10, E2-18, F1, G1 & H1	138	Can CTDOT provide electronic versions of required submittals in MS Word or other “fillable” format including attachments C, E(E1-E5), F, G & H?	Yes. These forms are now available on the RFP website except forms F and G, which are available at the OPM website at: http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038&opmNav_GID=1806 , and form H is a notice to prospective state contractors.
Article II	Pg. 6	139	Are proposers required or expected to hold specific route certificates from CTDOT for the services proposed?	No. Proposers are expected to have the proper authority to operate motor bus service in accordance with Chapter 244, section 13b-94a of the Connecticut General Statutes as it may be applicable, previous to the start of service. Selected contractor(s) needing such authority must acquire the applicable authority. Regulations and application form are available at CTDOT website at: http://www.ct.gov/dot/cwp/view.asp?a=1386&q=415026 A route-specific authority will be granted to successful Proposers and will be valid for the period of the contract.

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Attachment D	Pg. D56	140	Would CTDOT allow the use of CTDOT-owned commuter express equipment on other scheduled line-run public transportation services within Connecticut consistent with FTA regulations?	Selected contractors will be supplied equipment to be used only for the services within the scope of work included in the contract(s) with CTDOT unless otherwise explicitly authorized
Article I	Pg. 1	141	Would CTDOT consider providing a longer term initial contract term of three years, with two one-year options?	No. CTDOT has only been approved to contract for a 12 month period. Subsequent to those 12 months, at CTDOT's discretion, CTDOT could extend the contract for two additional 12 month periods.
Attachment C	Pg. C3-5	142	Would CTDOT consider the inclusion of a "fuel adjustment clause" in contract agreement, which would protect CTDOT and contractor for future rising or falling fuel costs?	Yes, this will be considered and can be part of the negotiation process.
Article I, Item O	Pg. 4	143	Would CTDOT consider an extension of the response date to at least 11/8/2010?	No.
Article I, Item N	Pg. 4	144	Would CTDOT consider an extension of time to submit questions on the RFP to at least 10/18/2010?	No
Article III, E, 5	Pg. 10	145	Will CTDOT entertain proposals from CTTransit, CT Transit districts, and/or other public sector transportation providers? If so, can CTDOT fully explain how adjustments to those proposals will be calculated for "fully allocated costs" of these providers, and reflect property, income and other taxes paid by private sector providers, and FTA participation in public sector facility, equipment and administrative overhead costs?	Given the size of the contracts anticipated, the expenses cited for the provision of the services should be marginal costs only. Fully allocated costs should not apply because, in most cases, it is likely not necessary to employ significant additional facilities or significant additions of management or administrative staff in order to accomplish the

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				required scope of work to the extent that it would affect fixed costs significantly.
Article III, E, 5	Pg. 10	146	Can CTDOT confirm that public sector transportation agency participation in the RFP process and submittal of a proposal is allowable under the FTA so-called “Charter rule”?	The services requested under the terms of the RFP should not run afoul of the “charter rule.”
Article II, Part B, #1	Pg. 8	147	Will CTDOT require the same personal financial statements, insurance coverage and other administrative requirements from public sector transportation agency proposers?	Proposer’s organization or company financial statements are required. The requirement for personal financial statements is clear in the RFP
Article I, Item O	Pg. 4	148	Can proposers submit proposals on flash drives in PDF format? As a matter of policy, Peter Pan prefers proposals to be submitted in formats that cannot be altered.	Yes
Article I, Item M	Pg. 4	149	Can a list be obtained of attendees at the Pre-Proposal meeting of October 13, 2010, as well as other parties that have indicated an intent to respond?	Yes. See addenda to RFP on website.
Article V	Pg. 11-12	150	Page 12 has a list of evaluation criteria. Could CTDOT provide the relative weights of each criterion?	No. CTDOT is not obligated to provide this information, but they are listed in ranking order.
Article II	Pg. 5	151	Could CTDOT expound on the statement that a qualified proposer must be experienced in comparable services? For instance, must they have a record in commuter services, or just as a transit provider?	Comparable experience does not necessarily mean exactly the same type of service.