

Senior Citizens' Transportation Services RFQ FAQs

1. Please provide a list of the observed Holidays.
 - a The City of San Ramon observes the following holidays and will not need transportation services:
 - New Year's Day
 - Martin Luther King Day
 - Presidents Day
 - Memorial Day
 - Independence Day - July 4
 - Labor Day
 - Veterans Day
 - Thanksgiving and the Day after Thanksgiving
 - Christmas
2. Please describe who is responsible for maintenance of the passenger vans owned by the City to be used for the service.
 - a The City of San Ramon will maintain all maintenance on City-owned passenger vans.
3. Please describe who is responsible for fuel for the passenger vans owned by the City to be used for the service.
 - a The City of San Ramon will provide fuel for its passenger vans. The City of San Ramon will provide access to vehicle drivers to fuel vehicles at the San Ramon Public Works Corp Yard.
4. Please confirm that the cover letter, title page, table of contents, price proposal, and relevant attachments are excluded from the SOQ ten-page limit.
 - a The RFQ does not state the title page and table of contents are excluded, but since these items are not referenced, and since these items are regarding more of a professional application, they can be excluded from the 10 pages total. The cover letter and price proposal are counted as part of the 10 pages as they are part of the SOQ requirements. Attachments such as resumes may be included in an appendix and not counted in the total page count.
5. The incumbent plans to retain the driver(s) who perform this service. Please confirm the incumbent does not need to provide California Labor Code 1072 details to the City.
 - a The City does not reference California Labor Code 1072 in the General section, and it is not required to provide details in the SOQ. It would be within an applicant's purview if they want to add or reference California Labor Code 1072 in their application.
6. Please provide any policies and requirements regarding COVID-19-related operating procedures.
 - a The City currently does not have COVID-19 related operating procedures for transportation. The City and the approved vendor will work together to develop protocols adhering to local, state, and federal guidelines.

7. Please confirm that questions can be submitted until 2/23/21 and that the SOQ is due 2/25/21. Will the City answer bidder questions as they are submitted? As our company will ship the SOQ on 2/23/21 to meet the response deadline, there will be no time to incorporate the new information if answers are provided on 2/24/21.
 - a Yes, the City will provide answers to questions as they are received, up to the end of day February 23rd. All questions submitted on February 23rd, will be answered as soon as possible.
8. Is the cover letter considered part of the 10-page proposal limit?
 - a The RFQ does not state the title page and table of contents are excluded, but since these items are not referenced, and since these items are regarding more of a professional application, they can be excluded from the 10 pages total. The **cover letter** and price proposal are counted as part of the 10 pages as they are part of the SOQ requirements. Attachments such as resumes may be included in an appendix and not counted in the total page count.
9. Is the City or the contractor responsible for maintaining the City owned vehicles?
 - If the contractor is responsible, please provide maintenance records for the past 24 months.
 - a The City of San Ramon will provide all maintenance on City-owned passenger vans.
10. Who is the incumbent provider?
 - a Currently, the City contractor for Senior Citizens Transportation services is MV Transportation.
11. Please provide copies of invoices (including all pages and any attachments) from the incumbent contractor for each of the twelve most recent months during which service was provided.
 - a The City will not be providing invoices from the current incumbent. The incumbent's billing does not pertain to the current Request for Qualifications.
12. Please provide the following information on the City owned vehicles:
 - a 2013 Ford F 350 (7 passenger vehicle plus driver) - Craftman Alternation Vans- Mileage 35892.2
 - a 2013 Ford F 450 (16 passenger vehicle plus driver) - Craftman Alternation Vans- Mileage 63030.5
13. To assist proposers in developing compensation and benefits programs that are comparable to the compensation and benefits that current employees are already receiving, please provide the following information for each employee:
 - Title
 - Whether the position is part or full time
 - Employee's start date
 - Employee's rate of pay
 - Employee's benefit election, e.g., employee-only, employee+spouse, employee+children or employee+family
 - a The requested information belongs solely to the current incumbent. If desired, please contact the incumbent directly and request the information.

14. To assist proposers in developing benefits offerings that are comparable to benefits received by the current employees, please provide a description of the current health, dental, vision, insurance, short and long term disability, and other benefits enjoyed by the current workforce. This summary should include plan design information as well as employer match levels, employee out-of-pocket contributions, and any coverage limits.
- a The requested information belongs solely to the current incumbent. If desired, please contact the incumbent directly and request the information.
15. Please confirm if the incumbent contractor's personnel are represented by a Collective Bargaining unit. If they are, please provide a copy of the CBA along with contact information for the union's Business Agent.
- a The requested information belongs solely to the current incumbent. If desired, please contact the incumbent directly and request the information.
16. What are the service related reporting requirements?
- a Drivers
The City of San Ramon will require drivers to conduct a pre and post vehicle inspection report, recording on items such as the lift system, parking brakes, panel gauges and lights, steering system, mirrors & driver views, emergency flashers, turn signal controls, wiper controls, heating & cooling controls, fluid leaks, tires & wheels, headlights, mileage, and fluid checks. Any abnormalities will be recorded and reported to San Ramon staff. San Ramon Staff will provide all necessary maintenance and service requirements to the vehicles.
17. Does the contractor need to provide any of the following?
- transportation software
 - GPS/AVL system
 - In vehicle camera system
- a The selected Senior Transportation provider will need to provide transportation software, GPS/AVL system and to provide the vehicle camera system if needed by their own requirements.
18. What is the City's budget for this project? If possible, please break it out by fiscal year.
- a The City's budget for the project is based on the rates and proposed pricing provided by the awarded vendor. The City is requesting a pricing proposal as part of the Statement of Qualifications (SOQ). After selection of a vendor, staff will work the awarded vendor to develop a complete budget for the project.
19. The fee schedule doesn't ask for rates per year. Please clarify how the City want the rates broken out? By fiscal year, or just one blended rate? Should the rate include extension years, or will those be negotiated if the City decides to extend the contract?
- a The RFQ requests an inclusive hourly rate for the different options of vehicle and driver usage.
20. What improvements to this service is the City looking for in the next contract?
- a The City is requesting SOQs be submitted with all criteria addressed to the best of the interested vendor's ability. SOQs will be evaluated on the listed criteria within the RFQ – Section 5 – Evaluation.

21. Given the fact that the last date questions may be submitted is February 23, 2021, and submittals are due on February 25, 2021, we request a two-week extension to account for answers to questions that may be published a day prior to the due date, and adequately incorporate those answers into our proposal.

a The City will not be granting any extensions. As the City receives questions regarding the RFQ, staff will work to answer the questions as soon as possible and respond/post in an appropriate time. If further questions arise, please ensure that they are asked with ample time to provide the final proposal to the City no later than February 25th.

22. Under SOQ Requirements, Page 3 of 6, Sub Paragraph C Experience, asks for similar projects to San Ramon's including references with contact information, etc. On Page 4 of 6, Sub Paragraph G References, asks for three references from projects similar in scope, etc.

On the surface, these two sub paragraphs seem redundant.

Question: Would you delete one as a required proposal response? If so, please identify the one to be deleted.

a Sub Paragraph C – Experience – is referencing information regarding similar projects to the City of San Ramon. The City is requesting that applicants provide the name and reference of the municipalities they had previously worked with in similar scope. While Sub Paragraph G – References – is also requesting references, they can either be the same or additional references. That is up to the submitting vendor.

23. The term is two (2) years plus three (3), one (1) year extensions. Typically, extension years are negotiated and not priced in a submittal. Does San Ramon require pricing for the extension years as well as the base term?

a The term is for an initial two years with the option to renew for three additional one year terms. Renewal will be mutually agreed upon by both parties and upon the same terms and conditions as provided in this Agreement for a total term of five (5) years. Any extension or amendment must be in writing and fully executed by both parties to take effect. For the purpose of this RFQ, the City is requesting that the hourly rate (fully inclusive) be provided by the respondent. It will be the responsibility of the respondent to provide an escalator to the hourly rate as they may deem necessary.