



ROANOKE COUNTY

Purchasing Division
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August 21, 2019

ADDENDUM NO. 2 TO ALL BIDDERS/OFFERRORS:

Reference – **2019-116**

Description: DEMAND RESPONSE TRANSPORTATION PROGRAM FOR ROANOKE COUNTY

Dated: **Issued July 15, 2019**

Proposal Due: **Monday September 2, 2019 2:00 P.M. (Local Prevailing Time)**

The above Project is hereby changed as addressed below:

1. Questions/Responses
2. Amended Proposal Due Date

Note: A signed acknowledgment of this addendum must be received at the location indicated on the original solicitation either prior to the proposal due date or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal/bid document. The original proposal/bid document must be signed.

Thanks,

Heath Honaker
Phone: (540) 283-8146
hhonaker@roanokecountyva.gov

Sign Name:

Print Name:

Name of Firm:

Date:

1. Questions/Responses

Q&A for: RFP 2019-116

1. Can the County confirm that the proposed service would operate only in the County of Roanoke, as suggested by the green highlighting on the provided map, and not in the City of Roanoke or the City of Salem?

ANSWER: The service area is Roanoke County, the City of Salem, Roanoke City and the Town of Vinton. This is the entire inner area shown on the map, not just the green areas.

2. Can the County confirm that there is no formal minority and/or women-owned business participation requirement?

ANSWER: Correct, there is no formal minority or women-owned business participation requirement.

3. Can the County provide the estimated annual ridership of the service for the upcoming contract year, and/or the total annual ridership of the previous contract year?

ANSWER: Please note that the below is the best approximation available to Roanoke County at this time. Client data including accessibility is provided by the current service provider and has not been validated by the County of Roanoke.

Data from July 1, 2018 - June 30, 2019

Trips taken - 29,109

Number of riders - 611

Canceled trips - 2,776

4. Does the County anticipate keeping the current service hours (7am to 6pm Monday - Friday)?

ANSWER: Yes, Current hours are 7:00 AM - 6:00 PM No Saturdays. No change in the program hours are being made.

5. Would the County consider a service that additionally transported riders who are not eligible under the specifications of the RFP, if the vendor can guarantee that eligible riders will be prioritized? Expanding the ridership base may help the service operate more efficiently and cost-effectively, especially if non-eligible customers are charged a higher rate than eligible customers.

ANSWER: The County may entertain this approach, however, the County subsidy would apply only to eligible riders and it would depend on the vehicle utilized. Other factors included and not limited to:

- **Verify which users are CORTTRAN users, if selected and awarded the Offeror would need to be able to provide accurate data and allow the County to audit their ridership information.**
- **What rate would non eligible riders pay?**
- **How would priority be established for eligible riders?**

6. Would the County be willing to extend the deadline so that vendors have time to review and incorporate the County's answers to all questions submitted before the 8/15 question deadline?

ANSWER: Yes, the new due date is Monday September 2, 2019 2:00 P.M. (Local Prevailing Time)

7. Can the County share the current proportion of riders who require a wheelchair accessible vehicle?

ANSWER: Please note that the below is the best approximation available to Roanoke County at this time. Client data including accessibility is provided by the current service provider and has not been validated by the County of Roanoke.

- **78% of riders require wheelchair accessible vehicles.**

2. Amended Proposal Due Date

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