



# ROANOKE COUNTY

**FINANCE AND MANAGEMENT SERVICES DEPARTMENT  
PURCHASING DIVISION**

**ADDENDUM # 3**

**FOR**

**RFP # 2021-063**

**Demand Response Transportation Program for Roanoke County**

**OPENING DATE: April 21, 2021  
OPENING TIME: 2:00 P.M.**

**DATE of RFP: March 8, 2021**

This **Addendum # 3** will be used to answer questions received so far be it from the Pre-Proposal Conference or via email. The Pre-Proposal Sign In log is also included as part of this Addendum.

## **NOTIFICATION**

### **1) Questions and Answers:**

- 1) Does Roanoke County plan on the expected volume to increase?
  - a. The program volume is driven by the ridership and the request for transport. Any program changes would be approved or amended by the Board.
- 2) Does Roanoke County have historical data regarding ridership levels that can be provided?
  - a. We can provide additional data from the past.
    - o 2,006 trips / November 2019
    - o Approximately 1,000 trips/month 2021. Ridership levels have been affected by COVID and change in vendors
- 3) Is the model different now than the past or does Roanoke County expect the model to change?
  - a. Rider Eligibility criteria have changed. Service model has changed some in 2021 to a ride-share model of on-demand transportation
- 4) What is the expectation in this RFP award as far as the number of riders, is it expected that the rider count will go up or will it go down?
  - a. This is situational dependent, as it is hard to predict the numbers post COVID. No one likes change, so we have lost some riders but we have new customers as well.
- 5) Does the rider drive the volume?
  - a. Yes, this is rider driven although the board has final say regarding the scope of the program. Scope of the program is subject to change based off of budgetary constraints.
- 6) How is the current contractor viewing the trips, what type of platform is being used?
  - a. Paula Benke, the CORTTRAN Program Coordinator, enters eligibility into database. Once approved the vendor sets up all of the travel and pick-ups.
- 7) Is the vendor currently on standby?
  - a. Bookings are currently done 1 day in advance.
- 8) Are we interested in same day?
  - a. If you want to provide a proposal that allows same day this could be reviewed but currently Roanoke County has no plans to offer same day service.

- 9) What are your current challenges?
  - a. Current challenges have been transporting larger mobility devices.
- 10) What is the process for aids for riding along with riders?
  - a. During the eligibility determination, the County establishes whether the Rider has a need for an Aide to accompany the Riders. The County maintains a list of Aids for eligible riders so they are on file.
- 11) Will County or Vendor provide the ID cards (RFP page 4 of 46)?
  - a. The County provides these to eligible Riders.
- 12) What “benefits and/or revenue payments they propose to make to the County if appropriate” are being considered (RFP page 8 of 46)?
  - a. This is to be provided by Offeror as part of their complete proposal.
- 13) Are three or 5 references required (RFP page 9 of 46)?
  - a. There will be a requirement of 5 references.
- 14) Is a “Fee Proposal Form” of the Vendor’s making required as the form was not provided in the RFP (RFP page 9 of 46)?
  - a. Please see Letter J page 9 of 46 - Each proposal must contain a completed and properly signed Fee Proposal Form, which form is contained in this RFP unless noted otherwise. **NOTE: THERE IS NOT A PROVIDED FORM FOR THIS SOLICITATION.**
- 15) Where is “Attachment C – Separate Downloadable Excel Document(s) for Sample Date for Distances and Times of Trips Across Roanoke County” (RFP page 14 of 46)?
  - a. This information is not provided and not available. Please consider this language stricken from the RFP.
- 16) Where is the “Service Area Map” (RFP page 16 of 46)?
  - a. Please refer to attached GIS map.
- 17) How does the County envision the operation of a potential “multiple award” (RFP page 20 of 46)?
  - a. This will be determined once all proposals are received. This final decision cannot be made until all proposals are received and fully evaluated.
- 18) What is the anticipated:
  - a. Award date? – Currently unknown but anticipated June/July 2021
  - b. Start date? – Early January 2022

19) List of Locations (Exhibit 3) (RFP page 24 of 46) and Exhibit 3 (Bid Form) (RFP page 26 of 46) are mentioned but neither version of Exhibit 3 is provided. Please advise.

**a. This information is not provided and not available. Please consider this language stricken from the RFP.**

20) Can you tell us what has been the history of this program with regards to daily or weekly volume of trips and with regards to average trip distance and duration?

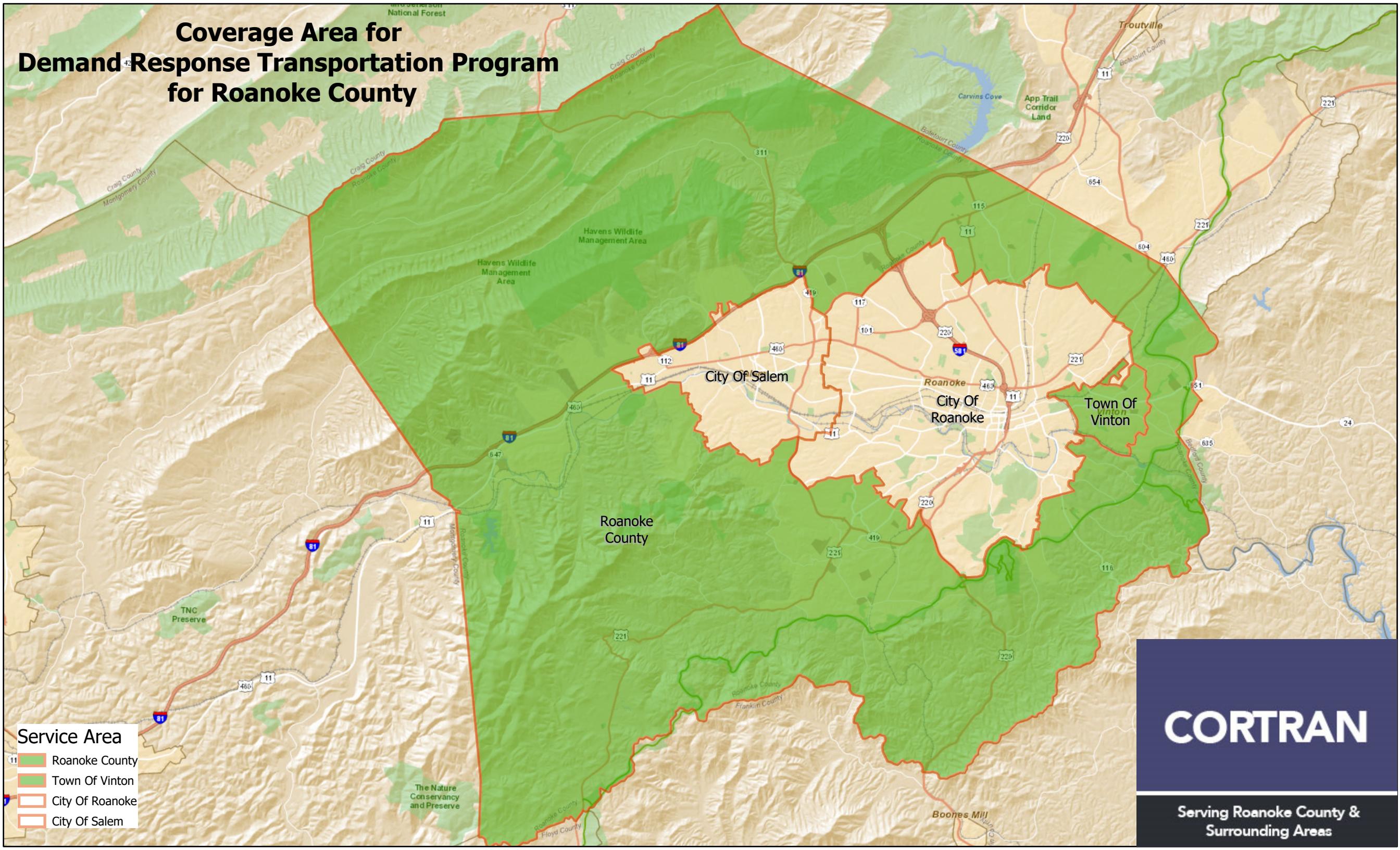
Daily trips pre COVID -100  
Daily trips current – 47

Weekly trips pre COVID - 500  
Weekly trips current – 216

Current Average Trip Distance – 8.25 miles  
Current Average Trip Duration – 22 minutes

**SERVICE AREA MAP SHOWN BELOW ON NEXT PAGE**

# Coverage Area for Demand Response Transportation Program for Roanoke County



# CORTRAN

**Serving Roanoke County & Surrounding Areas**

## 2) Sign in Log from Pre-Proposal Conference

**RFP # 2021-063 - Demand Response Transportation Program for Roanoke  
County  
PRE-BID MEETING SIGN-IN LOG**

April 5, 2021 1:00 PM

**(PLEASE PRINT)**

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Name/Title	Paula Benke / CORTRAN Program Coordinator	
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Name/Title	Mary Beth Nash / Senior Assistant County Attorney	
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Name/Title		
Organization		
Telephone		
Email		

\*\*\*REQUIRED\*\*\*

**ADDENDUM # 3**

\*\*\*Sign and return with your proposal package\*\*\*

Sign Name:

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Print Name:

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Date:

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Company

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