



January 29, 2025

TO: All Bidders under:
RFQ 2025-100062 Bus Transportation Services for DeKalb County Senior Centers

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 1

Request for Quotation (RFQ) 2025-100062 Bus Transportation Services for DeKalb County Senior Centers, is hereby amended as follows:

1. Questions have been received and the responses are indicated on pages 3-7 of this addendum.
2. The following is to be revised in the RFQ Solicitation Document:

- Delete Section II., 3., c. of Attachment A, Scope of Work as follows:

c. Knowledge of Medical Facilities and Destinations: Familiarize yourself with common destinations like DeKalb senior centers, medical facilities and community areas frequented by DeKalb seniors.

And replace with:

c. Knowledge of Destinations: Familiarize yourself with common destinations like DeKalb senior centers and community areas frequented by DeKalb seniors.

- Delete Section II., 8., a. of Attachment A, Scope of Work as follows:

a. In limited circumstances, drivers will be asked to provide special services if required for transport.

And replace with:

a. In limited circumstances, drivers will be asked to provide special services if required for transport. These services could include group trips between the hours of 7am – 4pm.

3. It is the responsibility of each bidder to ensure that they are aware of all addenda issued under this RFQ. **Please sign and return this addendum.** You may email

Tiffany M. Wilson at tmwilson@dekalbcountyga.gov before the bids are due to confirm the number of addenda issued.

4. All other conditions remain in full force and effect.

Tiffany M. Wilson

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Procurement Technician

Department of Purchasing and Contracting

Responses to Questions:

1.	Question:	What is the estimated daily number of passengers per route?
	Answer:	8 to 14.
2.	Question:	Can multiple vehicles be utilized simultaneously for transportation services to meet demand?
	Answer:	Yes.
3.	Question:	What is the estimated total number of rides required per day across all routes?
	Answer:	There isn't an exact number of rides as we currently have 6-8 clients currently seeking transportation and are looking to increase to 13-14 clients.
4.	Question:	Will the seniors be accompanied by caregivers during their transportation?
	Answer:	No, it is not likely that seniors will be accompanied by caregivers during transportation to the senior centers.
5.	Question:	Will drivers need to wait for the seniors after their appointments, or will they return later for pickup?
	Answer:	No wait will be paid for.
6.	Question:	Can you provide examples of the special services drivers may need to perform besides storing mobility aids?
	Answer:	Help seniors on and off the vehicle. Be very friendly and caring to seniors.
7.	Question:	Are there any provisions for emergency or unscheduled transportation outside of regular operating hours?
	Answer:	No.
8.	Question:	What key performance indicators (KPIs) will the County use to evaluate contractor performance during the contract term?
	Answer:	We will review transportation logs, billing variances and surveys on quality of service from seniors
9.	Question:	What is the anticipated timeline for awarding the contract following the February 3, 2025, submission deadline?
	Answer:	As soon as possible.
10.	Question:	Can you provide the bid tabulation or solicitation number for the previous award of this service?
	Answer:	These services are not under contract.
11.	Question:	Please identify which payment terms are to be expected. Page 1: NET30 Page 5: Payments will be issued within 45 days upon receipt of an undisputed invoice.
	Answer:	Net 30.
12.	Question:	Scope of Work: How many bus routes are expected to be needed/required? This will greatly assist in pricing this project.
	Answer:	2.
13.	Question:	Scope of Work: Does daily volume fluctuate? Please provide estimated or historical (preferred) data for this project. Ex: Mon/Wed/Fri there is a need for 4 bus routes, while Tues/Thurs there is a need for 1 bus route.
	Answer:	Monday to Friday, one bus per route.

14.	Question:	Scope of Work: The minimum passengers per vehicle is 12. How many passengers are eligible for this service?
	Answer:	Currently, we have 6-8 clients but looking to expand to 10-14.
15.	Question:	Scope of Work: Is the county open to utilizing more vehicles, that would enable more efficient routes, such as Ford Transits/Ram Promasters? By deploying more vehicles, the contractor could have better control over external factors affecting on-time performance. For example, it takes 15-30 minutes to load and secure a wheelchair bound passenger and 5-10 minutes to assist patients from their pick-up location onto a vehicle – by having more vehicles, the contractor could better manage OTP. Additionally, most vehicles that are WAV, have reduced seating capacity because of the wheelchair system installed on a WAV. If there are routine clients that have mobility impairments, this would be our suggestion.
	Answer:	For this RFQ we are not open to utilizing other vehicles.
16.	Question:	Senior Centers: How many senior centers are there in Dekalb County? How many are expected to participate in this project? Because the SOW refers to this as a route-based project, please provide the desired route. If it will change daily, please provide an estimated number of contractor hours per week/month/year, as well as minimum number of vehicles required for this project.
	Answer:	There are 4 senior centers in the County, but only 2 will be participating.
17.	Question:	What is the expected start date for the services outlined in the RFQ?
	Answer:	This will be determined upon award, but the County would like services to start as soon as possible.
18.	Question:	How many routes are anticipated for daily operations?
	Answer:	2.
19.	Question:	How are the routes assigned, and is it the same route everyday?
	Answer:	Yes. Routes are assigned based on the senior center location, but a new client can be added or remove at anytime.
20.	Question:	Is the hourly rate per trip or client?
	Answer:	The hourly rate should be per trip.
21.	Question:	Is the BID for the whole county or certain centers within the county?
	Answer:	2 locations - East DeKalb and DeKalb Atlanta Senior Centers.
22.	Question:	My drivers currently work a split shift in (Newton/Rockdale/Walton) county. They work from (6am-9am and 2pm-4:30pm), would this be a whole shift from 7am - 4pm everyday?
	Answer:	Yes.
23.	Question:	Are you requiring 1 vehicle only minimum. 12 passengers with your requirements?
	Answer:	We require one bus per location. This could be achieved through awarding to more than one vendor if in the best interest of the County. Thirteen (13) passenger buses are okay as long as a wheelchair lift is available.

24.	Question:	Providing additional backup will we be able to include in cost, or business is understood for just the one?
	Answer:	No, we will not pay for backup, but you should include a list of all buses within your fleet.
25.	Question:	Can you provide number of trips, hours worked or billed amounts for the years of 2023, 2024. Number of passengers on monthly basis?
	Answer:	No, however, the County estimates approximately 6000 trips per year.
26.	Question:	Name of current and previous contractor?
	Answer:	These services are not under contract.
27.	Question:	Vehicle or vehicles are there any. Location vehicles Can be stored at?
	Answer:	No, there is no storage for buses available.
28.	Question:	I have 2 vans Ambulatory. And one Wheelchair Van that's down now, that'll be up soon. Do my vehicles meet the requirements?
	Answer:	No, we are seeking buses that have rails along with an aisle with seating on each side of the aisle.
29.	Question:	Do you have the mileage of each senior citizen residence and senior centers?
	Answer:	5 to 10 miles on average.
30.	Question:	The cover page says payment terms is net 30, however in the RFQ it says payment within 45 days. Can you please clarify the actual payment terms?
	Answer:	30 days.
31.	Question:	Are bus the only mode of transportation that can be used or will contractor be able to utilize vans, etc?
	Answer:	We are seeking buses that have rails along with an aisle with seating on each side of the aisle.
32.	Question:	Can you provide the last awardee, their awarded amount and terms as well as total transports?
	Answer:	These services are not under contract.
33.	Question:	Are all clients utilizing this service ambulatory and wheelchair?
	Answer:	No.
34.	Question:	The RFP doesn't states the start date. When will vendors be notified of the award, and how many weeks will be allowed for the implementation of the program? Considering that vendors may need to hire additional drivers, procure vehicles, conduct training on County policies, and familiarize themselves with relevant systems, this information is crucial.
	Answer:	The quotes are due by February 3, 2025. The County intends to evaluate the responses and, upon award, will begin to utilize services as soon as possible.
35.	Question:	At times, clients may have steps leading into their residences. Are providers expected to transport clients upstairs? If so, what is the maximum number of stairs allowed? Will this information be provided when trip details are sent to the provider?
	Answer:	No, providers are not expected to transport clients up the stairs leading to their residences.
36.	Question:	What is the maximum number of transportation providers this RFP seeks for the contract? If only one transportation provider is awarded the contract, can they bring in subcontractors?
	Answer:	Two vendors will be selected, and subcontractors will not be allowed as the County seeks to keep the drivers consistent as possible to build a relationship with the seniors
37.	Question:	Who is the current provider operating the service under this contract?

	Answer:	These services are not under contract.
38.	Question:	Will the Agency accept electronic signatures on the forms and cover letter?
	Answer:	Yes.
39.	Question:	Beyond transporting seniors to and from the centers, are additional transportation services required during the day (e.g., medical appointments, field trips, or other activities)?
	Answer:	Yes.
40.	Question:	What is the average daily or weekly senior headcount for each senior center covered under this RFQ?
	Answer:	8 to 16 seniors.
41.	Question:	What are the current rates with current vendor(s)?
	Answer:	These services are not under contract.
42.	Question:	Are you able to provide a copy of agreement with the current vendor?
	Answer:	No. These services are not under contract.
43.	Question:	How many buses are needed for that?
	Answer:	One for each senior center location.
44.	Question:	Which type of vehicle (motor coach, mini-coach, mini-bus) will be needed?
	Answer:	Bus must meet criteria displayed in RFQ - elevated roof, with an aisle in the middle and seats on each side.
45.	Question:	Are you able to send us the previous bids submitted for our record public and study to offer the best rates?
	Answer:	No. These services have not been under contract.
46.	Question:	Is Dekalb County open to innovative and alternative solutions to Bus transportation, such as an ADA and FTA compliant TNC for provision of services for both ambulatory and Wheelchair Accessible Vehicles passengers?
	Answer:	DeKalb requires solutions that at minimum meet the Scope of Work requirements within the solicitation. Pricing should be based on the current Scope of Work/requirements.
47.	Question:	Will Dekalb County consider independent contractors rather than only dedicated service providers?
	Answer:	Yes.
48.	Question:	What percentage of these trips will need Wheelchair Accessible Vehicles?
	Answer:	5%.
49.	Question:	Can Dekalb County provide performance data for the previous 12 months?
	Answer:	No.
50.	Question:	Is Dekalb open to alternative per trip pricing based on actual miles and minutes? This presents Dekalb County with more accurate pricing and a potential for cost savings.
	Answer:	No, we are not open to any other pricing structures as we are only seeking hourly rate quotes.
51.	Question:	Given the complexity of providing WAV trips is Dekalb County willing to allow different pricing for WAV trips?
	Answer:	No, not applicable.
52.	Question:	What is your current dispatching software system? What version of it is being used?
	Answer:	Internal database software.

53.	Question:	Are there any costs for integration and ongoing maintenance? Will these costs be covered by The Agency?
	Answer:	No.
54.	Question:	How does this service handle fare payment and collection? Do you accept fare tickets or cash?
	Answer:	No, not applicable.
55.	Question:	What are DeKalb County's biggest pain points with this current service? What is DeKalb County hoping to improve upon in the next contract?
	Answer:	DeKalb's focus is to provide superior service to our seniors. There are no pain points currently.
56.	Question:	Can DeKalb County make the prices and terms under this Agreement available to any other governmental entity, should any such governmental entity desire to purchase under the terms and conditions of this Agreement?
	Answer:	No.
57.	Question:	What is your late cancellation/no-show policy for this service?
	Answer:	Less than 24 hours' notice.
58.	Question:	Can I be a newly formed LLC and bid on RFQ?
	Answer:	Yes.
59.	Question:	Are the bus routes (picking up & dropping off) already predetermined? If so, I would like to request a copy of those routes at this time to determine driving times, traffic patterns and number of patrons involved to accurately calculate hourly rates.
	Answer:	Yes.
60.	Question:	What would my checklist as a vendor/business be before submitting my proposal?
	Answer:	Please see the Submittal Requirements within the RFQ.
61.	Question:	Please confirm if the service will be utilized daily, excluding observed holidays?
	Answer:	Monday to Friday, excluding holidays.
62.	Question:	The scope states pick-up and drop-off at Senior Centers. Could you please confirm that the transportation provider will be responsible for the return trip as well?
	Answer:	Yes.
63.	Question:	Should the driver be expected to stay on location once the passengers are dropped off at the Senior Center?
	Answer:	Yes, you will be fully utilized.
64.	Question:	Is the contractor allowed to bill for wait times between drop-off and pick-ups?
	Answer:	No.
65.	Question:	Could you please confirm how far in advance the Contractor will receive ridership information for each day?
	Answer:	One week.
66.	Question:	What is the allotted wait time at each pick up location?
	Answer:	1 – 10 Minutes

ACKNOWLEDGMENT

Date: _____

The above Addendum #1 is hereby acknowledged:

(NAME OF BIDDER)

(Signature)

(Title)
