

ADDENDUM A-01

Project:	Expression of Interest #2022-11-10 Operate the Persons with Mobility Issues Transit
Addendum:	A-01
Date:	November 28, 2022
Location:	Drumheller, Alberta

To All Bidders:

1. General

- 1.1. This addendum shall be read in conjunction with the Specifications prepared for the Expression of Interest #2022-11-10 Operate the Persons with Mobility Issues Transit.
- 1.2. Where inconsistent with the above, this addendum shall govern. This addendum forms an integral part of the Contract Documents and shall be included therein.
- 1.3. No consideration shall be allowed for increases (extras) to the CONTRACT PRICE due to failure of the Contractor or Subcontractor not being familiar with this addendum.
- 1.4. The Bidder shall insert in the Tender Form the number(s) of the addenda received by them during the tendering period and taken into account by them in preparing their tender.

1. QUESTIONS / CLARIFICATIONS

1. On Page 1 of 7, Project Overview, the EOI document outlines the vehicles and facilities the Valley Bus Society has. Will these vehicles be available to use, under lease agreement or other arrangement, by the operating company? Will the operating company have use of the existing dispatch office if necessary?

Clarification: The VBS is open to an arrangement regarding the bus and dispatch office, however no commitment can be made.

2. Who currently performs the vehicle maintenance on the fleet identified in the Project Overview?

Clarification: Depending on the item it is either Town of Drumheller mechanics or other vendors coordinated by Town of Drumheller mechanics.

3. The EOI document states that transportation services are offered 45 hours per week (8am – 5pm, Monday to Friday). This seems to suggest that the service consists of just one bus operating during the 9-hour period from 8am – 5pm, five days per week. Can the Town confirm if this is correct?

Clarification: Essentially correct. There are some times that a second bus is required but these are not common.

4. Can the Town confirm how trip bookings/reservations will be made under the contract? The EOI document doesn't seem to specify if the operating company is required to take all dial-in bookings from customers as part of its scope of work? If the operating company is expected to handle all customer trip booking requests and customer service, can the Town provide information on current call volumes?

Clarification: The expectation is that the vendor would handle all customer trip booking requests. Call volume is 40 to 50 calls a day.

5. On Page 3 of 7 (Scope of Services), the EOI states that the VBS provides 12,887 trips per year. This works out to trips per service hour of 5.7 (12,887 trips/2,259 hours/year). This number seems quite high. Is this figure accurate, or are there times when more than one vehicle is on the road to effectively respond to demand, thus resulting in additional service hours over and above the 45/week?

Clarification: There are times when multiple vehicles (two) are on the road to respond but this is rare.

6. Will the contract be between the VBS and the operating company, or the Town and the operating company?

Clarification: The Town is releasing this EOI on behalf of the VBS. The contract would be between the VBS and the operating company.

7. Can you confirm that the only thing required to respond to the EOI is to complete Schedule A Submission Form?

Clarification: That is correct as the minimum.

8. What is meant by the scoring related to Vehicles in Section 4. Evaluation Criteria and Weighting (Page 4 of 7)? Does this mean that full points will be awarded to companies that can provide a total of three vehicles for the service (including spares) or that full points will be awarded to companies that can operate three vehicles simultaneously for the service?

Clarification: Points will be available based on the number of vehicles that can be operated simultaneously.

9. In Schedule A Submission Form, pricing is requested under the heading "Bid Option #1". Is there supposed to be other pricing options or is Option #1 the only option?

Clarification: There is only one Bid option. The Bid Option #1 was based on the template used for this.

10. Simply being a company based in Drumheller is worth 10 points in the evaluation. There appears to be no way an outside company can close the evaluation gap, even if it has better safety practices, driver training programs,

service support plan etc. Is the idea that a future RFP for the services may be used to evaluate companies in some of these areas or does the Town/VBS intend to make a contract award decision based strictly on responses to this EOI?

Clarification: The scoring line should read:

Bid Price Score = 30 – ((Bid Price-Lowest Bid)/(Highest Bid - Lowest Bid) x 30)

The purpose being that the lowest bid price will get full points, the highest will get zero points, and those in between will be pro-rated.

The purpose of this Expression of Interest is for the Valley Bus Society to be able to identify the level of interest and ability of private companies to provide this service. This will allow VBS to judge the costs to VBS of the having private business provide service. The VBS board will then decide on the next steps of either awarding, not awarding, or investigating alternative service models. The Town's role is to release the EOI on behalf of VBS.

11. Is there presently any technology used in the delivery of the service (website or app customers can use to book trips, anything driver-facing for dispatch instructions etc.)?

***Clarification:* There is currently a Facebook page for VBS. It is not used for bookings. There are no other technology in the organization.**

12. Are there any taxi companies currently involved in delivery of overload services (relieving the system of certain trips to avoid delays, maintain on-time performance etc.)? If so, will liaising with these entities be the responsibility of the operating company? What about costs of these services?

***Clarification:* VBS has no contracts or arrangements with other companies to provide coverage or support.**

13. Please clarify the Service Area.

***Clarification:* The Core Service area is the Town of Drumheller municipal limits. Historically, passengers were from the Drumheller Region, which extended to Carbon, Munson, Morrin, Delia, Dalum, and Rosebud. In addition, medical charters were provided to the Red Deer, Calgary, and Medicine Hat urban centers for clients from the Drumheller Region. Medical charters are no longer being provided and the bulk of passengers are currently from Town of Drumheller residents.**

2. SUBMISSION FORM - REVISED

2. Please see the **attached revised Submission Form** for use when providing your submission.

End of Addendum A-01