



Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

Questions & Answers

Issued: February 22, 2016

RFP 16-001-40 Memphis Area Rideshare – Vanpool Program

TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by a potential vendor. Our answers are listed in red below:

1. *Is it the intent of the County to award to a single vendor, or is the County considering awarding to multiple qualified vendors in order to drive lower costs and higher service levels through competition??*

Single vendor.

2. *Is the current contract also funded by CMAQ? What is the amount of the CMAQ grant covering the contract period for this RFP?*

Yes; depends on bid amount.

3. *Please provide the budget and actual program cost breakdown for the prior reporting year including Budget items referenced in Section IX as well as the costs for items referenced in Section XI, C, 4 Cost and Fees?*

See attached; Memphis Area Rideshare Vanpool 3 year budget.

4. *Section IX; Letter (e) refers to maintaining a database on all the vans in the program. Can you provide the current database on all the vans in the program today, specifically the data behind the items listed below?*

1. *Daily round-trip commute distance;*
2. *Starting city and zip code;*
3. *Ending city and zip code;*
4. *Average actual monthly mileage;*
5. *Start date of the vanpool;*

6. Year, make and model of vehicle;
7. Seating type (OEM or Aftermarket);
8. Capacity of vehicle;
9. Total passengers;
10. Monthly vanpool rate (before subsidy);
11. Subsidy provided

See attached; Memphis Area Rideshare Van Information.

5. Regarding NTD reporting, who is currently administering the compilation and submission of NTD data for the program? Please provide the NTDID of the reporting entity. For the new contract, does the County expect to have the provider handle all aspects of NTD reporting? If so, which NTDID will the provider be reporting on behalf of?

We are not presently doing NTD reporting. For the new contract the vendor will handle all NTD reporting on behalf of Memphis Area Rideshare program.

6. Section IX: Letter (i) refers to vanpool driver selection, training and orientation procedures. Can you describe the procedures included in the current program?

See attached; Vanpool Driver Approval Criteria.

7. Section IX: Letter (l) Memphis Rideshare logos. Please provide a sample of the current vehicle logos. Does the County currently produce the decals or will the chosen vendor be expected to do so?

The vendor will provide both, their own logo along with the Memphis Area Rideshare logo.

8. Section IX: Letter (m) refers to addressing how the costs would be covered on special requests from Memphis Rideshare to apply employer and/or sponsor logos on vans. Can you give an example of a potential request so that we can give more specific details in our response?

The vendor needs to inform the County on how you will handle a special request from the County regarding ordering a new logo for vans.

9. What percentage of active vanpools is travelling to Federal Government worksites?

100%

10. Please provide the current vanpool rate structure charged to participants in the program.

See attached; Van Price

11. What is the current level of subsidy provided to each qualifying vanpool? Is the intent of the County to continue utilizing the same subsidy structure?

We would like to see other rate structures.

12. What ridematching platform does the program utilize today?

vRide

13. Section XI; Letter (C) Number 2 refers to a "Utilization Report (Separate Attachment Form)" and we were hoping to get additional details for our response because it seems that this is the only mention of a utilization report in the given materials.

Vendor should provide.

14. Section XI: Letter (C) Number 4 Costs and Fees. To ensure an apples to apples comparison between the proposals, will the County provide a standardized format for the submission of cost and rates structures?

Answer in format given.

15. Section XII: Letter (A) Number 2 refers to the 7 criteria that the evaluation will be based upon. Are any of the criteria weighted over the others or, is it safe to think that each criterion is equally important and integrated into the overall scoring?

Equally important.

16. Please provide the current size of the Memphis Area Rideshare and current provider's local staff that support the program. What is the level of involvement of the Memphis Area Rideshare staff in the ongoing marketing or operations of the program?

Two Shelby County employees in the AQIB that support Memphis Area Rideshare program. Employees manage the Memphis Area Rideshare program by working on different task such as advertising contracts, promoting program, and helping with outreach and referrals.

17. Section 1. Introduction: Is it Shelby County's intent to award one contractor or multiple contractors?

One contractor

18. Services Provided. Letter L. "Agree to affix..." Please provide the Memphis vehicle decal specifications/visual design for proper evaluation of this requirement.

See attached

19. XII. Proposal Evaluation and Selection – Please describe how the proposals will be objectively evaluated and scored. Specifically, any difference or weight variation between the technical and pricing sections.

Technical is weighed more.

20. Services Required Letter k. "Develop, assist and coordinate..." – Does the county have a fixed budget for development of marketing materials and marketing initiatives? If so what is it?

There is a fixed budget

21. II Minimum Proposer Requirements Number 3 "Have all appropriate licenses...." This is a change from the previous RFP, has there been a change in the licenses and certifications requirement in the State of Tennessee in regards to operating vanpool services or the scope of this project?

No.