



Loudoun County, Virginia

www.loudoun.gov

Department of Finance and Budget

Division of Procurement

P.O. Box 7000, Leesburg, Virginia 20177

Physical Address: 1 Harrison Street, S.E., 4th Floor, Leesburg, Virginia 20175

April 29, 2021

NOTICE TO OFFERORS

ADDENDUM NO. 1

RFQ 373784

The following changes and/or additions shall be made to the original Request for Proposal (RFP) for On-Demand Transportation Services, RFQ 373784. Please acknowledge receipt of this addendum by signing and returning with your proposal.

1. Please note the Acceptance Date has been changed to Prior to 4:00 p.m., May 17, 2021 "Atomic" Time.
2. RFP Subsection 4.1, A., Item 6. is deleted in its entirety and replaced with the following:

Possess the capability of providing same language drivers or Contractor shall provide drivers with an electronic device containing a translation application for use when same language drivers are not available. At a minimum, the Contractor shall be able to translate to/from English and other languages, such as Spanish.

3. RFP Subsection, 4.1 D., 6. is deleted in its entirety and replaced with the following:

Drivers have received the applicable Americans with Disability Act training for transportation services from Contractor.

4. RFP Subsection 4.1 H., item 3 is deleted in its entirety and replaced with:

Fulfill County requests for Monthly Trip Summaries and other reporting documents within forty-eight (48) hours of the request in the format provided in Attachment 4.

5. RFP Subsection 4.1 J., is hereby added:

J. *Fleet Requirements.* The Contractor shall:

Provide a fleet of vehicles consisting of sedans and wheelchair-accessible vans to accommodate wheelchair-bound customers. One or more of the wheelchair vans must have a wheelchair lift and the capability to stow a wheelchair. The number of vehicles in the fleet should be sufficient to respond to multiple requests on the same day for same time and/or in close time range. Please refer to the table in Question/Answer No. 4 on the following page which outlines the number of rides and mileage per year.

6. RFP Subsection 8.15 is deleted in its entirety.
7. Attached are the questions and answers received in response to the solicitation.

Prepared By: s/Kathleen Armstrong Date: April 29, 2021

Acknowledged By: _____ Date: _____

QUESTIONS AND ANSWERS

Q1. Does the Contractor have the option to turn down a request for service? If so, how does that impact the contractor?

A1. The Contractor does not have an option to turn down the County's request for service.

Q2. Currently, how are the trips planned? Are they routinely grouped together?

A2. Trips are planned as follows:

- **County case workers submit client transportation requests to the County. Requests are based on need and vary.**
- **As transportation requests are received from case workers, the County submits those needs to the transportation service.**
- **The transportation service incorporates into its schedule then dispatches drivers to accommodate the clients' transportation needs.**

Trips that are outside of the County are typically grouped together.

Q3. What is the increment billed for wait time? Or do you expect a flat fee?

A3. In accordance with Attachment 1 Price Sheet, the wait charge is to be priced per minute. The wait time increment and wait time fee is at the discretion of the Contractor. Please ensure the Price Sheet is completed in its entirety and submitted with your proposal.

Q4. What were the total trips in 2018, 2019, and 2020? Also, what was the total mileage for each year?

A4. The total trips and mileage for 2018, 2019 and 2020 are as follows:

Year of Service	Total Number of Trips	Total Mileage
2018	3,299	34,101.83
2019	2,684	29,699.66
2020	2,579	26,435.02

Q6. Is a taped box acceptable as a sealed container?

A6. A securely taped box is acceptable as a sealed container.

Q7. Is the Contractor required to provide car seats; and who is responsible for securing them to the vehicle and securing the child?

A 7. The Contractor is not required to provide car seats. The client is responsible for securing the car seat into the vehicle and the child into the car seat.

ATTACHMENT 4
Sample of Internal Reporting Document
That is used internally within DFS as part of the ODT program

**Report focuses on performance measures and is typically sent by email.*

Attached is the “3day good” tracker for **[Reporting Month and Year]**

The data collected for **[Month, Year]** ODT performance and measures are listed below (along with methodology that explains how the data was collected):

Measure #1 – Total # of requests sent to the ODT program in **[Reporting Month and Year]: XX**

- *This Information was gathered by highlighting all the Referral Agents’ ODT requests in the ODT Folder, that included a **[Reporting Month]** Date on the file name that reflected the file’s creation date. The total number of the items selected was then displayed at the bottom of the screen.*

Measure #2 – % of ODT requests sent to the program and were recorded in an Excel spreadsheet labeled as the “3day good Tracker” (Requests that were sent to the Repository and reviewed for scheduling within 3 business days) in **[Reporting Month and Year]: XX.X%**

- *This information was gathered by identifying the vendor forms in the ODT-Vendor Folder, checking to see if they had a **[Reporting Month]** date, and reviewing the creation date associated with the request file (vendor forms are available when the initial request has been reviewed and submitted into the repository).*

Measure #3 – Total Number of rides completed in **[Reporting Month and Year]: XX**

- *This information was gathered by examining the monthly summary of completed rides under the Family Services ODT account with Yellow Cab for the month of **[Reporting Month]**.*

Number of UVA round trips: **XX**

Number of clients with active standing orders as of [Last date of reporting month]: **XX**

Number of cancelled Scheduled Trips in **[Reporting Month and Year]: XX**

Number of Incident Reports: **XX**

Number of I&R Referrals to the On-Demand Transportation Program via Callpoint: **XX**

**Numbers include rides for standing order clients who have requests already established on a weekly schedule.*

***Number of UVA rides is included in the number listed for total number of rides completed in
[Reporting Month and Year]*

Notes:

Alerts:

[illegible]