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IFB OPD 010924

2024 – 2027 Transportation Services for OPWDD Day Habilitation Programs throughout NYS

Questions and Answers:

Below is a compilation of the questions received for this bid. Questions that were repeated or of a recurring nature are consolidated. Thank you very much for your interest.

1. **Question:** Are vendors paid per vehicle or paid per rider?

   Answer: Contractors will be paid per route. As stated on page 21 in the Scope of Work, "Contractor will be paid for the actual number of days the routes are provided to cover route-based, round trip transportation services for OPWDD Individuals and staff from their residences to program sites and return them to their residences. Contractors will not be paid for routes not provided."

2. **Question**: I would like to get some information on what capacity individuals can be transported. For example, can they be transported on 24 pax mini-buses or 14 pax vans?

   Answer: The capacity of the vehicle used to transport OPWDD riders is left up to the Contractor as long as it meets all the specifications in the Qualifications & Scope of Work in IFB OPD 010924 and meets the needs of riders listed on the roster for the Day Hab you're submitting a bid for.

3. **Question:** The materials say we can't comingle with other OPWDD programs, can we comingle with other day programs operated by ARC Ontario? We currently transport for our own day programs and I am wondering if some of those routes could be modified to include people attending DDSOO day programs or if they would need their own routes?

   Answer: OPWDD riders would need their own routes.

4. **Question:** I see that we are required to provide an attendant on the bus, but for individuals traveling to the Canandaigua Day Hab, it was indicated that staff are riding as well for additional supervision, so would we still need to provide an attendant as well?

   Answer: On page 26, the Scope of Work states, "The Contractor is required to provide a minimum of one (1) attendant for each transportation route." Even if OPWDD staff are riding in the vehicle, the Contractor is still required to provide a minimum of one attendant per route.

5. **Question:** Can we provide a quote for ambulatory clients only? Is it an option to consider ambulatory clients only? It looks like the bidder will need to provide transportation to both ambulatory and non-ambulatory individuals. Is that correct?

   Answer: The transportation provider must be able to accommodate <u>all</u> riders listed for the Day Hab they're submitting a bid for. You cannot provide a bid for ambulatory riders only if a Day Hab has both ambulatory and non-ambulatory riders listed.

6. **Question:** Can we bid on certain routes (streets) or do we need to bid on all the routes within a Day Hab?

   Answer: All residences (streets) listed for a Day Hab must be serviced if you're going to submit a bid for a particular Day Hab.

7. **Question:** We are in the process of reobtaining our wheelchair van license, therefore we do not have wheelchair van service at this time. Do we need to have the license at the time of the Bid Opening?

   Answer: You would not necessarily need to have the wheelchair van license at the time of the Bid Opening, but you would need to provide proof of the license before a tentative contract could be awarded.

8. **Question:** What does "Daily Cost per Routes" mean? For instance, we may have 25 people to pick up for Day Hab X, among which let's say 10 are in wheelchairs and 15 are ambulatory which may need four buses with different numbers of people on the routes. In this case, is the Daily Cost per Routes the sum of pick up and return for those four buses?

   Answer: The Daily Cost per Route should be the price you would charge OPWDD to provide <u>one</u> round trip route for a particular Day Hab. All routes per Day Hab will be billed at the same rate. The Cost Proposal asks for the Total Number of Daily Routes required to provide transportation service for all riders listed on the roster, and in your example above, you would enter 4 in that box.

9. **Question:** Can we bid a certain number of routes less than estimated number on the Day Hab is listed? Let's say a Day Hab has 52 individuals, can we submit a bid of 30 individuals or we should bid only by Day Hab with all numbers listed?

Answer: Only submit a bid for a Day Hab if you can provide transportation service for the full number of riders listed. You cannot submit a bid for less than the number of individuals listed.

10. **Question:** Can we use a minivan for those ambulatory clients? Some of the Day Habs, like Livingston Day Program in Western NY, have only seven ambulatory individuals and for such cases we can do the job with a minivan that can accommodate all.

    Answer: The type of vehicle used for contracted transportation service will be up to the Contractor as long as it meets <u>all</u> the specifications in the Qualifications & Scope of Work in IFB OPD 010924 and meets the needs of riders listed on the roster for the Day Hab you're submitting a bid for. Some ambulatory riders have Additional Needs and Comments listed.

11. **Question:** How is payment received for us? Are these clients on Medicaid and we will be paid by Medicaid or is this a private payment that will need to be billed out for each trip?

    Answer: A Contractor would be paid by OPWDD, not Medicaid. A monthly itemized invoice should be submitted to the NYS OGS Business Services Center.

12. **Question:** We have a concern with providing an attendant on each vehicle. Similar to our current contract with OPWDD in Canandaigua where they are providing the attendant – can we approach this bid with the same parameters of not having to provide the attendant?

    Answer: The contract you're referring to is a short-term interim contract that was put in place after one of our long-term transportation contracts was unexpectedly terminated, so special concessions were agreed to in order to quickly get replacement transportation services in place. For this IFB, the Contractor is required to provide a minimum of one attendant for each transportation route.

13. **Question:** Can we bid only the Counties in the Finger Lakes region that we feel we can adequately service?

    Answer: All Day Habs are being bid out separately in this procurement. You can bid on one or multiple Day Habs for a DDSOO or across multiple DDSOOs. You must be able to provide transportation service to all residences listed on the roster for the Day Hab you're submitting a bid for.

14. **Question:** What link do I use to submit our bid?

    Answer: We cannot accept bids electronically. Bids either need to be mailed or hand-delivered to the Contract Management Unit office in Wassaic, NY. See page 7, Section 13. Submission of Proposals for detailed instructions on how to submit your sealed bid.

15. **Question:** Is there a prevailing wage clause? Page 5 says yes and page 29 says no. If there is, please specify New York City's prevailing wage for this contract or where the wages can be found.

Answer: Prevailing wages are not applicable to this procurement. The information listed on page 5, Section 10. Wages and Hours Provisions is part of our standard IFB boilerplate and states, "If this is a public work contract…" The transportation Scope of Work on page 29 states that, "Prevailing Wage does not apply to this contract."

16. **Question:** Please confirm that one attendant is to be provided for each vehicle as per the price sheet.

    Answer: As per the Scope of Work, "The Contractor is required to provide a minimum of one (1) attendant for each transportation route." The cost for that required attendant should be factored into the Daily Cost per Route that you provide on the Cost Proposal Form. There is a separate column on the Cost Proposal Form that says, "Cost per Day for an Additional Attendant". In this column, provide the price you would charge OPWDD should an additional attendant, above the one required attendant, be necessary. This expense would be paid outside of the contract. See page 27, Section VI. Attendant Specific Requirements, Part C for additional details.

17. **Question:** Is it possible OPWDD may choose not to give a CPI price adjustment during the term of the contract even if CPI rises?

    Answer: A request for a CPI increase needs to be submitted in writing by the contractor following the specifications listed on page 5, Section 9, Payment. If we receive the request in the timeframe listed in the IFB and a CPI increase is warranted, OPWDD will send the contractor a letter notifying them of the new route prices that they can bill going forward. Any price adjustments shall not exceed 3.0% per annum.

18. **Question:** Please confirm the M/WBE requirement is zero.

    Answer: The M/WBE and SDVOB goals for this procurement are zero percent.

19. **Question:** How can vendors legally maintain a consistent internal vehicle temperature when waiting to onboard or debark a passenger may take longer than three minutes which is in violation of New York City's idling restrictions contained in its Section 24-163 of the New York City Administrative Code?

    Answer: According to the NYC DEP's Citizens Air Complaint Program website, a bus can legally idle if, "the bus is being used to actively load/unload passengers. There is no violation of a bus that idles for longer than three minutes if there are passengers actively boarding during part of that idle period. This is based on the VTL [Vehicle Traffic Law] definition of parking and standing." In addition, when a wheelchair lift is utilized to load and offload passengers, the three-minute idling clock would restart each time the lift is in use. Should a contractor be issued a citation or fine while providing contracted transportation services, OPWDD will work with the Contractor to come to a mutually agreeable resolution.

20. **Question:** In the old contract, the allotted time for each route was 1.5 hours. At 979 Aldus Street, Bronx, NY there are 11 wheelchairs and each chair will require at the minimum 4 to 5 minutes to load, causing loading alone to be almost an hour without travel time, will there be exceptions to the one hour route time limit?

    Answer: The one-hour route time limit starts once passengers start loading at the initial stop on the route. Exemptions for longer routes in NYC may be considered.

21. **Question:** Will the agency be providing 1:1 Aides? Each aide takes up a seat so this will affect capacity and cause additional equipment.

    Answer: 1:1 Staff and general OPWDD staff are already listed and accounted for in the rosters if they will require transportation services.

22. **Question:** Some riders are listed with wheelchairs. Motorized chairs, large capacity chairs, and stretcher chairs require more room, placing less riders on each piece of equipment. RFP does not specify.

    Answer: If "wheelchair" is listed in the Additional needs and Comments section of the roster, it can be assumed to be a standard size wheelchair. Every effort was made to specify oversized or non-standard equipment in the roster when applicable.

23. **Question:** Cliff Street for Manhattan Day Hab goes into high traffic areas. It used to take us 2 hours coming from downtown through Midtown. Will there be an exemption?

    Answer: An addendum has been issued to remove the Cliff Street address as a pick up and drop off location. The two riders who have 32 Cliff Street listed as their residence will now be transported by OPWDD staff to the 515 W. 59th Street location. The Contractor will pick up and drop off these two riders at the 515 W. 59th Street location along with the rest of the riders listed on the roster for 515 W. 59th Street. Please see Addendum 1 to IFB OPD 010924. A signed copy of Addendum 1 must accompany your bid or must be submitted within three business days of request by OPWDD.

24. **Question:** Are individuals being transported from the same home eligible for a waiver to be on the same bus, but transported to different programs? For example, the home in Springville has individuals that attend both North Road and JN Adam. Would they be eligible for a waiver to be transported together, given the proximity of the programs they attend, or would they have to be transported on separate buses?

    Answer: No, routes cannot be combined or comingled between day programs, as stated on page 25 of the IFB. They would need to be transported on separate routes.

25. **Question:** For individuals that are significantly far from the program they attend, can they be bid on at a separate 1:1 transportation rate? Our concern is that for the billing breakdown, it appears that all the routes will be billed at the same rate, which may not be appropriate in certain circumstances.

    Answer: All routes for a particular Day Hab will be billed at the same rate regardless of vehicle type or number of riders.

26. **Question:** What is the specific language that covers additions or deletions of individuals/routes? We are looking for a clarification to cover possible increases or decreases in ridership. The last contract was changed halfway through the contract terms to per-person, replacing per-route billing.

    Answer: See page 21, Section I. Transportation Service Overview, Part D for specific language regarding OPWDD's right to add and delete riders and/or add and delete residences/program sites.

27. **Question:** We're a current provider and have been notified of a possible Day Hab closure. Are we expected to have a definitive answer on that before bid opening? If not, what will the protocol be following the closure for reassignment of their individuals to different programs and how should they be billed?

    Answer: At this time, we have no definitive answer on any Day Hab closures. Should a Day Hab closure occur, the Scope of Work states, "OPWDD will provide the Contractor with advanced notice of such changes (including route changes as necessary) as they become known to OPWDD." Should the decision be made to close a Day Hab, reassignments will be made based on various factors and the Contractor will be contacted to try to come to a mutually agreeable resolution.

28. Question: Can the insurance needed be obtained once a contract is awarded?

    Answer: Insurances will be requested when a tentative contract is offered. Current insurance certificates are expected to be sent to OPWDD with the signed tentative contract. Any transportation contracts resulting from this IFB will be subject to Office of the State Comptroller (OSC) final approval before a contract will be executed. A failure to have all necessary insurances in place will hold up the OSC review process.

29. Question: What does the following statement about the period of validity mean? "Each Bidder's Proposal must include a statement as to the period during which the provisions of the proposal will remain valid. All elements of the bid and proposal shall remain in effect for a minimum of 180 days."

    Answer: The bid's period of validity is the length of time the Contractor will commit to honoring the prices they've submitted. The period of validity statement refers to the line under the

Contractor's signature on the Cost Proposal Form (page 104 of the IFB) that says, "This bid is valid for _____ days (Bids shall be valid for not less than 180 days)". By filling in a number of days, the Contractor has satisfied the Period of Validity requirement referred to in the question above. The number of days cannot be less than 180 days.

30. **Question:** Are minivans an acceptable mode of transportation? If so, can the vendor only bid on transporting non-ambulatory clients?

    Answer: The type of vehicle used for contracted transportation service will be up to the Contractor as long as it meets <u>all</u> the specifications in the Qualifications & Scope of Work in IFB OPD 010924 and meets the needs of riders listed on the roster for the Day Hab you're submitting a bid for. The transportation provider must be able to accommodate <u>all</u> riders listed for the Day Hab they're submitting a bid for. You cannot provide a bid for non-ambulatory riders only if a Day Hab has both ambulatory and non-ambulatory riders listed.

31. **Question:** Under Section 8 Term of Contract, it states":…the term of the contract is anticipated to be a three year contract, unless an amendment is mutually agreed upon by both parties and approved by the Office of the State Comptroller." Due to the expected significant increase in cost of a three year contract as compared to a longer term contract, would OPWDD be willing to accept two bids, one for a three-year contract and one for a five year contract to be reviewed separately?

    Answer: The term of the contracts resulting from IFB OPD 010924 is anticipated to be three years. OPWDD will not accept separate bids for a five-year term. Do not alter the Cost Proposal Form(s) in any way or your bid may be disqualified.

32. **Question:** Considering the current bus market and the lengthy lead time for delivery of new buses (over 12 -18 months), will OPWDD work with a vendor, who is the winning bidder, and allow them to phase in their transportation services until the vehicle inventory arrives?

    Answer: The Contractor must be able to provide transportation services for all riders listed for a particular Day Hab on the contract start date which is anticipated to be September 1, 2024.

33. **Question:** Will the contract management unit develop a standard process for adding and approval of new routes?

    Answer: Yes. As stated on page 21 in the Scope of Work, "The number of routes may not be increased without prior approval from the Contract Management Unit or designee." Should an additional route be warranted, the Contractor should send an email to the contract hub mailbox identifying the need, contract number, Day Hab name, and district. Requests will be reviewed on a case-by-case basis and the Contractor will be contacted.

34. **Question:** On the Livingston Day Services Residence List (page 65 of the Invitation for Bid) an address of 29 Alpine Way, Dansville, NY 14437 is included (Rider#2). Please confirm address, as there is no Alpine Way found in Google Maps in Dansville, NY.

    Answer: The corrected address is 29 Applin Way, North Dansville, NY 14437. An addendum has been issued to correct the address. Please see Addendum 1 for IFB OPD 010924. A signed copy of Addendum 1 must accompany your bid or must be submitted within three business days of request by OPWDD.

35. **Question:** Within the Qualifications & Scope of Work / Contractor Requirements / Section Item F (page 23) it states that the "contractor must ensure and maintain proof that all drivers and attendants working in performance of this contract do not appear on the State's Central Registry of Child Abuse and Maltreatment (SCR, the State's Sex Offender Registry and any other State Registry that protects residents in NYS from potentially harmful individuals". As checks are done at the time of hire (finger printing), are ongoing checks needed, and if so, how often do they need to occur? Is the check against the Sex Offender's Registry a separate procedure, or is this encompassed as part of the finger printing process?

    Answer: Checks of the aforementioned State Registries only need to be completed at the time of hire or if an employee begins a new position that has the potential for regular and substantial contact with individuals receiving services in the OPWDD system. The check against the Sex Offender's Registry is a separate procedure from the finger printing process.

36. Question: The terms for previous contracts have been 5 years. This states it is a 3 year contract. Why is this contract only 3 years? Will the State be open to extending this contract to 5 years to help vendors spread out depreciation for 5 years?

    Answer: OPWDD has decided on a three-year term.

37. Question: Are yellow school buses allowed to be used?

    Answer: OPWDD will allow the use of yellow school buses as long as they're in compliance with the requirement on page 27 of the Scope of Work that states, "Vehicles must be vendor identifiable, appropriate for the needs of the Individuals being transported, and sized so that each passenger must have their own seat and seat belts.", and all other specifications in the IFB.

38. Question: Are alternative bids allowed to be submitted for consideration?

    Answer: No alternative bids will be considered. Do not alter the Cost Proposal Form(s) in any way or your bid may be disqualified.

39. **Question:** Can vendors add consideration for Day Hab extended closures in order to pay for costs associated with keeping staff and vehicle compliance during closure periods?

Answer: Contractors can factor in whatever costs they like into the Daily Cost per Route price, but keep in mind that the Method of Award for this procurement is based on the responsible and responsive Bidder that will provide the lowest Estimated Annual Total Cost for Transportation Services per Day Hab. Contract pricing will also be subject to OSC approval.

40. **Question:** Would you please provide the current total cost of the transportation contract for each of the programs?

    Answer: This procurement is in a restricted period, such records will not be provided, and are exempt from FOIL until the contract(s) resulting from this IFB are fully executed.

41. **Question:** Would you provide the total number of buses per program being used and the corresponding routes for each vehicle being used per day?

    Answer: This information is not available.

42. Question: Who are the current providers?

    Answer: Current providers of transportation services for OPWDD include: Serafini Transportation Corp, First Transit, Inc., Blueline Commuter, Inc., Durham School Services, L.P., Wayne Area Transportation Services, Inc., Rochester Medical Transportation, The ARC of Livingston-Wyoming, Corvus Bus & Charter, Inc., Rolling V Bus Corporation, Going Places Transport & Variety, Inc., Empire DM, Inc., Donson Transportation Services, Inc., First Group America, Inc dba First Student, Inc., Medical Motor Service of Rochester and Monroe County, PLS III, and PLS III, LLC dba We Care.

43. Question: In reference to page 4 (Site Inspections) – who do you contact to schedule site visits?

    Answer: Addresses have been provided in the IFB for the Day Habilitation sites. Due to HIPAA privacy concerns and the nature of the procurement, where no services are required inside the facilities, telephone numbers were not included to schedule a site visit. All questions regarding this procurement should be addressed to the Contract Management Unit.

44. **Question:** In reference to page 5, Section 9 (Payment), can the price adjustment cap be removed or increased to ensure the contractors can stay up with the necessary wage increases for employees to ensure recruiting and retention efforts are not negatively affected?

    Answer: No, the price cap will not be removed. Any price adjustment shall not exceed 3.0% per annum.

45. Question: Will you provide copies of two months worth of invoices?

    Answer: This procurement is in a restricted period, such records will not be provided, and are exempt from FOIL until the contract(s) resulting from this IFB are fully executed.

46. **Question:** In reference to page 24, Section III (Route and Reporting Requirements), number 4, it states, "no individual may be picked up earlier than 7:00 am without prior written approval from OPWDD." Based on the early requirement and program arrival times, can you clarify if we can bring in two different groups at different arrival times as long as they are within the program arrival window? Same question applies to departure.

    Answer: As long as arrival times fall within the program arrival window, it is okay to bring different groups on different routes in at different arrival times. The same is true for departures.

Respectfully,

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