



**ADDENDUM # 1**  
**RFP 20-08-357 Transportation Network Company**

August 24<sup>th</sup> 2020

To: All Vendors of Record

RE: Addendum #1

**All vendors are to accept the information contained herein as the official response of IPTC.**

**TO ALL BIDDERS OF RECORD AND TO WHOM IT MAY CONCERN:**

This Addendum is being issued prior to the due date for receiving proposals.

This Addendum forms a part of the Contract Documents and modifies the original RFP as noted below and shall be incorporated into the Contract Documents. All other provisions of this RFP released August 5<sup>th</sup>, 2020, apart from changes below, shall remain unchanged.

This Addendum is issued in accordance with the provisions of the RFP document. All Proposals shall be based upon work as modified by this Addendum.

Acknowledged receipt of this Addendum on the Acknowledgement of Addendum Form is required. Failure to do so may result in disqualification of the Bidder.

This addendum addresses one update to this RFP:

- Answers to Written Questions Posted

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Question #	Questions Provided	IPTC Response
1	Section 1.3 "Term of Engagement" - What is the basis for the short term of the contract, and what are IndyGo's plans for this service once the potential term is concluded?	IPTC Response: As IndyGo continues to provide additional options and resources to our riders. IndyGo must be able to gauge the service provision of each vendor. The decision was made that 6 months with renewals would be instrumental in the evaluation of each vendor (s). Each vendor would have the option to rebid.
2	Section 1.4 "Scope of Work" – What is the process by which the Contractor will verify customer eligibility for on-demand services?	IPTC Response: IndoGo is responsible for the eligibility of all ADA customers.
3	To assist proposers in developing accurate cost estimates that address technology development, staffing and training requirements, can IndyGo provide estimates of trip volume for each of the six-month terms of the envisioned contract?	IPTC Response: IndyGo currently does not use this type of service. IndyGo does not have this data to provide to proposers. The solicitation asks for pricing models and is open to pricing options.
4	Is it permissible for proposers to offer alternate service approaches that meet the intent of the RFP but which may require modifications to the Scope of Work?	IPTC Response: IndyGo is interested in innovative approaches. However, modifications to the scope will not be honored.
5	In order to ensure that proposers are able to incorporate IndyGo responses to proposer questions into their technical and price proposals, we are requesting an extension in the proposal due date of at least two weeks. This additional time will also assist proposers to conduct meaningful good-faith efforts to partner with local Disadvantaged Business Enterprises.	IPTC Response: At this time we will not extend the due date of the proposal.
6	Will IndyGo provide a Preproposal Conference attendance list to all proposers?	IPTC Response: The Pre-bid attendance list was sent out to all attendees. The attendance list is also posted on IndyGo's website.
7	Would IndyGo consider responding to proposer questions as the questions are submitted? Doing so will assist proposers to manage the relatively tight schedule for this procurement.	IPTC Response: All question were requested to be sent to IndyGo by August 17, 2020 and answers to questions will be posted by the EOB on August 24, 2020.
8	If all questions will be answered at once on August 24, we are requesting a due date extension of at least two weeks so that proposers can refine their technical and price proposals in light of IndyGo's responses to proposer questions.	IPTC Response: At this time we will not extend the due date of the proposal.
9	During the Preproposal Conference, it was noted that the only DBE participation that can be counted toward the 2% contract DBE participation goal is participation by firms that have been certified by the Indiana Department of Transportation (INDOT). However, IndyGo staff invited proposers to consider additional subcontracts with other small, minority and woman-owned businesses registered with the City of Indianapolis. If a proposer chooses to partner with firms who are registered with the City of Indianapolis as small, minority or woman-owned businesses but not as DBEs with INDOT, how should the proposer demonstrate this additional local non-DBE participation?	IPTC Response: If the interested prime vendor is able to partner with firms that are certified as an "XBE" but not a DBE the vendor must show a Good Faith Effort(s) that they also attempted to partner with a certified DBE to meet the two percent goal. If the "XBE" business meets the requirements of becoming a certified DBE, we can also attempt to help them get certified and have the certification expedited so that they are certified at the time of bid proposal. This is not guaranteed and DBE participation must be solidified at the time of proposal. IndyGo expects DBE participation on this opportunity.
10	For purposes of comparing proposer pricing, would IndyGo specify the number of ambulatory and WAV trips for the six-month base term of the contract and for each potential six-month option?	IPTC Response: IndyGo currently does not use this type of service. IndyGo does not have this data to provide to proposers. The solicitation asks for pricing models and is open to pricing options.
11	Some proposers may use different pricing approaches than the one outlined within the pricing page included within the RFP. With this in mind, is it permissible to modify the pricing page to reflect other pricing approaches?	IPTC Response: The bid cost form is a required component to be determined as a responsive bidder. It must be filled out and submitted, according to IPTC's request. However, a supplemental sheet(s) may be included to demonstrate other pricing approaches not included in the bid cost form.
12	Could IndyGo summarize the business rules it expects to establish for customers who will use these services, e.g. the number of trips available to each customer, the cost of each trip, the allowable length for each trip to be provided, etc.	IPTC Response: IndyGo currently does not use this type of service. IndyGo does not have this data to provide to proposers. The solicitation asks for pricing models and is open to pricing options.
13	Will there be a requirement to integrate the TNC program being established through this procurement with the existing Open Door service? If yes, please describe the type of integration that IndyGo envisions for these services.	IPTC Response: The TNC program is a supplemental program and not intergrated with Open Door.
14	Please confirm that service is available regardless of trip purpose for ADA eligible customers and up to the specified limit of 20 trips per month for customers age 55 and above.	IPTC Response: Please refer to pg. 9 - Background.

15	Please confirm that there are no trip limits for ADA certified individuals and that the 20 per-month trip limit applies solely to customers who are 55+ and who are not ADA paratransit certified.	IPTC Response: Please refer to pg. 9 - Background.
16	Please clarify IndyGo's policies for passenger fares for ADA and non-ADA TNC trips.	IPTC Response: Please refer to pg. 9 & 10. Trip Payment and Provision/Post Trip-Fare Reconciliation. First bullet point. Since a portion of each customer's trip is self-funded, and IPTC will also provide payment, please explain how you envision this process occurring.
17	Please clarify the on-time standard for ADA and non-ADA trips.	IPTC Response: Currently we do not use this type of service. Our Open Door OTP Goal is 93%.
18	Does IndyGo anticipate awarding multiple contracts?	IPTC Response: Under General Scope of Work Provision, pg.6. IPTC is seeking to procure one (1) or more transportation solutions for the provision of both NON-ADA and ADA TNC services.
19	Would IndyGo consider granting a 4 week extension, given the complexity of the bidding process and ongoing logistical challenges due to the COVID crisis? This will give offerers enough time to complete a full contract review ("Failure to provide exceptions shall result in the mandatory acceptance of the contract provisions as submitted herein by default), coordinate notary appointments during the pandemic, and put in a good faith effort to meet the 2% DBE requirement. Alternatively, would IndyGo consider waiving some or all of these requirements, and allow contract terms to be negotiated upon award, allowing notarized documents to be submitted upon award, and eliminating the 2% DBE requirement? Any flexibility here would be greatly appreciated.	IPTC Response: An extension will not be granted , additionally, the 2% DBE requirement will remain
20	Does IndyGo have a rough estimate of the number of monthly trips they expect to be served through this program?	IPTC Response: IndyGo currently does not use this type of service. IndyGo does not have this data to provide to proposers. The solicitation asks for pricing models and is open to pricing options.
21	Does IndyGo have a rough estimate of the number of riders that would be eligible for this program?	IPTC Response: IndyGo currently does not use this type of service. IndyGo does not have this data to provide to proposers. The solicitation asks for pricing models and is open to pricing options.
22	Will the IPTC please provide a list of locally registered DBE fleet operations companies we could reach-out to for collaboration on this project?	IPTC Response: All current certified DBE firms can be found using this link: <a href="https://entapps.indot.in.gov/DBELocator/">https://entapps.indot.in.gov/DBELocator/</a> . We have also shared information pertaining to DBE certifications on our website under the attachments for this specific opportunity.
23	Is the IPTC open to a rider's choice model in which multiple vendors would be awarded contracts and riders are allowed to choose between them?	IPTC Response: Correct, it will be at the option of the rider to choose if multiple vendors are selected.
24	Is the IPTC open to operating wheelchair accessible Agency vehicles on a vendor's platform as a part of this service to ensure equitable access for riders with disabilities through the program?	IPTC Response: Currently our Open Door program has 84 contracted vehicles in fleet. This also allows for a spare ratio for vehicles. Proposers would not be able to access contractor vehicles.
25	If the bidding contractors were to require new ADA paratransit vehicles, is the FTA funding in Section 1.9 available to the TNC's bidding this RFP to purchase new vehicles off the state QPA?	IPTC Response: The proposers are not sub-recipients and would not be eligible for FTA funding to purchase vehicles.
26	Can IndyGo provide contact information to the bidding contractors for us to inquire about new ADA paratransit vehicle opportunities for this RFP?	IPTC Response: During the pre-proposal meeting, attendance was taken and shared. A copy can be found on our website and be utilized as a current list of interested bidders for contact purposes. It is IPTC's intent that this list is used for networking and partnering opportunities when engaging in this solicitation.
27	Will the TNC be required to provide both ADA and non-ADA service? Or can we opt out of one or the other?	IPTC Response: Please refer to pg. 6 under General Scope of Work Provisions. It states that Partial solutions may be considered as well.
28	What is the approximate trip volume that you anticipate?	IPTC Response: IndyGo currently does not use this type of service. IndyGo does not have this data to provide to proposers. The solicitation asks for pricing models and is open to pricing options.
29	What type of background check will the providers be required to provide?	IPTC Response: Your question refers to the Technical scoring. Each proposer needs to provide detailing the type of background checks your company requires. Submission will be reviewed and evaluated by the Evaluation committee.
30	Can taxis be used for this service?	IPTC Response: Yes
31	Is this intended to replace Indy Go Open Door in its entirety or is just a supplemental service for Medical Appointments only?	IPTC Response: This is a supplemental service that can provide Medical trips or other requested trips by the customer.
32	If the participant is 55 or older they do not need to meet any requirements other than the age requirement of 55 or older?	IPTC Response: Please refer to pg. 9 - Background.
33	What are the minimum requirements for Auto Liability insurance?	IPTC Response: Minimum State Statutory Liability requirements apply.
34	What software does IndyGo use to determine passenger eligibility or number of trip limits?	IPTC Response: Currently our software Provider is Trapeze. By the end of the year we will implement Ecolane. The proposer must be prepared and expect IndyGo to make changes to any software solution in place or planned.

35	Page 9 Trip Payment and Provision second sentence – How will the TNC communicate the number of eligible trips remaining for a customer without interaction with IPTC if the TNC does not perform all the trips for that customer during that month?	IPTC Response: the complete sentence states "would be idea" There will always need to be communication between IndyGo and vendors. However, the majority of information can be relayed through technology platforms.
36	Page 10 Post Trip-Fare Reconciliation – can IPTC explain how they perform this fare reconciliation currently with customer’s self-funding part of the trip and payments made to the cab company with adjustments and communication to the customers?	IPTC Response: Please refer to pg. 9 & 10. Trip Payment and Provision/Post Trip-Fare Reconciliation. First bullet point. Since a portion of each customer's trip is self-funded, and IPTC will also provide payment, please explain how you envision this process occurring.
37	Could you provide a list of program expenses the awarded provider would be responsible to cover versus IndyGo’s covered expenses?	IPTC Response: Please refer to the Introduction & Statement of Work as outlined.
38	Could you provide an anticipated start date for the program?	IPTC Response: The award of this solicitation will be October 22nd. It is likely that the anticipated start date could be early 2021.
39	Could you provide current wait times / pick-up and drop off requirements for services currently?	IPTC Response: IndyGo currently uses Open Door for this service. We currently do not use TNC's.
40	Could you provide a breakdown on volume of services provided per month, day, and hour? What is the volume of services during peak hours and non-peak hours – weekday and weekend?	IPTC Response: Currently Open Door provides transportation to ADA and Non-ADA customers. Please refer to pg. 13 Service Statistics and Data.
41	Could you provide a list of the systems, communication methods and payment methods that IndyGo utilizes currently?	IPTC Response: This question falls outside the scope of this proposal.
42	Could you provide volume of services that require an automatic lift vehicle vs vehicle with ADA compliant ramp for non-ambulatory passengers?	IPTC Response: Please refer to page 13. Service Statistics, Data and Taxicab.
43	Could you provide additional details of equipment and accessories needed for services required?	IPTC Response: Please refer to the Introduction & Statement of Work & Scope of Work as outlined.
44	Could you provide additional detail on what kind of training and wages are required for drivers currently?	IPTC Response: IndyGo employees and Open Door employees are Union employees. It is the responsibility of the proposer to provide all necessary training in accordance with the ADA including Wheelchair securement training. IndyGo is open to additional training options.
45	How far in advance do passengers have to call in for service (i.e. 72 hours, 48 hours, 24 hours, etc...)?	IPTC Response: Currently Open Door takes reservations up to 3 days in advance, not including same day trips. IndyGo is open to all scheduling options and same day trip options.
46	What background requirements must drivers met to be eligible?	IPTC Response: Please see answer to question #30.
47	In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will IndyGo accept digital signatures (verified through DocuSign)?	Yes. Assign the last signature or initial to January Sanders. Email: january.sanders@indygo.net. This will give you confirmation that your documents have been received.
48	Can IndyGo share its total budget for this procurement?	IPTC Response: As we have no experience with this service, we are entertaining proposals to determine what it would take to move this service forward.
49	Will IndyGo accept multiple proposals from the same proposer if they are materially different?	IPTC Response: No. If alternative approaches to the same scope of work exist, please include alternatives within one proposal.
50	Is IndyGo interested in proposals that deliver the full scope of services, including a customer experience highly similar to the TNC model/experience, but do so through a dedicated fleet model that provides shared trips for ADA riders? This model would include integrated software and operations to deliver an efficient and effective service that is an IndyGo-branded transit service (including vehicles and a mobile app), as opposed to subsidized TNC rides. Such a service would also include many of the non-mandatory but advantageous features requested by IndyGo.	IPTC Response: Please refer to pg. 7, under general scope of work provisions.
51	Alternatively, is IndyGo open to a mixed-fleet model in which the contractor provides a mix of dedicated Paratransit O&M services but also utilizes a brokerage model to distribute trips to non-dedicated third-party vehicles (such as taxis or TNCs) as described in the RFP?	IPTC Response: IndyGo is open to alternative operating structures. Please include all pricing structures in your response to our solicitation.
52	Is IndyGo open to alternative pricing structures, such as pricing per vehicle hour rather than on a per trip/per mile basis?	IPTC Response: IndyGo is open to alternative pricing structures. Please include all pricing structures in your response to our solicitation. Keep in mind that the bid cost offer form must be returned to be considered as a responsive bid. Additional sheet(s) may be included to the bid cost form. Please keep in mind that the bid cost offer form must be returned to be considered as a responsive bid. Additional sheet (s) may be included to the bid cost offer form.

53	Do you require, or are interested in collecting, any coordination of benefits payments? i.e. if a vendor is capable of submitting Medicare/Medicaid/Insurance payments for eligible participants?	IPTC Response: IndyGo is not a medicaid or NEMT provider.
54	On page 7, bullet point 7 at the top, you reference "clear methodology to convert trips from IPTC fixed-route and paratransit services". Can you more clearly define what is meant by "convert trips"?	IPTC Response: A technology platform that can move trips to vendors.
55	Is the payment collection system a system directly payable to IPTC? Or does the vendor collect all funds and remits to IPTC as appropriate?	IPTC Response: IndyGo is open to all and any options. Please provide a detailed response in your proposal.
56	Is service delivery acceptable through both W2 vehicle operators, as well as Corp2Corp and independent contractors in operation, as long as they meet all requirements?	IPTC Response: IndyGo is open to consideration of different options as long as the the requirements stated in the solicitation are provided.
57	If all requirements are met, is incorporating the use of Lyft and Uber acceptable?	IPTC Response: The solicitation is open to all and any vendors that meet the expectations of the proposal.
58	Would it be possible to provide some estimates of service volume, similar to page 13, for the proposed 55 and over group of the pilot?	IPTC Response: As stated in the scope of work, our service area covers over 400 square miles. Approximately 87% of our ridership are ADA or occur within the 3/4 mile.
59	Please describe the pricing model currently utilized with the incumbent vendor (model only, specific price amounts not requested)?	IPTC Response: This is the first TNC solicitation and partnership for IndyGo.