

**The Corporation of the Town of Cobourg**  
**Transit Operations Contract**  
**Contract No. CO-24-05 TRN RFP**

**Addendum No. 1**

This Addendum issued March 8, 2024 forms part of the Contract Documents for the above-noted Contract and shall be read in conjunction therewith. This addendum shall take precedence over all requirements of the Request For Proposal (RFP) documents issued previously. **The Bidder must acknowledge receipt of this Addendum on Appendix B – Acknowledgements of the Form of Proposal.**

No. of Addendum Pages: 8

Attachments: 1

**Questions and Answers:**

**Q1:** Can the Facility at 390 be used as a wash bay? Would the proponent complete the washing? Will cleaning products be limited for use in the wash bays?

**A1:** *390 can be utilized as a wash bay, water is available, a soap dispenser is not. The proponent will have to manually dispense soap or can propose modifying the system to dispense soap. 740 Division St (Public Works and Parks Joint Operations Facility) is also equipped with two (2) wash bays that are set up for cleaning currently. The proponent will be responsible for vehicle cleaning. The Proponent should submit their cleaning products to the Town for approval prior to use.*

**Q2:** When will the maintenance contract be tendered?

**A2:** *The Vehicle Maintenance Contract is expected to be tendered following the closing of the Transit operations contract and awarded prior to the start of the Transit operations contract.*

**Q3:** The RFP noted the preferred contractor vehicle (spare vehicles) be low floor with ramp capabilities. Procurement for the Arboc vehicle may not be possible. Would the Town consider other vehicle types, such as the Promaster?

**A4:** *Pending the proposed vehicle type and configuration for rider and wheelchair capacity, other vehicle types will be considered provided the vehicle is accessible and provides enough seating to accommodate the On Demand Service. Proponents are to specify their proposed vehicle make and model with seating configuration when submitting bid documents.*

**Q5:** What is the percentage of Accessible users vs. conventional users?

**A5:** *The percentage of accessible users is 12% vs 88% conventional users.*

**Q6:** Understanding spare vehicle needs, what is the acceptable width of the door for wheelchairs or mobility aids?

**A6:** *The minimum dimensions of the mobility aid clear entrance opening with lift and ramp installed are as follows:*

*Width – 760 mm (30 inches)*

*Vertical – 1400 mm (55 inches)*

*\*\*The above is the AODA minimum allowance for mobility aid clearance, the Town strives to surpass the minimum requirements to better serve our riders.*

*Arboc door dimensions are as follows:*

*39" wide minimum clear opening (35" w/standard entry assist handles) and 76" high clear opening.*

**Q7:** If the facility will be used for some Town storage, will storage areas be designated and/or partitioned off and will there be flow through from the front bay doors to the back bay doors?

**A7:** *Yes, the Town will strive to remove most of the stored items, however, there will be items that will be required to be stored inside the garage facility. Storage items will be off to the sides of the garage and flow through from the front bay and back bay doors will be maintained.*

**Q8:** Will property maintenance such as snow removal be provided by the Town?

**A8:** *Yes, the Town will maintain the property grounds, which will include snow removal.*

**Q9:** Will the Vehicle Maintenance contract specify/stipulate the maximum distance away from Cobourg where operations could occur?

**A9:** *The Vehicle RFP will provide a provision for the number of kilometers away the facility can be located from Cobourg to ensure maintenance is occurring within a reasonable distance.*

**Q10:** Can minor maintenance work be completed at 390 King St W., such as filling washer fluid, wiper blade replacement etc.?

**A10:** *Yes, pending the type of maintenance required, the contractor should contact the Town in advance to confirm the scope of work is permitted.*

**Q11:** What are/were the issues with the On Demand transit system?

**A11:** *When the Town transitioned to On Demand there was a steep learning curve for our riders to have to pre-book rides. Our Wheels members have always had to pre-book rides. Our senior ridership has been impacted the most with having to book a return ride at the same time as an arrival ride. For this reason, we have kept the call-in option available during all business hours so that a dispatch person can always help the rider to book rides more easily than using the online application. On Demand has allowed for service to be provided throughout the whole Town, reaching all residential areas where previously the two fixed routes did not. The transition to on-demand happened during the pandemic when buses could not be utilized at full capacity and since then with the driver shortage the service has not always been operating at full capacity either making it more difficult for riders to find available rides on short notice.*

**Q12:** Does the Town have any objections to adding more technologies to buses, such as cameras?

**A12:** *No, the Town does not object to the possibility of adding new technology to buses such as cameras. Any new technologies would have to be presented and approved by the Town.*

**Q13:** Does the Proponent sell transit passes?

**A13:** *No, the Proponent does not sell transit passes. Passes can be purchased online or in the Town's Municipal finance office located in Town Hall.*

**Q14:** Does the Proponent settle cash fares?

**A14:** *The Proponent collects cash fares on board in fareboxes. The Town will schedule in a time within the drivers itinerary to collect fares from vehicles twice per week.*

**Q15:** What “outside hours” will be required for dispatch?

**A15:** *Dispatch services are required to be provided for all revenue hours of the transit service when the Proponent does not have office Staff regularly scheduled to take Cobourg Transit bookings. At minimum, the Town requires the Proponent to provide 40 hours/week of administration hours when calls can be taken to book rides. Assuming regular office hours to be 8:30 am - 4:30 pm Monday to Friday, the proponent shall provide dispatch services from 6:15 am to 8:30 am and 4:30 pm to 9:00 pm as well as all operating hours on Saturday and Sunday. The Proponent may also supply administration hours on weekends with less dispatch time required. All administration*

*hours and associated costs are to be accounted for within Items 1.4 and 2.4 of Appendix C.*

**Q16:** Can the Town's bus configurations be provided?

**A16:** *The floor plan for the Town's 8m buses is attached.*

**Q17:** Would the Town be open to using another software instead of RideCo?

**A17:** *No, the Town will continue to utilize RideCo as the Town's technology partner and Wheels customer management.*

**Q18:** What is the maximum typical number of wheelchairs on board a vehicle at one time?

**A18:** *Maximum number of wheelchairs on board a vehicle at one time is two (2).*

**Q19:** Are two-way radios provided by the Town?

**A19:** *Communication equipment shall be provided by the proponent. It is the Town's preference to have two-way radios for contractor communications with drivers on the road.*

**Q20:** Will fuel be able to be used for corporate vehicles as well?

**A20:** *At this time no, only revenue vehicles owned by the Proponent and strictly used for Cobourg Transit can be fueled at the Town facility. The successful Proponent can propose additional vehicles for the Town's consideration upon award.*

**Q21:** Does the Town assume environmental risk of having vehicles stored on site in case of leaks?

**A21:** *The facility at 390 King St West will be leased to the Proponent who will assume the risk associated with their operations within the facility. Should a leak occur, the Proponent will be responsible for being prepared and containing the spill as well as notifying the Town and following proper spills response.*

**Q22:** Was there a value added section in the RFP?

**A23:** *No, there is not a value-added section in the RFP; however, in Section 1, page 7 of the RFP (last bullet) Proponents are asked to include any other services that may be deemed necessary and not identified in the Scope of Work.*

**Q24:** Can the Town share Community Care rates?

**A24:** *The current 2024 rate for Community Care is: \$40 per hour, rates begin upon the start of the circle check to the vehicle returning back to the facility.*

**Q25:** Can the Town see RideCo stats?

**A25:** *Yes, the Town can see RideCo stats and can view itineraries for daily operations as well as request various reports from RideCo.*

**Q26:** Does the Town and Community Care share RideCo software?

**A26:** *No, Community Care is not currently using RideCo software. The Proponent must share client pick-up/drop-off information (times/locations) if setting up rides.*

**Q27:** Can the Town provide stats on Abandoned rides?

**A27:** *In 2023, the total number of abandoned rides was 36; however, out of 36 abandoned rides 30 were fulfilled.*

**Q28:** Is there an ability to enter another vehicle into RideCo software, such as a van or other vehicle that could fulfill a ride?

**A28:** *Yes, however, the Town should be notified of the type of vehicle and the accessibility features.*

**Q29:** Explain the passenger pick up window – is it 5 minutes before and 5 minutes after the scheduled time for pick-up?

**A29:** *No, the pickup window is 10 minutes from the booking time i.e., if the rider booked a trip for 8:30am the pick-up window is between 8:30am and 8:40am.*

**Q30:** When is a ride considered to be abandoned?

**A30:** *If the driver does not accept the ride request within 30 minutes following the pickup window, the ride will automatically be abandoned.*

**Q31:** What is the current On-Time Performance?


**A31:** *The average On-Time Performance metrics have been provided below from commencement of On Demand, April 19, 2021 to December 31, 2023:*

Starting Agenda Day	Ending Agenda Day
<input type="text" value="4/19/2021"/>	<input type="text" value="12/31/2023"/>

% Dropoff OTP


96.1%



% Pickup OTP

91.1%



**Q32:** Do wheelchair bookings account for extra time loading/unloading?

**A32:** *Yes, bookings for wheelchairs have a load time configured into the system that allows for 2.5 mins for loading and 1 minute for unloading Wheelchairs.*

**Q33:** What are the driver requirements for boarding Wheels members?

**A33:** *Requirements for boarding Wheels members are located in the RFP as 'Attachment 2'.*

**Q34:** Will the dispatch number be the same as it is now?

**A34:** *Yes, the Town will arrange to keep the same bookings/dispatch number for continuity.*

**Q35:** Would the Town consider extending the RFP submission deadline to enable us to prepare a comprehensive and well-considered proposal?

**A35:** *Yes, the Town will consider extending the RFP submission deadline by one (1) week to **Tuesday, April 2, 2024, at 2:00 p.m.** – no further extensions will be considered.*

**Q36:** Could the Town amend the proposal submission requirements to allow for exclusively digital copies, thereby streamlining the process?

**A36:** *No, the Town does not have the capacity to receive proposals digitally.*

**Q37:** In reference to the Bus Operator Minimum Qualifications, which require that "All bus Operators must be employees (full or part-time) of the Proponent," would the Town be amenable to Operators being subcontracted by the Proponent, to enhance operational flexibility?

**A37:** *Sub-contractors are to be listed in Appendix D as part of the bid submission. All sub-contractors are to be approved by the Town of Cobourg and all subcontractors must fully comply with the terms of the RFP. The Proponent shall be fully responsible for all sub-contractors.*

**Q38:** For clarification, the RFP mentions "Scheduling software training will take place virtually before commencing operations and onsite training for dispatching staff and drivers for the first 2-3 days of commencing service." Does this imply that the training will be conducted in the initial 2-3 days of the service start or 2-3 days prior to the service launch?

**A38:** *Virtual training will commence approximately two (2) weeks prior to the start of the contract date; onsite training for drivers and dispatching staff will take place the first two (2) days of commencing service. If possible, the Town will arrange to have training ahead of commencing service.*

**Q39:** Can the Town confirm that dispatching services will be required only strictly during the hours of revenue service, with no necessity for such services before or after these hours?

**A39:** *Confirmed, see answer to Question 15. However, as per the RFP the Operations Supervisor or alternate must be available outside of revenue hours as follows:*

***Item 1.4.5 Section 4 – Key Personnel and Staff Qualifications:***

*Either the Operations Supervisor or alternate, must be available twenty-four hours per day and seven days per week. The Town will strive to only contact the Proponent during regular operating hours; however, under extenuating or emergency circumstances, there may be a requirement to contact the Proponent outside of regular operating hours."*

**Q40:** Is the Town open to the use of vehicles older than four years for the Proponent-supplied fleet, provided they are maintained in excellent condition and accompanied by a preventative maintenance program?

**A40:** *The Proponent shall provide make/model/year of vehicle for the Town's consideration.*

**Q41:** Can the Town confirm that it will assume responsibility for insuring the Town-owned vehicles it owns?

**A41:** *The Town will insure Town of Cobourg transit vehicles only.*

**Q42:** Is the Town open to allowing the cross-training of two operators to function as operator/supervisor hybrids, undertaking supervisory duties on their non-driving days, or

does the Town have a preference for a full-time dedicated operations supervisor exclusively assigned to this contract?

**A42:** *The Town will consider this option but prefers a full time dedicated operations supervisor assigned to this contract. If a secondary supervisor is approved, there must be one contact number that remains the same for both supervisors.*

**Q43:** Can the Town provide ridership data specifically in regards to the daily breakdown between accessible and non-accessible passengers by vehicle?

**A43:** *The Town has requested this data (6 months duration) from our software provider and will provide the response in the next addendum following the end of the question period.*

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The Bidder shall sign this Addendum in the space provided below and shall submit this Addendum in the same envelope as the tender.

Except as and to the extent that they are amended by the foregoing, all terms and conditions of the tender documents remain in full force and effect.

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Company Name:

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Signature of Company Representative



NOTE:  
1. E-EGRESS WINDOW LOCATION.

UNCONTROLLED COPY, CURRENT WHEN PRINTED, MASTER IN FILE				
REV-1	DATE: 11/18/2011	DOC NAME: AME-009b		DOC DESCRIPTION: DRAWING TITLE BLOCK 11X17
REV	DATE	ECN	BY	REMARKS

