

**CITY OF NEWTON, MASSACHUSETTS
PURCHASING DEPARTMENT
purchasing@newtonma.gov
Fax (617) 796-1227**

December 4, 2023

**ADDENDUM #1
INVITATION FOR BID #24-31**

NEWTON CITYWIDE TRANSPORTATION SERVICES
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THIS ADDENDUM IS TO: CHANGE THE BID SUBMISSION DATE AND TIME AND TO ANSWER THE FOLLOWING QUESTIONS.

THE BID SUBMISSION DATE AND TIME IS CHANGED TO

DECEMBER 14, 2023, AT 11:00AM

THE QUESTION DEADLINE DATE AND TIME IS NOT CHANGED

Q1. When does the current service end?

A1. The current contract ends on 6/30/2024. However, we may choose to transition to the new contract prior to that date.

Q2. Back in September only seniors and low income service, will public service be reintroduced back into the scope?

A1. Depending on the price of the new contract and our success with new fundraising we may choose to reintroduce service to everyone in Newton. With our current funding however, the service is limited to seniors, people with low incomes, and people with disabilities.

Q3. What is the budget for this proposed effort?

A3. Our budget fluctuates depending on fundraising and the price proposals with an approximate range anywhere from \$600,000 to \$1,500,000 in the first year. Current funding puts the budget near the bottom of that range.

Q4. Would the City of Newton consider an hourly rate -- not a per trip cost?

A4. Yes. We will entertain all pricing models.

Q5. Per the RFP "IX. MINIMUM CRITERIA: REQUIRED VENDOR TECHNICAL PROPOSAL QUESTIONS" some of the numbering of the questions are out of order. See 9-12, and duplicate # 22's. Please confirm if these are typos or numbers 10 and 11 are missing, and question 22 should be combined.

A5. These are indeed typos. There is no missing information or questions.

Q6. How many non-ambulatory trips are you serving per week, can you provide data? Months? Years?

A6. Since June 2023, 3% of trips requested have been requested as WAV. We average 150-350 requests per month, with requests closer to 300 per month in recent months.

Q7. As listed in the RFP, the program will provide rides to "a limited number of select youth within and just beyond

Newton". In the current program, how old are the select youth that are using the service? What are the age restrictions in the current program?

A7. The minimum age to ride the system without an adult is 13. All youth riding the system are 13 or older.

Q8. What additional communities that border Newton will be expected to be included in the coverage area? (Needham, Brookline and Wellesley medical providers and hospitals).

A8. The coverage area beyond Newton can be viewed at this [link](https://www.newtonma.gov/home/showpublisheddocument/100711/638261569467830000): <https://www.newtonma.gov/home/showpublisheddocument/100711/638261569467830000>. Jamaica Plain, West Roxbury and Brighton are parts of Boston. We also serve the Needham Heights Commuter rail.

Q9. Will Newtown provide parking and charging for Electric Vehicles, will indoor parking be available?

A9. Newton provides 12 free parking spaces vehicles used in this program at the Lexington Street Lot in Newton (441 Lexington St, Auburndale, MA 02466). There are currently 4 plugs (2 chargers there). We are planning to add 2 more plugs in the near term. Drivers are not allowed to park their cars in these spaces when they are driving the vehicles and must purchase a low-cost parking permit for parking nearby.

Q10. In regards to the 5 million aggregate insurance, can our company utilize umbrella or excess liability insurance to meet the insurance requirements? In such circumstances, our company will obtain and maintain an umbrella or excess liability insurance policy with limits of not less than \$5,000,000 that will provide bodily injury, personal injury and property damage liability coverage?

A10. A proposer may contract for coverage with a primary insurer for less than the required coverage amount and use an umbrella or excess coverage insurer for amounts not covered by the primary insurer as long as at all times the aggregate coverage equals or exceeds the required coverage amount.

Q11. We respectfully request that the City of Newton allow for proposals to be submitted digitally (e.g. by email, portal upload, or similar).

A11. M.G.L. c. 30B, §6(a) requires sealed hard copy proposals.

Q12. Can the City of Newton please allow the use of verified e-signatures for this submission?

A12. Yes, e-signatures are acceptable.

Q13. Would the City consider giving proposers an extra week and one day, making the responses due 12/15? We would appreciate that all bidders have enough time to take the answers given by the City and craft proposals appropriately based on them.

A13. Yes, the proposal due date will be extended to 12/14/23 at 11:00 a.m. See above.

Q14. Can you please provide information on how proposals will be evaluated, is there a scoring criteria?

A14. Please see section X Comparative Criteria to understand how we evaluate proposals.

Q15. What is the current volume the call center is handling, how many calls per month and how many minutes per month?

A15. In August 2023, customer service received 3,101 calls and completed 4,985 trips. In September 2023 customer service fielded 3,030 calls and delivered 3,472 rides. In October, 2023 customer service fielded 3,085 received calls for 2,800 trips. This includes both answered and abandoned calls. (As an aside - the decrease in trips is related to our change in service from serving everyone in Newton to just seniors, low-income residents and people with disabilities)

Q16. Can the City please define, “short answer format” as listed on page 13 under section “ IX. MINIMUM CRITERIA”.

A16. Answers should be as direct as possible to address the question. Responses often might be just 1-4 sentences.

Q17. Some of the content requested requires more in depth information and imagery. Would the City prefer the more robust information and images in the appendix?

A17. We are open to whatever format you think works for the reader to digest the information.

All other terms and conditions of the IFB remain unchanged.

**PLEASE ENSURE THAT YOU ACKNOWLEDGE ALL ADDENDA ON YOUR
BID FORM. FAILURE TO ACKNOWLEDGE ALL ADDENDA COULD
RESULT IN REJECTION OF YOUR BID AS NONRESPONSIVE.**

Thank you.

A handwritten signature in black ink that reads "Nicholas Read". The signature is written in a cursive, slightly slanted style.

Nicholas Read
Chief Procurement Officer