Questions/Answers for the Request for Proposals for the Operation of the Public Transit Service in St. Charles and St. John the Baptist Parishes Louisiana.

- 1. Could RPTA confirm that the start date for the transit service is February 1, 2024 rather than February 1, 2023 as stated on page 11?
 - **Response:** Start date is clarified and addressed in Addendum 1 as posted on RPTA website.
- 2. Does RPTA prefer exclusively accepting cash as a fare payment method, or would RPTA also like to accept credit/debit cards?
 - **Response:** Acceptance of credit/debit cards may be provided as an option in proposal submittal.
- 3. Does RPTA prefer a pricing model weighted towards upfront or recurring costs throughout the duration of the contract?
 - **Response:** Proposal shall include all pricing to provide all services as required and detailed in RFP.
- 4. Please share any available service data (trip volume, origins and destinations, etc.), to provide proposers with a more detailed understanding of current demand for the service. Response: As the RPTA operates a demand for service system, it would not be feasible to provide origins and destinations. The average number of trips is 1,550.
- 5. Will RPTA allow respondents to submit additional/supplemental pricing materials in addition to filling out the provided cost proposal form?
- 6. **Response:** Cost proposal form shall be completed in accordance with RFP. Additional/ supplemental pricing may be submitted for consideration.
- 7. Who is the current technology provider and operator for the demand-responsive service?
- 8. **Response:** Transdev is the current operator.
- 9. Can RPTA please share an inventory of the 5-vehicle fleet, including make, model, ambulatory vs wheelchair capacity, and mileage?
- 10. **Response:** Please see below vehicle inventory spreadsheet.
- 11. We typically ship our proposals two working days ahead of the deadline to allow time for delivery via FedEx. This will be difficult due to the Thanksgiving holiday. Can you please confirm that your offices will be open on Fri., Nov. 24 to receive our package? Or, would you consider extending the proposal deadline to Wed., Nov. 29 so that proposals can be shipped on Mon., Nov. 27?
 - **Response:** This question has been addressed in Addendum 1 as posted on RPTA website.
- Please confirm the definition of revenue hour for the new contract.
 Response: Please refer to FTA's National Transit Database (NTD) definition of revenue hour.
- 10. Please confirm that option years are mutually agreed by both RPTA and Contractor. **Response:** Option years are mutually agreed upon by both RPTA and Contractor.
- 11. Some of our larger peers have hundreds of customers and if only a handful are happy with their performance, by asking for only a few references, you will not get an accurate representation of what it would be like working with a large company. Out of a couple hundred customers only a handful may be happy with a given company's performance, So, the references you would see are not likely representative of the vast majority. 'Conversely, if you ask for all active references and pick some at random, you will get much more representative feedback. Would you ask bidders for all active customers? Response: References should be provided in accordance with RFP.