

Executive Director
Frank T. Martin



Board Chairman
Theodore "Ted" Smith

BIRMINGHAM-JEFFERSON COUNTY TRANSIT AUTHORITY
1801 Morris Avenue 2nd Floor
Birmingham Alabama 35203
Phone (205) 521-0161 / www.maxtransit.org

TO: All Prospective Proposers
FROM: Darryl Grayson, Contracts & Procurement Manager
DATE: January 27, 2020
RE: **Addendum #1 – RFQ# 20-04 Customer and Community Satisfaction Survey**

This document (hereinafter referred to as **Addendum #1**) is attached to and forms part of the RFQ# 20-04 Customer and Community Satisfaction Survey, issued **January 13, 2020**. To the extent that any of the terms or conditions or Scope of work contained in Addendum #1 may contradict or conflict with any of the terms or conditions of the attached Contract Agreement, it is expressly understood and agreed that the terms of Addendum #1 shall take precedence and supersede the RFQ.

CORRECTION:

1. **Page 5, Section 1 and 3** - BJCTA intends to execute the contract by the end of the first quarter of 2020. The selected firms will be under contract for Three (3) years with two (2) one-year renewal options. **Up to 3 contracts may be awarded.**

DBE Participation

2. DBE participation per track is as follows:

The DBE participation for RFQ# 20-04 will be 20%

3. **Please find attached forms as follows:**

- Pre-Bid Conference Attendees
- Questions & Clarifications
- DBE Utilization Form
- DBE Good Faith Documentation

Acknowledgment to Addendum 1

Signature

Date

Print

Title

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RFQ# 20-04 Customer and Community Satisfaction Survey

Pre-Bid Conference

January 17, 2020 11:00am

Attendees:

	<u>NAME</u>	<u>COMPANY</u>	<u>EMAIL</u>
1	Marth Bozeman	Agency 54	mbozeman@agency54.com
2	Tommy Palladino	Agency 54	tpalladino@agency54.com
3	Kristopher Browning	TransPro Consulting	kristopher@transproconsulting.com

Call In:

	<u>NAME</u>	<u>COMPANY</u>	<u>EMAIL</u>
4	Elaine McCloud	Mccloud Transportation & Associates	elaine@mccloudtrans.com



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RFQ# 20-04

Customer and Community Satisfaction Survey Questions & Answers

1. What KPIs does BJCTA currently track? **As it relates to the call center statistics, we track the number of calls accept, abandonment rates, meet times and overall services levels. Our service level goal is to assure 70% of calls in 30 seconds. Our abandonment rate goals are to abandon no more that 10% of all calls. BJCTA tracks this for both Paratransit and Fixed Route call centers. At Central Station ticket office, we track revenue earned. We also document complaints that we may receive at Central Station and on the phone.**
2. Does BJCTA have AVL and APC data or some other way to collect on-time performance and ridership data? **BJCTA currently uses Avail Technologies to track on-time performance, but we have experienced problems with inaccurate information. We are currently doing manual checks to determine on-time performance until those issues are resolved.**
3. On page 9 there is a reference to conducting Active surveys based on recent ridership and contact with agents of BJCTA. Should interviewing BJCTA staff be part of the customer satisfaction survey effort? **Yes, interviews with BJCTA staff will be honored as necessary.**
4. Page 10 states that compensation is expected to be a lump sum payment. Does this mean fixed-price, and if so, will milestone payments be allowed or does BJCTA intend to pay only when a task order is fully completed? **BJCTA intends to pay only when a task order is fully completed with a lump sum payment. Milestone payments will be considered by the Executive Director per Task Order.**
5. If multiple teams are awarded this contract, how will BJCTA decide which team is awarded an individual task order? If it will be competed can you please describe the process, including what level of information the firms would need to submit as part of that process. For this particular RFQ, there may be up to 3 awards. **The Proposals will be evaluated by an Evaluation Committee. The top 3 proposers will receive the task order and the best fit for BJCTA will be awarded the task. The level of information will differ and will be outlined in the task order.**
6. There is a reference on page 3 to proposers needing to provide one original and four copies of our proposal, whereas on page 11 there is a reference to one original and one copy. How many copies of the proposal would you prefer? **One Original, four copies and an electronic copy is required.**
7. Does the 29 page limit on the content of the proposal include resumes or can those be included separately in an appendix? **Resumes can be included separately**
8. What is the DBE goal for this contract? **Please see attached documents**

DISADVANTAGED BUSINESS ENTERPRISE (DBE) UTILIZATION

The undersigned bidder/offeror has satisfied the requirements of the bid specification in the following manner (please check the appropriate space):

The bidder/offeror is committed to a minimum of **20%** DBE utilization on this contract. Provide DBE Information on chart below. Please submit documentation demonstrating good faith efforts.

Name of Bidder/ Offeror's Firm (Subcontractor/Supplier/Service Provider)	DBE?		Phone	State Registration No.	Dates, Best Method of Contact		Description of Work	Dollar Amount of Proposal/ Quote
	Yes	No			Letter	Phone		

Print Name/Title

Signature

Date

Birmingham-Jefferson County Transit Authority

DBE GOOD FAITH EFFORT DOCUMENTATION

The intent of this form is to document the good faith effort attempts made by the apparent low bidder in soliciting DBE firms to meet the DBE project goal. Please note that the project goal will not be waived and the contractor must make efforts to achieve the goal throughout the life of the contract.

Every work type where there is a certified DBE, the apparent low bidder must submit the form as follows:

- 1 available DBE – must contact 1 DBE
- 2-5 available DBEs – must contact 3 DBEs minimum
- 6-7 available DBEs – must contact 4 DBEs minimum
- 8-9 available DBEs – must contact 5 DBEs minimum
- 10 or more available DBEs – must contact 6 DBEs minimum

All information submitted on this form is subject to audit by the DBE Goal Committee

Date Submitted: _____

Contractor Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Contact Person: _____ Telephone Number: _____

Email Address: _____

Project Goal Percentage: _____

Commitment Percentage: _____

Unattained Percentage: _____

I certify that the information contained in this good faith effort documentation form is true and correct to the best of my knowledge. I further understand that any willful falsification, fraudulent statement or misrepresentation will result in appropriate sanctions which may involve debarment and/or prosecution under applicable State and Federal laws.

Bidder/Authorized Representative Signature: _____

Title: _____ Date: _____

DBE GOOD FAITH EFFORT DOCUMENTATION

Work Type Number	Description of Work, Service or Material	DBE Firm Name			
Contact Name (First and Last)	Contact Date	Contact Method	Contact Results	Bid Amount	
1.					
2.					
3.					
Comments:					
Work Type Number	Description of Work, Service or Material	DBE Firm Name			
Contact Name (First and Last)	Contact Date	Contact Method	Contact Results	Bid Amount	
1.					
2.					
3.					
Comments:					
Work Type Number	Description of Work, Service or Material	DBE Firm Name			
Contact Name (First and Last)	Contact Date	Contact Method	Contact Results	Bid Amount	
1.					
2.					
3.					
Comments:					

EXAMPLES OF GOOD FAITH EFFORT DOCUMENTATION

The following is a list of types of actions a bidder should take when documenting good faith efforts. This list is not intended to be exclusive or exhaustive, nor are all the actions mandatory. Other factors or types of efforts may be relevant in appropriate cases.

SOLICITATION /ADVERTISEMENT EFFORTS - should include your efforts to solicit quotes, through all reasonable and available means, the interest of all certified firms who have the capability to perform the work of the contract. The bidder should ensure that the requests are made within sufficient time to allow DBE firms to respond. The contractor should take the initiative to contact firms which have indicated an interest in participating as a subcontractor/supplier.

NEGOTIATION EFFORTS - should include your efforts to make a portion of the project work available consistent with the availability and capabilities of our DBE firms in order to facilitate DBE participation. You are encouraged to break out contract work items into smaller economically feasible subcontracts to ensure DBE participation. As a part of your negotiation you should make plans/specifications available to the DBE firms which have shown an interest in participating. When negotiating with DBE firms a contractor should use good business judgment by considering price and capability, as well as, project goals. A contractor is not expected to accept a price that is not reasonable and is excessive. Comparison figures should accompany your good faith effort submittal which supports the price differential.

ASSISTANCE EFFORTS - should include your efforts to assist DBE firms in obtaining bonding, lines of credit, insurance, equipment, materials, supplies or other project related assistance. Contractors are encouraged to assist firms with independently securing/obtaining these resources. A contractor may not provide these resources to the DBE firm, except in certain instances where joint checks are permissible with DOTD's prior approval. The level of assistance should be limited to referral sources, introductions, and making initial contacts with industry representatives on the DBE firm's behalf.

ADDITIONAL EFFORTS - could include any additional efforts to utilize the services of minority/women organizations, groups; local, state and federal business offices which provides assistance in the recruitment and placement of DBE firms. Utilizing the services offered by the department's DBE supportive services consultant for assistance with advertisement and recruitment efforts. Contractors are encouraged to undertake and document any other efforts taken in their attempt to fulfill the project goal.