



February 21, 2025

TO: All Bidders under:
**RFQ 2025-100081 Transportation for DeKalb Seniors and Individuals with Disabilities-
Coordinated Trip Services**

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 2

**Request for Quotation (RFQ) 2025-100081 DeKalb Seniors and Individuals with Disabilities-
Coordinated Trip Services**, is hereby amended as follows:

1. Questions have been received and the responses are indicated on pages 2-6 of this addendum.
2. It is the responsibility of each bidder to ensure that they are aware of all addenda issued under this RFQ. **Please sign and return this addendum.** You may email Tiffany M. Wilson at tmwilson@dekalbcountyga.gov before the bids are due to confirm the number of addenda issued.
3. All other conditions remain in full force and effect.

Tiffany M. Wilson
Tiffany M. Wilson
Procurement Technician
Department of Purchasing and Contracting

Responses to Questions:

1.	Question:	What is the average number of rides per day? For the last 2 years.
	Answer:	40 rides per day.
2.	Question:	What was the previous contractors bid?
	Answer:	We did not have a previous bid.
3.	Question:	Is there an allowance for increased gas prices during the contract term?
	Answer:	No.
4.	Question:	What is the contract "start" date?
	Answer:	We do not have a solidified contract start date, but the County would like to begin utilizing the services of the successful vendor(s) as soon as possible after evaluation
5.	Question:	What is the anticipated "award" date?
	Answer:	See answer for No. 5.
6.	Question:	Trip Volume & Demand: Can the County provide historical data on the number of trips completed per month or year for planning and capacity estimation?
	Answer:	Yes.
7.	Question:	Service Area: Are there any restrictions on trip destinations beyond DeKalb County, or are exceptions made for medical or essential trips?
	Answer:	Yes, exceptions would be a trip to the airport. Customers would need prior approval for trips greater than 30 miles from their pickup location.
8.	Question:	Wait Time Compensation: Since drivers are not compensated for wait time, how does the County handle cases where a return trip is required immediately after an appointment?
	Answer:	A driver will be assigned for the return trip.
9.	Question:	Trip Scheduling & Dispatch: Will the County provide trip scheduling, or is the contractor responsible for managing ride requests and dispatching?
	Answer:	DeKalb County will provide trip scheduling.
10.	Question:	Multi-Passenger Trips: Is there a percentage of trips that involve multiple passengers, or are most trips expected to be single-passenger?
	Answer:	All trips are single passenger trips.

11.	Question:	Payment Structure: Are payments issued based on completed trips only, or is there flexibility for a minimum service fee if trip demand fluctuates?
	Answer:	Drivers are paid for completed trips only.
12.	Question:	Fare Collection: Will the County handle fare collection, or will the contractor be responsible for collecting fees from passengers?
	Answer:	DeKalb County will pay the vendor. Fare collection is not needed from passengers.
13.	Question:	Vehicle Inspection & Maintenance: What is the frequency of mandatory County vehicle inspections, and what documentation is required?
	Answer:	Yearly inspection is required, and details will be provided to drivers.
14.	Question:	Georgia DHS Compliance: Are there specific DHS training modules required, or does the County accept equivalent certifications for drivers?
	Answer:	Driver must be in compliance with the Department of Human Services and DeKalb County regulations.
15.	Question:	Background Check Process: Is the contractor responsible for running driver background checks, or will the County handle this verification?
	Answer:	This is handled by the County.
16.	Question:	Drug Testing: How frequently must drivers undergo drug testing, and does the County cover the cost?
	Answer:	Drug testing is administered randomly, and the County covers the testing.
17.	Question:	Insurance Coverage: Is there flexibility in the required insurance limits if an alternative risk management approach is proposed?
	Answer:	No.
18.	Question:	Liability for Incidents: If a passenger-related incident occurs (e.g., medical emergency), what is the contractor's responsibility, and how does the County assist in resolving disputes?
	Answer:	Drivers are expected to call 911, rendered help and report such to DeKalb County.
19.	Question:	Subcontractors: If a contractor utilizes a subcontractor for overflow trips, are they required to meet the same insurance and compliance standards?
	Answer:	Yes.
20.	Question:	Ride Tracking Requirements: Does the County require GPS tracking and real-time reporting of vehicle locations?
	Answer:	Yes.
21.	Question:	Performance Metrics: What are the key performance indicators (KPIs) that the County will use to evaluate contractors (e.g., on-time percentage, trip completion rates, customer feedback)?

	Answer:	We will use on time percentages, trip completion rates, customer feedback and tracking device data as well as invoice accuracy.
22.	Question:	Data Reporting: What format and frequency are required for trip data submission (weekly, monthly)?
	Answer:	We use Excel spreadsheets, on a bi-weekly or monthly basis.
23.	Question:	Technology Integration: Does the County provide dispatching software, or is the contractor expected to use their own system?
	Answer:	DeKalb County handles the dispatching.
24.	Question:	Are all clients utilizing this service ambulatory and wheelchair?
	Answer:	It varies. There's a mix of both ambulatory and wheelchair.
25.	Question:	The RFQ doesn't indicate the start date of the new contract. <ul style="list-style-type: none"> • When will vendors be notified of the award, and how many weeks will be allowed to implement the program? This information is crucial because vendors may need to hire additional drivers, procure vehicles, conduct training on County policies, and familiarize themselves with relevant systems.
	Answer:	See the response for no. 5. Drivers will be informed within weeks after the submission whether they are accepted or denied, and we would allow one week for implementation.
26.	Question:	At times, clients may have steps leading into their residences. <ul style="list-style-type: none"> • Are providers expected to transport clients upstairs? • If so, what is the maximum number of stairs allowed? • Will this information be provided when trip details are sent to the provider?
	Answer:	No, providers are not expected to transport clients upstairs.
27.	Question:	What is the maximum number of transportation providers this RFQ seeks for the contract?
	Answer:	12 transportation providers.
28.	Question:	If only one transportation provider is awarded the contract, can they bring in subcontractors?
	Answer:	Yes, they are allowed to utilize subcontractors.
29.	Question:	Who is the current provider operating the service under this contract?
	Answer:	I cannot provide that information, as this is a competitive bid.
30.	Question:	How many vehicles are estimated to be required for this RFQ?
	Answer:	12 vehicles.
31.	Question:	Some clients may require an escort and/or family member to assist them. <ul style="list-style-type: none"> • Is the provider required to provide an escort if needed? • Is the escort from the facility and/or a family member? • Due to the space in the vehicle, is the benefit limited to one escort?
	Answer:	No, the client provides their personal escort. The client provides the escort whether it's family member, friend, etc. Yes, it's limited to one escort along with the client. No additional escorts.

32.	Question:	Will the Agency accept electronic signatures on the forms?
	Answer:	Yes.
33.	Question:	From GA Transportation Manual: Process Flow – Transportation Ordering, Approval, and Invoicing Process: The following process flow illustration depicts the process to establish HSPs and TPs in the TRIP\$ application, and the process to order and approve consumer transportation using the TRIP\$ application. The highlighted area in the process flow depicts the TP, Subcontractor, and the HSP roles within the process. <ul style="list-style-type: none"> • Will the awarded Transportation Provider be required to use the DHS TRIP\$ Transportation Request Information Processing System, the application for client registration and trip ordering?
	Answer:	Some may require you to utilize the system, but most will not.
34.	Question:	Under Special Services the RFP states: a. In limited circumstances, drivers will be asked to provide special services if required for transport. <ul style="list-style-type: none"> • Please describe what special services are required?
	Answer:	Helping clients in and out of the vehicle, especially clients with a wheelchair or who are ill.
35.	Question:	The RFP states Ongoing Training: Attend DeKalb Human Services Transportation training sessions focused on the needs of seniors and the disabled, including those related to dementia, Alzheimer’s, or other conditions related to cognitive impairment. <ul style="list-style-type: none"> • Will the driver need to complete the training prior to transporting clients? • Is it classroom training or will they attend training sessions during the business day? • How many sessions are required? • What are the dates, frequency and length of the DeKalb Human Services Transportation training sessions?
	Answer:	The driver will need to complete the training prior to transporting clients and it’s in-person in a classroom setting. Also, there are two sessions, and the dates and length of training sessions can vary.
36.	Question:	Is there a maximum response time required for drivers to pick up a passenger after receiving a request?
	Answer:	We allow a five-minute grace period.
37.	Question:	Will the County provide a dispatch system for trip scheduling?
	Answer:	This is handled in-house by DeKalb County.
38.	Question:	If a passenger has multiple stops (e.g., medical appointment, pharmacy, home), how will pricing be structured?
	Answer:	Each destination is considered a trip, driver will be compensated for each trip. If passenger goes to the grocery store and then to the pharmacy that is considered two trips and the driver will be compensated for two trips.
39.	Question:	Will vendors receive weekly or daily trip schedules, or will trips be assigned on-demand?
	Answer:	Trips will be scheduled daily and on-demand.

40.	Question:	Are there specific service areas within DeKalb County that vendors should focus on?
	Answer:	No, our clients live throughout DeKalb County, as such our service area is the entire DeKalb County.
41.	Question:	Are all passengers required to sign up for this program and pay for it through Dekalb County?
	Answer:	All passengers must sign up with DeKalb County before trips are provided, but all are not required to pay unless they are above the income level.
42.	Question:	Can the county provide current rates or standard pricing per trip for this program?
	Answer:	No, we cannot.
43.	Question:	Is there any available historical data, budgets, or customer rate sheets to help guide our cost proposal?
	Answer:	No, there isn't any historical data, budgets, or customer rate sheets to provide.
44.	Question:	Are there additional charges for an escort or companions traveling with the passenger? If so, how is this fee collected?
	Answer:	The escort fee is listed on the Quote form and the bidder shall enter the fee for escorts. This fee is in addition to the cost of the trip and all fees are collected by DeKalb County.
45.	Question:	Are service animals permitted to travel with the passenger?
	Answer:	Yes.
46.	Question:	Will the vendor be required to provide additional equipment, such as wheelchairs?
	Answer:	No.
47.	Question:	Are all Seniors being picked up from the same location and being dropped off at the same location?
	Answer:	No, these are single trips from various origins to various destinations.
48.	Question:	Do all the Seniors stay at the location until 4 p.m.?
	Answer:	The seniors will have individual trips that does not require an end time of 4 pm.

ACKNOWLEDGMENT

Date: _____

The above Addendum #1 is hereby acknowledged:

(NAME OF BIDDER)

(Signature)

(Title)