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555 Lakeshore Blvd. Painesville Twp., OH 44077

Date: February 10, 2021

## REQUEST FOR PROPOSALS for STRATEGIC PLAN DEVELOPMENT SERVICES

### Questions and Answers

Q1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

A1. Laketrans cannot restrict participation based upon geography. Companies outside the U.S. are welcome to apply.

Q2. Whether we need to come over there for meetings?

A2. Yes. Consultants will be **REQUIRED** to be onsite for meetings.

Q3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

A3. Some tasks can be performed remotely. Other tasks will require the consultant to be onsite, like meeting with Board members.

Q4. Can we submit the proposals via email?

A4. Hardcopy is required in addition to electronic.

Q5. Do you have a Public Participation Plan and if yes, can you share the plan?

A5. Laketrans does not have a public participation plan.

Q6. Have you conducted any rider or customer surveys recently? If yes, what type of surveys and will the information be available to the selected consultant to be used in the strategic plan?

A6. What kinds of surveys are you interested in? Laketrans is participating in a FTA funded research program regarding the implementation of on-board mobile fare validation. Fixed Route and Commuter Express riders were surveyed. There are no recent surveys of Dial-a-Ride riders.

Q7. Are Laketrans' operating employees unionized?

A7. Yes. UAW. Most recent union contract went into effect on October 1, 2020.

Q8. Is service data such as ridership, service hours, service miles, fares available in electronic format?

A8. Yes – ridership excel spreadsheet is attached with data through October 31, 2020.

Q9. Do you have any rider committees

A9. LPAC – Laketrans Passenger Advisory Committee

Q10. Can you confirm the date of the Pre-Proposal Meeting?



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A10. February 11<sup>th</sup> at 2:00pm EST (tomorrow) via Zoom

<https://us02web.zoom.us/j/84846010815?pwd=ZEJ4MDk5azN1TjRoNVgzSyt4NDhzZz09>.

Meeting ID: 848 4601 0815

Passcode: 863426

One tap mobile

+13017158592,,84846010815#,,,,\*863426# US (Washington DC)

+13126266799,,84846010815#,,,,\*863426# US (Chicago)

Dial by your location

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

Meeting ID: 848 4601 0815

Passcode: 863426

Q11. Can you confirm the date the proposals are due?

A11. February 26<sup>th</sup> at 12:00pm EST

Q12. Is service data in an electronic format available for fixed route at the stop level?

A12. This data is not currently available for in-county fixed route. Data for Commuter Express is available for pre-COVID.

Q13. Is origin and destination data available in electronic format for dial-a-ride, flex ride and ADA paratransit services?

A13. **Yes, Laketran uses Trapeze PASS, data is available from that system.**

Q14. If we would conduct a rider survey, can operators disseminate and collect the surveys?

A14. **No, consultants should not expect to rely on Laketran drives for survey distribution/completion**

Q15. Do you have a list of local DBE certified firms that have expressed an interest in the Strategic Plan Development RFP, that you can share?

A15. Laketran does not certify DBEs. No DBEs have expressed interest in this project. There is no DBE goal for this project. If you are planning to use any sub-consultants you should make a good faith effort to engage with DBEs. DBEs can be found on the Ohio Unified Certification Program (UCP) Directory which is available at: <https://www.dot.state.oh.us/Divisions/ODI/SDBE/Pages/DBE-Directory.aspx>



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Q16. I would like to request an extension to the RFP due date to March 5<sup>th</sup>. This extension should still leave sufficient time for selection and the remainder of the timeline could stay unchanged.

A16. This request is approved. Addendum #1 will be issued to revise the proposal due date to March 5, 2021 at 12 p.m.

Q17. I understand there will be key meetings and points in the process that the consultant be physically present. However, with COVID, will some remote work be allowed especially early on in the contract term?

A17. Yes, some remote meetings/teleconferences will be permitted. The consultant is expected to be onsite for a Board retreat.

Q18. Does the Board of Trustees have a usual timeframe for an annual retreat. For example a history of having it in a certain month each year?

A18. Historically, Board retreats have occurred in September.

Q19. What is the project budget? Is it funded in current budget?

A19. Roughly, \$100,000 has been budgeted. Laketrans will evaluate proposals based upon the qualifications and capacity of the consultant to do the work and achieve the desired outcome. Price is not the main evaluation criteria.

Q20. Please clarify what is meant by an implementation schedule by week number from project start-up date. Would a monthly schedule be acceptable at this point since the overall scope of work will be finalized together as stated in 3.0 Scope of Work?

A20. Laketrans would like to see a basic outline of how you/your firm plans to implement Laketrans' project. What do you believe is the best course of action? What do you believe is the best methodology to achieve the project? A week by week outline or a monthly outline will give Laketrans' team a sense of how you plan to conduct the project and how you plan to structure your time.

Q21. Will Laketrans consider removing liquidated damages language based on the scope of services being provided in this RFP?

A21. Yes, this can be negotiated during contract negotiations.