



REQUEST FOR PROPOSALS
Comprehensive Operational Analysis

DULUTH TRANSIT AUTHORITY

Addendum #2

June 24, 2020

1. The DTA held a preproposal meeting on June 16, 2020. Attendees included Daniel Costantino, Jarrett Walker and Associates; Chelsey Hendrickson, Kimley-Horn; Kathy Chambers, Moore & Associates; Randy Farwell, Tindale Oliver; Thomas Wittmann, Nelson Nygaard; Jessica Price, TMD Inc.; Josh Weiland, Four Square ITP; Dennis Fletcher, Steer Group; Dr. Angelos Svenkeson, Denetrick Powers, NEOO Partners; Joe Kapper, SRF; Lauren Lynch, AECOM; Jason Serck, City of Superior; Ron Chicka, Metropolitan Interstate Council (MIC+); Voni Vegar, MN DOT; Danette Tessmann, Steve Hirschfeld, WI DOT; Chris Belden, Phil Pumphrey, Nancy Brown, DTA.
2. DTA noted that the Preproposal meeting was to provide an overview of the COA and to take questions and comments. However, all verbal statements by the DTA are nonbinding. Proposers are reminded that per Section G-4(e) of the Request for Proposals, No oral explanation or interpretation will modify any of the requirements or provisions of the Contract documents. The DTA will assume NO responsibility for oral instructions or suggestions. Changes to the specifications will be made only by written addendum.
3. The DTA Project Manager, Chris Belden, provided an overview of the project and noted that the DTA has multiple sources of data for the selected Consultant for use in evaluating the DTA's system. One source is HopThru, which provides ridership data at the stop level by route and is useful data for evaluating existing conditions. The DTA also has REMIX software that provides route data and demographics of the DTA service area. The DTA also has Automatic Passenger Counters on the buses to assist with ridership data, and a GTFS-RT feed for real-time location data linked to the DTA's system map. The fareboxes do not collect stop level data.
4. Chris noted that the DTA is open to alternate approaches within the Scope of Work and encourages creative solutions for the COA, provided that the outcomes defined in the RFP are met.
5. Responses to the RFP do not have to be structured in a specific format, for example, broken down according to the four evaluation categories. The DTA is seeking a response that addresses the Scope of Work and how the Vendor can best meet the objectives of the COA.
6. The DTA encourages Respondents to limit the number of pages in their response to 30 pages, not including résumés, cover letter, divider pages, etc. The DTA does not require a résumé from every person on the team, just the Proposed Project Manager and any Key Personnel, including subcontractors. Individual résumés should be limited to one page each.
7. Respondents are requested to have signatures notarized, or submit a statement that they will obtain a notarized signature on the form if they are selected for the project. Forms that require a notary stamp should still be signed by the Respondent and submitted with the Proposal package. Electronic signatures are acceptable on all forms.

8. The DTA requests one hardcopy and one copy in electronic format, but will waive the requirement and accept electronic submissions via a pdf attachment in an email to nbrown@duluthtransit.com in the event the Respondent is unable to provide a hardcopy. Late submissions will not be accepted either electronically or hardcopy.
9. Respondents should submit questions on the contract language in advance to be evaluated by the DTA staff prior to the submittal date. Responses to Contract questions submitted to date will be provided in a separate addendum.
10. Regarding Task 2, Stakeholder Involvement may be via video conference in lieu of an in-person meeting. Meetings with the designated stakeholders can be in an alternate format, but the format must be approved by the DTA Project Manager prior to the meeting. Please note that any in-person public meetings should be on the same day as Study Committee meetings for efficiency. The RFP's mention of up to two additional meetings as a maximum is no longer applicable due to assumed cost savings in reduced travel. The final presentation and recommendations may need to be in person. This would be at the discretion of the DTA with advanced notice.
11. The DTA is requiring that the Consultant solicit Bus Operators for feedback. Bus Operator meetings can be conducted in their breakroom, and should be in person with appropriate measures for the COVID-19 emergency such as face masks, social distancing, etc. An alternate approach may be considered, but must accommodate the Operator's schedules and not be time intensive for the Operator.
12. Regarding Task 6.1, Stakeholder Feedback, the DTA is flexible in how stakeholder feedback is solicited, but it is critical that it be as broad-reaching as possible. The presentation of Stakeholder Feedback will be for DTA staff, the MIC, Stakeholders, the DTA Board of Directors, and the general public, as applicable. The presentation can be via electronic video conference and a written summary that the DTA can post on its website.
13. The DTA is requesting that travel expenses for the required in-person meetings be a separate line item in the Cost Proposal. However, in light of the COVID-19 emergency, the DTA may elect to cancel in person meetings and use an electronic video conference format. Communication of this change will be provided to the selected Consultant in as far advance as possible.
14. The Respondent should include in their Stakeholder Outreach Plan an alternate in the event of public meeting restrictions due to the COVID-19 emergency. The Plan should provide contingency actions to be conducted by the Respondent if in-person meetings are not a realistic option. The DTA will not risk public health and safety for this project.
15. The relationship between the COA and the DTA's Transit Development Plan (TDP) is compatible. The TDP is an overarching summary that laid out a near-term, generalized plan for maximizing the efficiency of DTA service to best meet the needs of DTA customers. The intent of the COA is to narrow down the details to optimize routes

using current data and other elements. The COA benefits from additional data sources, HopThru, Remix, etc., that was not available during the TDP.

Chris noted that the TDP laid out an expansion plan for new routes that were implemented in 2018. Some of the routes have been discontinued, others are still in service but reduced or revised. Review of the routes will be included in the COA process. No review of discontinued routes is required.

16. The DTA plans on working in concert with the MIC and the selected Consultant on the survey questions and methods. The DTA and MIC will spend most of the time analyzing the feedback, with additional support from the selected Consultant. The DTA would like to hear what tools the Respondents might be able to provide to help with the survey. The DTA will do any local distribution of surveys. The DTA is open to collaboration to best accomplish the outreach and engagement activities that have a goal of collecting feedback from riders, nonriders, DTA Operators, local stakeholders, and more. We anticipate gathering feedback from a general survey and additional feedback on proposed service scenarios.

17. There is no specific percentage of riders and stakeholders that the DTA is seeking to survey (e.g. 100%, 25%, etc.) The TDP collected more than 1,200 surveys; the DTA would like to see at least a similar response to the COA surveys.

18. It is acknowledged that stakeholders in households without Internet access, or the elderly population who are not well versed in technology will require alternate approaches for surveys. Tablets, paper surveys and other means must be considered, as well as risks associated with the COVID-19 emergency. Creative outreach plans are important.

19. The DTA will promote the surveys, including social media outreach using separate funds for promotion and other costs such as Facebook or other social media ads, hiring temporary help for in-person surveys or phone calls, etc.

20. The DTA may set interim benchmarks for survey responses to gauge the level of response. Demographics is important for assurance that all ages, socioeconomic, diverse and underrepresented populations are included. Groups with very low participation will require focused outreach.

21. Outreach efforts must include residents and stakeholders in Superior, Wisconsin. The Respondent should note there is a different effort needed in Superior versus the efforts in Duluth for the scenarios portion of outreach based on different community needs, wants, and characteristics.

22. The Project Budget of \$250,000 includes Task 7 for runcutting,. Task 7's timeline is based on the completion dates of the prior tasks and not a separate Notice to Proceed date.

23. There is no Disadvantaged Business Enterprise (%DBE+) goal for this project, however, the partners on the project, the DTA, City of Superior, MN DOT, WI DOT and

the FTA **strongly encourage** small business and DBE participation on the project. Respondents may review the Minnesota and the Wisconsin Unified Certification Program list for certified DBEs to participate on the project.

24. There is no special licenses required for this work in either Minnesota or Wisconsin.

25. The DTA requests that the scheduling component be done using Trapeze software for compatibility reasons. The DTA currently uses Trapeze FX and Blockbuster scheduling software. With the level of collaboration and the need for the seamless integration of the service schedule, it is necessary that the work be done using the same systems DTA currently uses. Remote access to the Trapeze data will be made available through TeamViewer to connect to a Test System. The DTA IT department will give login permissions via this connection to the server and will allow login to the applications.

26. The DTA has adjusted operations due to the COVID-19 emergency, including hiring extra cleaning staff for sanitizing buses and buildings, closing the administration office to the public, requesting that drivers, passengers and visitors wear masks. Some routes were suspended due to the Governor's Safe at Home order, including the downtown circulator route, summer trolley service, and routes serving the colleges.

27. The Cost Proposal must include the items listed in the RFP document for each task and an hourly rate for key personnel, as well as a separate cost for Run Cutting. Costs for travel should be a separate line item in the Proposal and should be a lump sum amount for each trip. Please see pages 50-51 of the RFP for more information.

28. The COA submittal pages are available in Word format on the DTA website, www.duluthtransit.com/doingbusinesswithus..