

# Capital Area Transportation Authority



## AMENDMENT OF SOLICITATION

1. AMENDMENT NO: 1	2. SOLICITATION NO: 2015-R21	3. SOLICITATION DATE: 09 JUN 2015	4. EFFECTIVE DATE: 19 JUN 2015
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5. ISSUED BY  
Capital Area Transportation Authority  
Purchasing and Contracts  
4615 Tranter Street  
Lansing, MI 48910

**Contractor is required to sign this document and return it with the bid/proposal.**

### 6. DESCRIPTION OF AMENDMENT

- a. CATA's response to the questions received is attached.
- b. All other terms and conditions remain unchanged.

NAME OF OFFEROR (Type or Print)	TITLE OF OFFEROR
(Signature of person authorized to sign)	(Date Signed)



DATE: June 19, 2015

Re: CATA Response to Questions on RFP 2015-R21, ADA Paratransit Services

CATA received the following questions:

1. Are appeals conducted in-person?

CATA Response

Yes

2. The RFP states the contractor must notify each applicant in writing about the decision. Are e-mail communications acceptable for those with access to an e-mail account or does CATA expect all communications to happen via traditional mail? How much has the incumbent contractor spent in postage over the last year?

CATA Response

No. There is to be a letter of approval and of denial with the reason listed. We don't know have any record of the cost of postage.

3. Will CATA also be responsible for supplying the equipment necessary to create ID cards?

CATA Response

CATA provide the card stock. The Contractor must fill out the card and mail to the customers.

4. Does the contractor need to be located in Lansing or can the assessments be done remotely?

CATA Response

Yes because clients and potential clients need to be able to come to the facility. We prefer that clients are required to do a face to face interview as part of the certification process.



5. Does CATA have any minimum professional qualifications for the Project Manager or evaluators?

CATA Response

At a minimum, both need to be knowledgeable regarding the ADA requirements and the breath of disabilities and the related limitations.

6. How many staff does the incumbent firm employ to provide the CATA service?

CATA Response

CATA is not aware of that number.

7. Does the Project Manager need to have a local office, or may they be located remotely?

CATA Response

Answered in Question 4

8. Please provide the number of applications that were received each year for the past three years

CATA Response

2,747 during the last 27 months.

9. Please provide the denial rate for each of the past three years.

CATA Response

The average for the last 27 months is 3.53%

10. Please provide the number of appeals for the past three years.

CATA Response

Zero.

11. Please provide the number of applicants assigned to temporary eligibility for each of the past three years

CATA Response

696 during the last 27 month.

12. Please provide the number of applicants assigned to conditional eligibility for each of the past three years.

CATA Response

CATA does not have this data.

13. Please provide the estimated annual budget for these services.

CATA Response

This is to be determined once this procurement is complete.

14. Please provide the current rate paid to the incumbent for these services.

CATA Response

\$21.50 per application and \$60 for face to face interview.

15. Please clarify whether the agency 1% DBE goal is required for this contract.

CATA Response

DBE is not required

16. Please clarify what software is used by CATA, and what data is input into this system. For example, is it just the determination result, or all information from the application?

CATA Response

Trapeze PASS. Contractor is required to enter all required client information.

17. Is CATA open to offering an online application in addition to paper application to streamline the process?

CATA Response

We are not planning to implement an online application at this time. Please provide your price on the written specification in the Request for Proposal.

18. Are any assessments currently completed in person? If so, what percentage?

CATA Response

In-person and Face to Face are the same thing. CATA encourages the agency to interview the applicants.

19. Does CATA desire to have in-person assessments for the new contract term? If so, would CATA be open to providing space for the contractor at its facility to perform the assessments?

CATA Response

Not at this time.

20. Is there a pricing page/structure that you would like bidders to use to ensure consistent pricing amongst bidders for ease of comparison?

CATA Response

No.

21. Currently, is the applicant required for obtaining verification from their physician of their medical condition? Would CATA be open to putting that responsibility on the applicant, as is standard practice in the industry?

CATA Response

The certifying agency is will be required to call the clients physician to obtain more information if needed.

22. Is the contractor or CATA responsible for taking general inquiry calls, requests for applications to be mailed, etc? If the contractor is responsible, please provide an monthly call volume for 2014.

CATA Response

No

23. Exhibit B states that "Telephone notification of status must be made within five business days after the Proposer receives the eligibility application from the customer." Who is this notification made to- the applicant or CATA?

CATA Response

The applicant and CATA.