

**PRE-BID MEETING**  
**QUESTIONS AND ANSWERS FOR THE REQUEST FOR PROPOSALS**

**RTA Supplemental Mobility Services**

**Issued by**

**Transit Management of Central Maryland dba the  
Regional Transportation Agency of Central Maryland**

**Issue Date**

**10/19/2021**

**RTA Supplemental Mobility Services RFP  
AMENDMENT 2**

**Questions/ Answers for the Supplemental Mobility Services RFP Pre-Bid Meeting**

**Question 1:** How many current contractors does RTA have/use?

**Response 1:** Historically, we have had two contractors. During COVID-19, most contractor use went dormant because demand went down.

**Question 2:** Is there an estimation of volume for the next service year?

**Response 2:** (NO VOLUME ESTIMATION GIVEN) We have budgeted \$325,000 annually for this program. Volume estimation is difficult at this time due to COVID. However, many Howard County senior centers have reopened and as a result we are expecting a rise in demand.

**Question 3:** How will the trips be distributed amongst the awarded contractors?

**Response 3:** Reservations will be made through the RTA Call Center. Trips will be scheduled through the RTA Call Center. Directly operated trips (trips scheduled to RTA vehicles) will be scheduled first, and the overflow will be given to the contractors. Efficiency may sometimes be an additional factor in trip distribution.

**Question 4:** Client fares will be paid with cash or tickets. What is the collection rate of the two fare options?

**Response 4:** Tickets account for 70% of the collection rate, and cash accounts for the additional 30%.

**Question 5:** Is the allocated \$325,000 the spending amount for the total Mobility program, or for the supplemental services?

**Response 5:** The \$325,000 is the amount allocated solely for the supplemental services. State and county monies fund the supplemental services.

**Question 6:** How did RTA devise the ambulatory and non-ambulatory rates?

**Response 6:** The flat rate for both are indicative of the ≤5 mile trips. The rates are based on rates that RTA has used in the past.

**Question 7:** Referring to Appendix F, are the “contractor’s rates with lift” and “contractor’s rates without lift” included in the RTA Flat Rate per Trip?

**Response 7:** The sections on Appendix F labeled, “contractor’s rates with lift” and the “contractor’s rates without lift” are to be filled in by the contractor with their specific rates for vehicle type.

**Question 8:** When is the contract expected to start?

**Response 8:** Proposals are due on Friday, October 29, 2021 by 4pm. Once proposals are in they will be evaluated with an anticipated start date of early December 2021. However, delays may occur due to the necessary additional approval by the state.

**Question 9:** Based on the projected demand, how many vehicles will be needed from the contractor?

**Response 9:** Historically, 15-20 vehicles were needed. This number is based on pre-COVID ridership.

**Question 10:** Is there a breakdown of how many trips can be expected on a day-to-day basis?

**Response 10:** Most of the contracted trips will occur on Monday through Thursday, with Sunday being the lightest day. (RECOMMEND GETTING MORE SOLID NUMBERS)

**Question 11:** Are the trips prescheduled?

**Response 11:** Yes, the trips are prescheduled.

**Question 12:** Is there an idea of how many trips on average are over 5 miles?

**Response 12:** Approximately 42,000 – 45,000 paratransit trips were over 5 miles in FY2020.

**Question 13:** Referring to Appendix F, where can we include our rate per mile for a trip exceeding 5 miles?

**Response 13:** This rate can be written in on Appendix F under the sections, “contractor’s rate with lift” and “contractor’s rate without lift”.