

Transportation RFP

FAQ's

Final Q&A List

1. **Can you provide more information about the average distance of trips provided?**
 - a. Average Distance of trips-14 miles
2. **Can you provide more information about typical origin/destination patterns?**
 - a. Typical patterns run from client's home to clinic, clinic to community locations, home to community locations
3. **Can you provide more information about the expected contract term?**
 - a. Expected term is one year with option to renew
4. **What is the primary vehicle type that services your demand response paratransit trips? (6 passenger van, 4 passenger sedan or ADA van that accommodate one (1) wheelchair and two passengers)**
 - a. Our primary vehicle is a 4-passenger sedan. Currently Bluebonnet Trails 6-15 passenger vans transport individuals needing lifts or ADA vans.
5. **Based on the above question, can you please provide a breakdown of monthly trips and miles by vehicle type (wheelchair accessible vehicle, non-wheelchair accessible vehicle) for the past year.**
 - a. Miles per trip averages are included in this Q&A in question #1 and #10
 - b. Numbers of trips are included in question #9. On average we estimate 1-3% of individuals will need wheelchair assistance. Bluebonnet Trails is willing to consider providing transport for individuals requiring a wheelchair lift and van transport if options are not available to third party transporters.
 - c. While many passengers do not need wheelchair access, the majority of our individuals may have physical or mental challenges that prevent them from driving themselves. Bluebonnet Trails will prioritize responses that including meeting the needs of our diverse populations above and beyond wheelchair accessibility.
6. **Can BTCS provide a weekly sample of the daily trips?**
 - a. Please see question #2
7. **Is Self-Insurance approved by the Texas Department of Insurance allowed as part or all the insurance requirements under this RFP, and, if so, what are the requirements beyond TDI approval/acceptance?**
 - a. Self-Insurance is acceptable
 - b. three-year comprehensive driving record check is required
 - c. Driver's need to pass background check and be 21 years of age or older
 - d. Strong preference given to drivers with training on working with individuals with physical and mental disabilities
 - e. Crisis response training and CPR certification are also preferred
8. **Can you provide a complete list of all the locations (with street address) that will be part of this contact for services?**

- a. Service areas will center around but not be limited to Bluebonnet Trails Center locations:

1602 Hill Street
Bastrop, TX 78602

849 E Industry St
Giddings, TX 78942

4606 Innovation Loop
Marble Falls, TX 78654

208 E Brier St
Burnet, TX 78611

228 St George St
Gonzales, TX 78629

1009 North
Georgetown Street
Round Rock, TX 78664

1401 Medical Pkwy,
BLDG C, Suite 300
Cedar Park, TX 78613

275 Ellinger Rd
La Grange, TX 78945

401 Bucek St
Schulenburg, TX 78956

902 W 2nd St
Elgin, TX 78621

753 E. Travis Street
La Grange, TX 78945

1104 Jefferson Ave
Seguin, TX 78155

3101 S Austin Ave
Georgetown, TX 78626

2060 S. Colorado St
Lockhart, TX 78644

215 E Court St
Seguin, TX 78155

711 N College St
Georgetown, TX 78626

510 E. Pierce St
Luling, TX 78648

404 Carlos G Parker
Blvd Taylor, TX 76574

9. On a monthly basis, how many trips are generated from each location?

- a. Williamson County-currently, 300-350 rides
- b. Burnet County- currently 170
- c. Guadalupe-estimated 100
- d. Bastrop-estimated 100
- e. Fayette, Lee, Caldwell- estimated 100
- f. Gonzales-estimated 30

10. What is the average trip distance from each location, example 1-mile, 3-mile, 5-mile or 7+ miles?

- a. 14 miles is an average across all locations

11. How far in advance will the trips be scheduled?

- a. 70-80% recurring weekly trips with additional trips scheduled up to 24 hours in advance

12. Can trips include multiple passengers from the same pick up location, with different drop off locations?

- a. Yes, and sometimes different pick up locations and same drop off location

13. How long will this contact be in place for?

- a. Response Given in question #3

14. Who is the incumbent transportation provider?

- a. We are currently using our own drivers

15. Does Bluebonnet require real-time GPS tracking for the rides outlined in this RFP?

- a. GPS tracking is preferred, but not required.

- 16. Would Bluebonnet be able to provide an estimate of the total number of rides the vendors would be expected to service?**
- a. See answers on question 9
- 17. Would Bluebonnet be able to provide: 1) last year's total number of rides fulfilled by incumbent providers; and 2) last year's total number of miles fulfilled by incumbent providers?**
- a. We recommend using the ride and mileage totals already provided to estimate annual ridership. See answers on question 1 and 9.
- 18. If possible, please provide the total amount the organization paid to the incumbent for transportation services from July 1, 2018 to June 30, 2019.**
- a. We do not consider this information as applicable to the current request for proposals.
- 19. If possible, please provide the most recent incumbent's contract, any addendums, pricing pages and any other contractual updates with the incumbent(s).**
- a. We do not consider this information as applicable to the current request for proposals.
- 20. Do you have a profile of the typical adult and/or child (ie age, disability, severity, etc) that require this type of transportation?**
- a. While all our families are unique, we typically have ride requests from our adult mental health or intellectual and developmentally disabled programs. The individuals we serve in our transportation program will vary in the severity of their mental health, developmental or physical impairments. Most will be able to ride in a vehicle and travel from home to community appointments without additional assistance, but some individuals will need help in and out of the car, walking into the center or community location and clearing up any confusion about where they going and the time of their appointment. A very few will travel with a folding wheelchair or walker. Our highest needs clients, who require an ADA van or wheelchair lift will continued to be transported in company vans operated by our own staff. For our riders simply needing additional "door to door" service, additional notes and plans will be put in place to communicate with transport services. Occasionally, we will be asked for transportation services for youth with special needs. These rides will have a designated adult accompanying the minor. For any company responding to this request for proposal we recommend including any training drivers may have in the following areas: working with individuals with special needs, crisis response, communication and safety planning.