

City of Janesville, Janesville Transit

Paratransit Services

JTS-RFP-2026-1

Addendum 1: Response to Questions

March 26, 2026

Please find below responses to the questions received.

### **Response to Questions**

What is the annual budget or not-to-exceed value for this contract for this project for 1st year and its subsequent years?

**The annual budget is about \$270,000; future years are expected to be about the same.**

What was the historical cost per trip paid to Rock County?

**Refer to page 5 of the RFP, Performance Indicators.**

Can you please clarify what is the funding source for this program and if the funding is secured for the full contract term?

**The City of Janesville, Janesville Transit, division budget is the funding source. Funds are appropriated on an annual basis by the City Council.**

Were there any pain points or issues that City experienced with the Rocky County and wants to address or enhance though the new solution?

**No.**

What dispatch, scheduling, or transportation management software is currently used by the incumbent provider to manage this program?

**JT does not know the answer to this question.**

Can the City confirm whether the per-trip payment to the contractor is fixed regardless of rider type, or does it vary between agency fare riders and non-agency riders?

**The contractor will receive the same amount of money per rider no matter the rider type. However, from whom the payment comes differs based upon rider type. Reference Appendix C Fare Structure in the RFP.**

What percentage of trips are currently agency fare vs non-agency fare riders?

**Agency fare riders comprise about 25% of ridership; non-agency fare riders comprise about 75%.**

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What is the estimated annual trip volume expected under this contract?

**JT estimates 7,680 paratransit rides in 2026, with flat to minor increases in future years.**

What is the average trips per day or per month currently served?

**Refer to page 5 of the RFP, Performance Indicators.**

What is the average passengers per hour (productivity target) expected?

**There is no expectation of productivity, as we cannot control the number or time of trip requests; however, program regulations and performance indications as described in the RFP must be followed.**

What is the average trip distance and average trip duration?

**Average trip distance is about five miles. Refer to page 5 of the RFP, Performance Indicators, for average trip duration.**

How many unique clients typically use this service annually?

**JT has about 115 paratransit eligible riders, with 30-40 riding monthly/occasionally; 12-20 riding daily/very routinely; and the rest typically riding for a brief period or seldom.**

Does the City require customer-facing apps and web portal (booking, tracking, payments)?

**No.**

Kindly provide the details of all the software capabilities City is expecting from the vendors apart from scheduling, dispatching and reporting.

**Our expectations for scheduling, dispatching and reporting are described in the RFP.**

Will the City allow mobile ticketing / QR-based validation instead of punch passes or continue to use the existing punch passes?

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**JT is open to hearing proposed solutions from vendors, keeping in mind that the majority of paratransit riders prefer using cash or check and may not be interested in converting to online options.**

Can the City please clarify if there are any system integration requirements with existing or 3rd Party systems under this contract?

**None.**

The RFP states that, "The Contractor must be prepared to provide substitute vehicles (in case of an accident, breakdown, or emergency, etc.) within one hour of an occurrence." Can you please confirm the minimum spare ratio that vendors need to keep apart from the 2-3 minivans/ Buses RFP mentions, if required?

**There is no defined spare ratio.**

Can city please clarify what kind of vehicle wrapping is required for the vehicles?

**Each vehicle must prominently display the name of the vendor via magnetic sign, paint, decal, or wrap.**

Does the City require the contractor to deploy Wheelchair Accessible Vehicles (WAVs) as part of the fleet?

**Absolutely.**

If yes, what is the expected proportion or minimum number of WAVs relative to the total fleet?

**JT expects the majority of the vehicles used in service to be accessible due to the needs of riders. Approximately 45% of riders are non-ambulatory.**

Does the City expect dedicated vehicles for this contract, or Transportation Network Companies (e.g., Uber, Lyft) are acceptable for fulfilling rides under this contract?

**Paratransit customers may be present in a vehicle with other riders, and we expect this to happen for efficiency purposes; this service style is typically referred to as a "shared ride". JT is open to hearing a proposer's ideas for how the service would be provided.**

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Does the City have any requirements, preferences, or future plans regarding the use of electric or low-emission vehicles for paratransit services?

**We have no requirements, preferences, or future plans regarding the use of electric or low-emission vehicles for paratransit services.**

If yes, what is the expected ratio or target percentage of EVs within the fleet?

**NA**

Are there any incentives, infrastructure support (charging stations), or operational considerations provided by the City for EV deployment?

**None currently.**

Can City provide a detailed list on its staff requirements including the key management staffs (number, roles, designations, etc.)?

**JT has not and will not manage the day-to-day operations of paratransit service; therefore, we have no comment on the number of staff necessary. Refer to the RFP for our expectations of experience and key personnel.**

Can you please provide the existing staffing wages for all the required staff under this project? Are labor union agreements applicable to this service?

**JT does not employ anyone for the operations of paratransit services; therefore, we have no information to respond to these questions.**

Are there any local hiring preferences or requirements?

**None.**

Are drivers required to hold any specific licenses beyond a valid state driver's license (e.g., CDL, chauffeur license, or vehicle-for-hire permit) to operate vehicles under this program?

**JT expects the vendor to follow the regulations legislated at the state and federal level regarding licensure; JT does not have further requirements. Historically, the vehicles driven by those providing paratransit services were small enough not to require a CDL.**

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Since the RFP requires vendors to provide vehicle storage, maintenance and charging infrastructure, are there any preferred or recommended areas in the City where the vendor could locate these facilities?

**We have no preferred areas; proposers may wish to consult with a real estate agent for leads on available locations.**

Do the vendors need to provide the vehicle insurance and fuel, or City will be providing it?

**Refer to page 23 of the RFP, Insurance. The vendor must provide fuel.**

Could the City please confirm whether a bid bond, bid guarantee, performance bond, or payment bond is required for this solicitation, and if so, what are the required amounts? If yes, can you please confirm if these bonds should be submitted with proposals or prior to award of contract?

**A bid bond, bid guarantee, performance bond, or payment bond is not required for this solicitation.**

Can you please clarify if the letter of credit should be submitted with the proposal or upon award of contract?

**A letter of credit does not need to be submitted with the proposal. A letter of credit may be required later; refer to page 26 of the RFP, Letter of Credit.**

Please specify what all maintenance services exactly vendor needs to provide for the fleet including any engine overhaul services?

**The vendor must provide in-house or contract with a qualified vendor all services necessary to maintain a safe fleet. The paratransit fleet is not owned, operated or maintained by the City of Janesville.**

What is the anticipated implementation time period that City is expecting from the vendors?

**Refer to page 7 of the RFP, Timeline.**

Please confirm the contract start date and expected Notice-to-Proceed (NTP) timeline after award.

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**Refer to page 7 of the RFP, Timeline. JT will notify all proposers of our award decision; we would then work with the selected vendor to execute a contract and prepare for paratransit operations to begin.**

Will there be a transition period with the incumbent vendor, if applicable?

**JT is open to discussing a transition period.**

Can you please confirm whether there is any DBE or MBE requirement/ goals?

**There is no DBE requirement/goal.**

Also, please confirm if the contractor has to be DBE in WI to participate in this bid?

**False. This proposal is open to all qualified vendors, and all are welcome to propose.**

Can you please confirm in case a joint venture/ consortium is bidding, then the forms need to be filled and signed by all the partners?

**Please submit one set of completed forms; depending on the nature of the organization(s) comprising your proposal, identical forms from the other parties may need to be signed/provided prior to contract execution for inclusion with the contract.**

Is electronic signature acceptable for the forms and Cover Letter?

**Yes.**

Are vendors responsible for marketing and branding (digital marketing, outreach, and rider education programs) or City will do it or jointly?

**The City is primarily responsible for public information concerning paratransit services; the vendor may be asked to distribute a flyer or brochure periodically to Janesville riders upon their boarding.**

Please confirm whether the RFP establishes any page limits for the proposal submission. If page limits apply, could the City specify which components of the proposal are included in the page count (such as the technical narrative, appendices, resumes, forms, or supporting documents)?”

**Refer to page 7 of the RFP, Proposal Submission Requirements.**

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What is the minimum qualifying score required to advance to the final evaluation?

**No minimum score has been set.**

What are the minimum qualifications for a vendor/company to be considered a valid bidder responding to this RFP?

**Refer to page 13 of the RFP, Qualifications of Contractor.**

What KPIs will determine contract success?

**Performance is evaluated using the information provided in the Reporting Requirement section of the RFP and using the process described in Appendix F.**

Is it possible for City to kindly extend the submission date so that the bidders can provide more responsive, solid, and informative proposal?

**No, time is of the essence; the timeline cannot be extended.**