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## Authorized Negotiators

As the Director of Business Development for GC Logistics, Caleb Smith will lead any subsequent contract negotiations with your office.

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## Transmittal Letter

March 27, 2019

Ms. Daphyne SESCO  
Procurement Specialist 3  
City of Gainesville  
200 East University Avenue, Room 339  
Gainesville, FL 32601

Dear Ms. SESCO,

GC Logistics of Mississippi, LLC (GC Logistics) is pleased to present its proposal in response to RFP No. RTSX-190028-DS for ADA Paratransit Service in the City of Gainesville and Alachua County.

The following pages provide an accurate representation of our organization, including but not limited to our experience and qualifications as well as our understanding of what it takes to provide these services safely and efficiently.

We rely on our seasoned management team, tested software platforms, comprehensive safety and training protocols, and proprietary infrastructure, to provide unparalleled solutions for any transportation need. Historically, our team has successively provided more than one million trips per year with an on-time performance rate of approximately 98 percent. By submitting this response, we further acknowledge that we have read and fully understand the RFP as well as all contract documents provided regarding this solicitation. GC acknowledges receipt of Addendums one, two, and three (signed and included in Appendix G).

With GC Logistics as a partner, the City of Gainesville can rest assured that residents and visitors of the community will receive the same high-quality service that our team has delivered for over 26 years.

Highest Regards,



Caleb Smith

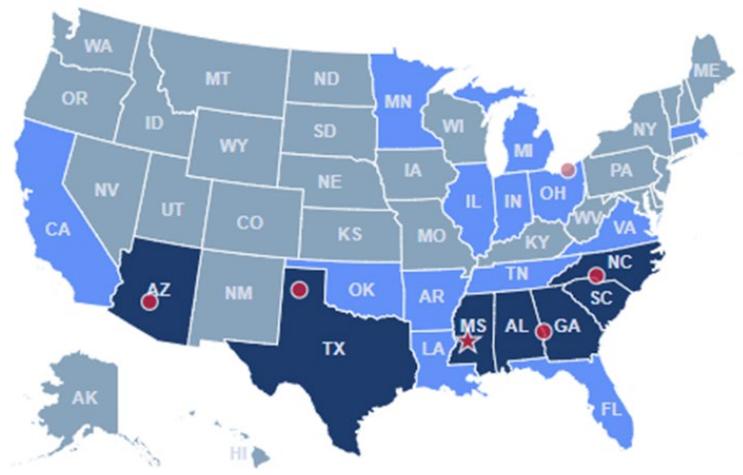
Director, Business Development



## Technical Proposal

### 1.1 Company Experience

Our acquisitions of LeFleur Transportation and Quality Transport Services of Arizona provide GC Logistics with a resume dating back to 1992. Our team's long, successful record of service includes: The Phoenix VA Health System, The Southern Arizona VA Health System, The Arkansas Department of Human Services, Minnesota Department of Human Services, Capital Metropolitan Transportation Authority (Texas), Mississippi Division of Medicaid, North Carolina Department of Social Services, Oklahoma Department of Human Services, South Carolina Department of Social Services, Texas Health and Human Services Commission, Butler County Ohio Department of Job and Family Services, Mecklenburg County, North Carolina, Guilford County, North Carolina, Mississippi Department of Human Services, Texas Department of Transportation, American Cancer Society, the National Kidney Foundation, The Department of Defense Education Activity and numerous other government and private organizations.



Headquartered in Ridgeland, Mississippi, the GC Logistics team currently serves clients across the continental United States. Operations are supported by regional offices in Arizona, Texas, Georgia, North Carolina, and Ohio. Paratransit and Non-Emergency Medical Transportation services are the core focus of our team and it is our mission to provide safe, comfortable, and efficient transportation for every passenger we have the privilege to serve.

#### 1.1.1 Competitive Advantages

Our experience and desire to consistently improve our service has facilitated many investments and policies that are designed to improve the passenger experience, enhance safety, promote security, prevent fraud, and reduce costs. These competitive advantages are discussed extensively throughout this proposal and include but are not limited to:

- ✓ Real-time vehicle location and trip tracking paired with in-vehicle video surveillance
- ✓ Proprietary training courses built atop Industry Recognized Training Curriculum
- ✓ In-House Software Development and customizable SQL reports
- ✓ Full HIPAA Compliance and Data Security with redundancy measures
- ✓ ASE Certified Mechanics
- ✓ Tested Accounting Structures and Sophisticated Software
- ✓ Cloud based telephone technology including IVR and ACD systems
- ✓ Centralized Administrative Functions
- ✓ National relationships with Fleet Vendors for fast and fair fleet acquisition



## 1.1.2 Senior Management Team

GC Logistics is operated by one of the most experienced management teams in the transportation industry. Notably, our Corporate Management Team has more than 125 years of combined transportation experience.

### **Tom McDonnell –CEO**

Mr. McDonnell has been a transportation executive since 1987 and his resume includes leadership positions in the rental car industry, transportation brokerage business, and limousine service. Tom is responsible for the long-term strategic plan of the company. He builds relationships and partnerships with organizations across the country to provide the safest transportation services possible.

### **Jeffrey Files –President, Veteran’s Affairs**

Colonel Files leverages his twenty-three-year background in the transportation industry to ensure GC Logistics’ mission is met – serving our clients in the safest, most practical and most cost-efficient manner possible. His decorated military service is highlighted by his experience as the Deputy Logistics Management Officer for the Mississippi Military Department and principal advisor to the Deputy Chief of Staff for Logistics. Colonel Files coordinates the State’s logistical support missions pertaining to all Mississippi Army National Guard units.

### **Cynthia Rasco –Director, Operations**

Ms. Rasco has worked in the transportation industry for 21 years. Cynthia spent 7 years managing transportation operations as Project Director and Operations Manager for a national non-emergency transportation broker and provider and has managed customer service and operations in multiple locations for a Fortune 500 company, Southwest Airlines. As Director of Operations, Cynthia is responsible for oversight of the company’s operations units.

Ms. Rasco is experienced in tight implementation deadlines and challenging transportation environments. She knows that every contract GC Logistics wins is different in geography, demographics and barriers to transportation. Prior to bid, she takes a team of GC Logistics staff to the proposed project site to determine specific situational requirements. Based on that assessment, she develops an implementation plan catered to these needs. GC Logistics never uses a “cookie cutter” approach. Every implementation or transition plan is customized for each set of contract specifications and geographic area.

### **Rob Nethery –Director, Information Technology**

A seasoned IT Leader with nearly two decades’ director-level experience, Rob graduated cum laude from Auburn University. Rob joined GC Logistics to oversee all aspects of the company’s Information Technology systems and services, including data integration and business process automation. Prior to joining GC Logistics, Rob led IT operations for the largest car rental franchisor in North America for more than a decade. During that time, he successfully presented plans to the Federal Trade Commission (FTC) and designed an IT Infrastructure with accomplishments recognized by USA Today. Rob is experienced in all aspects of project life cycle, budget projection and tracking, management of IT personnel, project definition, coding, analysis, testing, documentation and training. He also has extensive programming knowledge in ASP.NET, VB.NET, XML, T-SQL, jQuery, JavaScript, SQL Server Reporting Services, SQL Server Integration Services, SQL Server Analysis Services, and Crystal Reports. Additional Technical expertise includes MS SQL Server, MS IIS Server, MS Project, and MS Visio. Mr. Nethery has established and currently oversees the IT infrastructure for all regional offices.

### **John Kubala –Director, Safety and Human Resources**

Mr. John Kubala brings over 30 years of transportation experience to GC Logistics. As the Director of Safety and Human Resources, Mr. Kubala oversees development and implementation of institutional human resource management programs, policies, and procedures. These programs assure GC Logistics employs a safe and productive workforce.

Prior to GC Logistics, Mr. Kubala worked for two Fortune10 Motor Carriers and was an investigator with the Federal Motor Carrier Safety Assistance Program (MCSAP) program. Mr. Kubala is a Certified Director of Safety (CDS),



Certified Human Resource Manager (CHRM), and Certified Risk Manager (CRM). He is directly responsible for the hiring and safety training of all GC Logistics employees.

#### **Mike Ford –Chief Financial Officer**

Mr. Ford has worked in non-emergency transportation business for over 16 years. Mr. Ford's primary role is to provide financial oversight for GC Logistics. He leads the internal AR, AP, and accounting functions, reporting processes, the strategic budget, and ensures that all directors have personnel and fiscal resources necessary to successfully meet all project requirements. Additionally, Mike has implemented and customized GC Logistics' Sage Accounting and Business Management Software.

#### **Caleb Smith –Director, Business Development**

Caleb leads the business development and sales functions of GC Logistics. Prior to joining GC Logistics, Caleb worked for Align Technology (the maker of Invisalign) as a Financial Analyst supporting Worldwide Commercial Operations and Global Marketing. Caleb started his career as an Analyst at Highland Associates, a leading independent institutional investment advisor in Birmingham, Alabama. Caleb manages GC Logistics' partnerships and relationships with both government and private organizations across the country. Additionally, Caleb works with GC Logistics' vendors to drive preferred pricing and discounts.

#### **Andy Beran –Sr. Manager, Communication and Compliance**

Mr. Beran has worked in the non-emergency transportation business since 2011. Mr. Beran's primary role within the company is to ensure compliance with clients' operational guidelines through the development of manuals, policies/procedures and other publications that ensure staff and contracted transportation providers know exactly what is required of them at all times. He works closely with GC Logistics' Director of Operations to ensure she stays informed of program requirements as we develop and start new contracts. Mr. Beran also provides assistance to each of our operations as needed and has the ability to fill any management position within our company on an interim basis.

#### **Dana McWilliams –Senior Manager, Operations**

Ms. McWilliams has 11 years of experience in non-emergency medical transportation. She leads the GC Logistics Arizona operations and has created lasting relationships with the local community. Dana works to instill a culture and nurturing environment that attracts and retains individuals with a genuine passion for compassion and desire to make a difference.

#### **Patrick Grissom –Senior Manager, IT Systems**

Mr. Grissom has worked in the transportation industry for almost 20 years. During this time, Patrick has successfully developed the infrastructure for each of GC's facilities, including hardware systems, wiring, power and failover systems, desktops, phone systems and other technology assets. Patrick also manages our IT Help Desk. Prior to GC, Patrick served as a sergeant in the United States Army.

**Any member of our team is available for interview at the City's request.**



### 1.1.3 Project Narratives for GC Logistics' Corporate Management Team

The projects below highlight our team's history of providing high quality service over many years and states for projects of similar size and scope to the City's needs. These project narratives are presented to further satisfy the experience requirements of this solicitation. These projects were administered and operated by the GC Logistics Management Team. Contact info for these projects and additional references is included in Appendix A.

#### 1. Greater Cleveland Regional Transit Authority

**Scope of Services:** Dedicated Paratransit Services

**Time of Contract (s):** June 2019 - May 2024

**Type of Contract:** Service Hour Based

**Description of Work Performed:**

This contract is currently in the implementation phase and will go-live June 1, 2019. We will provide door-to-door ADA Paratransit service for the Greater Cleveland Regional Transit Authority (GCRTA) on approximately 100,000 trips per year. Trips will originate or end at any point within Cuyahoga County.

Several locations may require service up to ¾ miles into Lorain, Summit, Geauga, or Lake Counties. Paratransit service will be provided to any eligible passengers who have scheduled a trip through the GCRTA scheduling office.

Passengers may be ambulatory or may require the use of mobility devices such as a wheelchair, walker, cane, etc.

Our responsibilities generally include general management and supervision, training, road supervision, vehicle operations and maintenance, procurement of capital equipment and facilities, fuel, parts and supplies, insurance, a comprehensive Drug/Alcohol policy, as well as an accident policy. We have satisfied each of these requirements in previous operations throughout the continental United States.



We will have a dedicated project management team in the Cleveland area that will report directly to Cynthia Rasco, our Corporate Director of Operations. A team of 25 drivers will operate a fleet of 21 vehicles for this contract. Two of the units will be used as spares to replace scheduled vehicles in the event of a breakdown or required scheduled maintenance. All policies, procedures, equipment, and vehicles will be compliant with FTA and ADA regulation.

#### 2. Capital Metropolitan Transportation Authority

**Scope of Services:** Dedicated Paratransit Services

**Time of Contract (s):** May 2011- April 2014 & August 2016-October 2017

**Type of Contract:** Indefinite Quantity

**Description of Work Performed:**

Our team served as the North Base Paratransit Provider for Capital Metropolitan Transportation Authority, in Austin, Texas. We owned and operated a fleet of 43 revenue-service vehicles exclusively dedicated to the program. Authority Dispatchers scheduled and routed vehicles using scheduling software. The project was managed by a General Manager and an operations manager.

The Authority emailed draft manifest on the evening prior to any trips. Our dispatchers carefully reviewed the runs provided to optimize run efficiency. Our dispatchers would then work closely with Authority dispatchers so that any necessary changes to the manifest could be made. Once changes were made and approved, the Authority would send the final manifest back to our dispatch team. On average we provided 11,500 paratransit rides monthly.

Drivers arrived to perform their shift 30 minutes prior to their pull-out time, and they were responsible for reviewing their run and completing their pre-trip inspection. Any issues were immediately communicated



with the Authority's personnel and resolved. In the event a pre-trip inspection revealed problems, we alerted the Authority indicating we would use a back-up vehicle until any issues were rectified.

Our General Manager met all reporting requirements under our contract with the Authority. The General Manager met with staff from the Authority monthly to review key performance measures, training efforts, and any measures implemented for continuous improvement. In addition, the General Manager attended the Authority's monthly safety meeting where all transit contractors discussed accidents and incidents to collaborate on ways to minimize such events. The General Manager also attended quarterly safety task force meetings and worked collaboratively with other Authority transit contractors and stakeholders to ensure rider safety.

In addition, the Authority performed quarterly onsite audits to examine personnel files, drug testing records and training documents to ensure compliance. Verification of operation documents were reviewed to ensure accuracy and that our operations complied to programmatic rules. We were notified of the contract award on March 1, 2011, and two months later May 2, 2011, the operation went live. Immediately following notification of award our implementation team secured a facility, ordered forty-three (43) vehicles, and recruited a staff of sixty (60) people. We were able to begin operations quickly because of our relationships with national auto rental companies, brokers, custom builders and local dealers. We also had experienced internal recruitment staff and maintained a strong relationship with Workforce Solutions to successfully assist us in meeting the start up deadline. Within this timeframe we also outfitted our facilities and vehicles in accordance with the Authority's requirements and conducted staff training for every employee. Additionally, our General Manager and IT Director worked with the Authority's managers to establish National Transportation Database (NTD) compliant reporting procedures for all aspects of the operation.

### 3. Arkansas Foundation for Medical Care

**Scope of Services:** NEMT Manager

**Time of Contract:** February 2012 – June 2017

**Type of Contract:** Capitated (per member, per month); \$6 million annually

**Description of Work Performed:**

Our team served as an Asset-backed NEMT manager for Arkansas' Region 1 from February 2012, until June 2017, when the contract changed hands to another vendor due to pricing. After we were selected through a formal procurement process over the previous incumbent, we began operations in Arkansas less than two months.

Within the two months between the contract award and full operations, we established a Call Center and built out fully trained and credentialed network of vehicles and subcontracted transportation providers that provided approximately 400,000 trips per year.

Within 90 days after operations began, Arkansas' Department of Human Services made program changes which more than doubled the number of trips provided. Our positive relationship with our subcontracted transportation providers and our own fleet resources enabled us to quickly and efficiently manage the increase in trip volume.

In addition to shoring up our provider base, our staff quickly added support staff and brought in vehicles from other operations.

### 4. Heart of Texas Council of Governments

**Scope of Services:** Rural Paratransit Services

**Time of Contract (s):** September 2013- October 2017

**Type of Contract:** Indefinite Quantity

**Description of Work Performed:**

As an incumbent vendor contracted with HOTCOG, our team provided services beginning in September 2013 until October 2017. We employed nine drivers within Bosque, Falls and Hills counties, six of whom



were with us for the entirety of the project. In 2014, the Federal Transit Administration conducted a detailed audit of HOTCOG's service providers' drug and alcohol testing programs. Under the Direction of our Director of Safety and Human Resources, our HOTCOG team was fully cooperative, and we were found to be the only HOTCOG transportation service provider with no deficiencies.

#### 5. **Butler County Ohio Department of Job and Family Services**

**Scope of Services:** Non-Emergency Transportation Services

**Time of Contract (s):** April 2011- 2014

**Type of Contract:** Indefinite Quantity

**Description of Work Performed:**

As a Prime Contractor with Butler County Department of Job and Family Services (BCDJFS), our team provided NET services to eligible Medicaid Beneficiaries throughout Butler and Hamilton counties. On average, we provided 2,400 rides per week utilizing approximately 60 vehicles.

We received notification of intent to award this contract on Friday, January 28, 2011. Our entire implementation team was on the ground in Ohio on Monday, January 31st. Within one week, the team placed vehicle orders, finalized lease negotiations on our state headquarters and call center in Fairfield, Ohio and recruited our General Manager.

Led by the Director of Operations, our team successfully implemented this project for on-time start dates of March 1, 2011 for call center operations and March 16, 2011 for all remaining services. During this implementation, we credentialed, hired and trained more than 50 people, provisioned a call center and ensured all network vehicles were properly outfitted for service, all while maintaining compliance with Ohio's strict guidelines for transportation providers.

Our Ohio General Manager oversaw the Area Manager, who assisted in managing the daily performance of 4 dispatchers, 8 Customer Service Representatives (CSR), 1 Scheduler (Routing Specialist), 1 Maintenance Technician, 1 Field Supervisor and 54 drivers. Our CSRs took calls from clients, checked eligibility and created bookings in our software. From there, a scheduler used the software to optimize workloads and ensure that each client received efficient and effective transportation. Our dispatchers also used the software to manage return trips and any schedule changes that occurred throughout the day. Our drivers stayed connected with our dispatchers via direct-connect radios and MDTs. The MDT devices linked each vehicle to the software and allowed the real-time exchange of encounter information and scheduling changes.

#### 6. **Phoenix and Tucson Veterans Administration Health Care System**

**Scope of Services:** Stretcher, Wheelchair, Ambulatory Transportation

**Period of Performance:** 2008-2018

**Description of Work Performed:**

During the contracted period, our team provided stretcher, wheelchair, and ambulatory transportation services for Veterans across the State of Arizona. Services grew from 5 vehicles and 10 drivers to 25 vehicles and 40 drivers providing services 24 hours a day, 7 days a week. All trips were **door-through-door** and included travel to and from the major VA hospitals and clinics. Out of state transportation was completed to Colorado, New Mexico, and California. Over 500,000 trips spanning over 5 million miles were successfully completed. We received exceptionally positive feedback from both Veterans and the VA Travel Desk Personnel for our safe, caring, and reliable performance. Over the 10-year period, we maintained a 98%+ on-time performance and full compliance with all VA/DOT/AZ DMV rules and regulations.



## 1.2 Management Plan

Our Management Plan starts with a clear understanding of project goals, timetables, task and resources. Although these are outlined in the Work Plan, they are also extensively discussed throughout our response. We will develop and operate all aspects of the City and County’s Paratransit Services including but not limited to:

- ✓ Transportation and door-to-door services for passengers
- ✓ Coordinating, scheduling, routing and managing transportation services
- ✓ Monitoring routes to ensure timely, quality services;
- ✓ Ensuring assistance is provided to patients and employees are requested;
- ✓ Proper maintenance of all vehicles
- ✓ Accurately and timely reporting on performance standards.

GC Logistics will use a traditional project management approach, including the application of knowledge, skills, tools and techniques to all assigned tasks to meet the project requirements and ensure a timely launch of the Paratransit Services for the City and County. GC Logistics recognizes five (5) phases of effective project management:



The chart below describes each phase of the Project Management Plan, a projected date of each phase and the major task that will be accomplished. We have used October 1, 2019 as our anticipated go-live date

GC Logistics’ Gainesville Project Management Approach		
Phase	Anticipated Start Date	Tasks
Initiating (Phase One /Implementation Phase)	Anticipated July 31, 2019	<ol style="list-style-type: none"> <li>1. Contract Award</li> <li>2. Appointment of Key Personnel</li> </ol>
Planning (Phase One /Implementation Phase)	Anticipated August 1 <sup>st</sup> – September 30, 2019	<ol style="list-style-type: none"> <li>1. Meet with City</li> <li>2. Recruitment</li> <li>3. Inspection and Certification of Vehicles/Drivers</li> <li>4. Training requirements all staff</li> <li>5. Testing of Operational Requirements</li> <li>6. Approval of all vehicles and drivers</li> <li>7. Submittal of required deliverables</li> <li>8. On-site readiness review</li> </ol>
Delivering (Phase Two /Operational Phase)	Anticipated October 1, 2019 and ongoing	<ol style="list-style-type: none"> <li>1. Authorization, coordination, scheduling, management and reimbursement of services</li> <li>2. Delivery of prompt, cost-effective and efficient services</li> </ol>
Monitoring and Controlling (Phase Two/Operational Phase)	Anticipated of October 1, 2019 and ongoing	Implementation of the QC (oversight of payments, monitoring of safeguards against fraud and abuse, standards compliance, conducting of QA reviews)
Closing (Phase Three/Turnover Phase)	On notification of the City’s intent to transfer the contract	<ol style="list-style-type: none"> <li>1. Development of a Turnover Plan</li> <li>2. Completion of the Closeout Requirements</li> <li>3. Attend turnover meetings</li> </ol>



### 1.2.1 Initiating the Project

We understand the risks associated with bringing in an out-of-state vendor for this project, but the GC Logistics team is extremely experienced and accustomed to entering new markets and beginning service quickly, safely, and efficiently. Typically, we use a 60-day Implementation Plan when starting a project of this scale, so the anticipated 60-90-day ramp up period allows us to guarantee a successful launch. Notably, we have implemented large scale contracts in less than 45 days on numerous occasions.



*i GC Logistics Fleet Arriving On-Site*

Within 72 hours of award of this contract, our implementation team will be in Gainesville to initiate our project

Implementation Plan. We are currently conducting pre-bid planning where we evaluate the procurement opportunity and prepare for contract award. We are evaluating the project’s technical requirements, geography, demographics, contract history and all additional available resources. With this information and the project’s size and scope in mind, GC Logistics senior staff sets employment requirements and compensation ranges and dedicates employees from each required functional area of operations and administration to the Implementation Team. The key members of our implementation teams and their roles are detailed in the following section.

#### 1.2.1.1 Appointed Implementation Team and Support

In the following table, we have described major tasks and provided estimated weekly staff hours by position, for all Phase One/Implementation Personnel. However, we would be remiss in not highlighting that each of the highly-qualified Implementation Personnel named by GC Logistics in the following table is backed by departments of support personnel who are experienced in quickly and efficiently implementing operations such as this one. The table below does not reflect available hours; rather it reflects estimated hours. During this phase of the contract, GC Logistics will also recruit and hire the permanent Gainesville staff. The corporate implementation team will remain in Gainesville for a minimum of six weeks, until the project is fully operational and running smoothly.

Implementation Phase One – Roles, Responsibilities and Staff Hours			
Name	Phase One /Implementation Role	Responsibilities	Est. Wkly Hrs/Project Tasks
Mike Ford	Contract Administrator	<ul style="list-style-type: none"> <li>• Provide project management assistance to General Manager and team as necessary.</li> <li>• Allocate fiscal and personnel resources to project team as needed.</li> <li>• Executive-level liaison to the City</li> <li>• Source fleet and ensure proper credentials</li> </ul>	15
Cynthia Rasco	Interim General Manager	<ul style="list-style-type: none"> <li>• Execute Implementation Plan, track deliverables and ensure logical, efficient procedures are in place, covering all facets of the implementation.</li> <li>• Oversee Phase-One Implementation team, provide feedback to project team and adjust resource assignments as necessary to keep implementation ahead of or on schedule.</li> <li>• Establish meeting schedule, provide regular progress updates and ensure all deliverables are satisfied.</li> </ul>	40



Patrick Grissom	IT Operations Manager	<ul style="list-style-type: none"> <li>Expand Facility IT Infrastructure including wiring, servers, workstations and desktop software installation.</li> <li>Manage Help Desk to ensure all systems are functional and secure.</li> <li>Ensure that all in-vehicle technology is installed</li> </ul>	30
Rob Nethery	Director of Information Technology	<ul style="list-style-type: none"> <li>Establish SQL and Crystal Reports and set report frequencies to satisfy contract requirements.</li> <li>Align flow of data and manifests with the City</li> </ul>	30
John Kubala	Director of Safety and Human Resources	<ul style="list-style-type: none"> <li>Direct Human Resources, and personnel recruitment. Evaluate Driver training and drug testing programs; implement training processes and oversee credentialing.</li> <li>Execute risk management plan, accident/incident reporting and investigative procedures.</li> <li>Host job fairs, interview candidates, review background information, process new-hire paperwork, manage employee database.</li> <li>Conduct training on driver safety topics and the use of mobile data devices</li> <li>Identify appropriate training resources when training is insufficient</li> </ul>	40
Amanda Wilkinson	Director of Billing	<ul style="list-style-type: none"> <li>Work with IT and billing department to ensure accurate ridership reporting.</li> <li>Prepare Tungsten invoice system and audit trails</li> </ul>	20
Caleb Smith	Director of Business Development	<ul style="list-style-type: none"> <li>Assist General Manager with internal communications.</li> <li>Finish agreements with subcontractors</li> </ul>	15
Mya Weathersby	Interim Fleet Manager and Field Auditor	<ul style="list-style-type: none"> <li>Inspect all Vehicles and equipment</li> <li>Lead Phase 2 Field Auditors through on the job training phase.</li> <li>Assist management in correcting deficiencies</li> </ul>	40
Andy Beran	Communication and Compliance Manager	<ul style="list-style-type: none"> <li>Ensure that all contract requirements are fully met, and status reports are delivered in a timely fashion</li> <li>Ensure that systems communicate, and HIPAA requirements are in place.</li> </ul>	20
Dana McWilliams	ADA Outreach Manager	<ul style="list-style-type: none"> <li>Visit local Advocacy groups</li> <li>Assist the City in transition communication</li> </ul>	40
<b>Anticipated Total Estimated Weekly Staff Hours</b>			290



## 1.2.2 Planning the Project and Implementation

During implementation, GC Logistics is proactive – we focus on manpower planning and accurately developing future time estimation necessary to achieve successful completion of each core task category required. This includes identifying and planning for the completion of every individual task within those categories. Our time estimation procedures allow us to approach each project with the appropriate personnel resources, as well as determine a hierarchical plan regarding our order of approach in completing task categories and sub-tasks. We subscribe to the belief that time estimating and manpower planning on the front-end is far more efficient than time and resource accounting during the implementation. GC Logistics bases manpower and time estimates on real-life implementation experience of projects with a similar scope and requirements. We also base this on the proven capability of our personnel resources, local knowledge of the transportation climate and data provided within the RFP and any supporting documents.

### 1.2.2.1 Detailed Implementation Work Plan

GC Logistics recognizes the need for an efficient implementation period for this project. The detailed plan below provides detail to illustrate that we will perform the necessary work to implement the project in a logical sequence and timely manner with sufficient allocation of resources to meet the demands of this contract. Importantly, we certify our ability to begin servicing trips as soon as 60 days from award date.

GC Logistics will submit the final Implementation Work Plan electronically and hard copy to the City for review and approval no later than 7 calendar days after being awarded the contract. The Work Plan shall include timeframes, milestones for each task during the implementation period and names of staff members who will be responsible for each task during the implementation period. Each task listed in the Implementation Work Plan shall include a description of the activity, a scheduled start date and a scheduled completion date. The types of tasks required to be described in the Implementation Work Plan include, include but are not limited to, the following: Acquisition of, furniture and telecommunications, computer equipment and software tests, acquiring and outfitting vehicles, hiring and training drivers and attendants, verification that vehicles and drivers meet contract standards, confirming inspection and certification requirements, testing daily operational systems, development of required deliverables, including reports, utilization data submission procedures, and finalizing quality assurance, business continuity and disaster recovery plans. The below is an example if the contract is executed by 7/31/2019 starting by 10/1/2019 at the latest.

60-Day Implementation Work Plan	Starting Date	Completed no later than
Contract Execution	7/31/2019	
Internal Kick-Off Meeting	8/1/2019	8/1/2019
Implementation Plan Revisions	8/1/2019	8/2/2019
Submit Final Work Plan to the City	8/2/2017	8/2/2017
Define Lines of Communication	8/2/2019	8/3/2019
Commence Implementation Plan	8/8/2019	8/8/2019
Determine Deliverable Review Process and Due Dates	8/8/2019	8/8/2019
Schedule Implementation Meetings (Define Format and Protocol)	8/6/2019	8/9/2019
Provide Insurance Certificate to City	8/7/2019	8/9/2019



Sign Space Lease	8/7/2019	8/9/2019
Purchase Office/Shop Hard Assets	8/7/2019	8/17/2019
Identify Voice and Data Needs	8/9/2019	8/10/2019
GC Logistics Fleet Resources and Associated Safety Equipment processed to Gainesville	8/9/2019	8/11/2019
Order Additional Fleet and Hardware as needed	8/9/2019	8/11/2019
Develop Process for Obtaining Client Eligibility Data	8/10/2019	8/12/2019
Adjust Org Chart and Staffing Numbers if needed	8/11/2019	8/13/2019
Finalize GC Logistics Policies and Procedure Revisions	8/12/2019	8/18/2019
Kick-Off Meeting with City, Provide all documentation	8/18/2019	8/18/2019
Adjust Plans as needed	8/18/2019	8/18/2019
Configure Data Fields	8/16/2019	8/20/2019
Business Continuity and Disaster Recovery Plans	Final submitted on	8/20/2019
Policies and Procedures: Revision of Plans, Manuals, and Documentation complete	Final submitted on	8/20/2019
IT Documentation	8/19/2019	ongoing
Develop Reports	8/20/2019	ongoing
Modify Legacy Employees Access to Resources as Necessary	8/21/2019	8/21/2019
Deliver User Ids and Passwords to Director/Trainer	8/22/2019	8/24/2019
Revise Add Appropriate Users to IT Notification List	8/22/2019	8/24/2019
Finalize Security Architecture	8/22/2019	8/24/2019
Security Plan Update	8/24/2019	8/31/2019
Document Retention Policy	8/24/2019	8/31/2019
Review Vehicle Transition with MV	8/24/2019	8/31/2019
Safety Audit Team Trained and Finalized	8/24/2019	8/31/2019
Finalize Training Program and Approval from City	8/24/2019	8/31/2019
Hire and Train drivers and safety attendants	8/27/2019	9/14/2019



Hire local mechanics and ensure proper shop set-up	8/27/2019	9/14/2019
Telecom, IT and Software Readiness Test	8/27/2019	9/14/2019
Train Users on Phone System	8/27/2019	9/14/2019
City Fleet Inspection	9/1/2019	9/14/2019
Test Maintenance and Fueling Solutions	9/14/2019	9/21/2019
Additional Behind-the-Wheel Training, Equipment Familiarization	9/14/2019	9/29/2019
Ensure Security of Automation System Passwords and Content	9/17/2019	9/17/2019
Review Security Plan and Implement Additional Measures	9/17/2019	9/27/2019
Policies and Procedures: Revision of Plans, Manuals, and Documentation complete	9/19/2019	9/27/2019
IT Readiness Review & Final Readiness Review	9/24/2019	9/27/2019
Final Review with City	9/27/2019	9/27/2019
Staff All Hands and Final Review	Monday Afternoon	9/30/2019
<b>Go Live! October 1, 2019</b>		

### 1.2.2.2 *Sign-off Procedures for Completion of all Deliverables and Major Activities*

GC Logistics has identified five (5) major task categories that will comprise our implementation. Each task category requires sign-offs from designated Implementation Team Officials. Each task category contains a hierarchy of tasks and subtasks to the Official designated with authority to sign off on that task category. Each task group is managed through our internal project management tool and contains list of assignments with measurable progress reports at each phase of completion.

GC Logistics' Signoff Authority for Major Task Group Deliverables	
Task Group Deliverable	Signoff
Interaction with the City & Office Set up	Interim General Manager – Implementation Manager, Cynthia Rasco
Fleet, Hiring, Training Meet Deadlines	John Kubala –Director of Safety and Human Resources
Information System Installation and Configuration	Rob Nethery – Director of Information Technology
Data Transfer Procedures from the City/CTC	Rob Nethery – Director of Information Technology
Document Compliance with the City Requirements	Mike Ford – Chief Financial Officer/ Contract Administrator



**1.2.2.3 Assessment of Project Risks and Approach to Managing Them**

Below, GC Logistics illustrates our plan to mitigate the main risks associated with the implementation. In this table, we have taken care to focus on real risks, as opposed to just reiterating obvious challenges of this project. Every aspect of a project with this scope and size can become an important “risk factor” for a poorly managed operation lacking personnel resources and planning. Our focus in responding to this item is centered on what we know are the greatest areas of risk, even for a well-managed business like GC Logistics.

GC Logistics’ Risk and Mitigation Planning for Project Implementation	
Risk	Mitigation Strategy
Driver Training Programs Insufficient by the City Standards	<ol style="list-style-type: none"> <li>1. Provide in-person training to personnel</li> <li>2. Identify and propose alternate curriculum.</li> </ol>
New Fleet does not arrive on schedule	<ol style="list-style-type: none"> <li>1. Fleet Manager will pull incremental vehicles from existing operations around the country</li> <li>2. Work with Enterprise to lease vehicles from their nationwide fleet</li> <li>3. Business Development will work with subcontractors to ensure network is stable and capacity is adequate from Day 1</li> </ol>
Unable to hire personnel	<ol style="list-style-type: none"> <li>1. Assign personnel from other operations</li> <li>2. Rent corporate apartments for temporary staff</li> <li>3. Leverage subcontracted partners</li> </ol>
Loss of Personnel	GC Logistics addresses immediate back-up concerns for all FTE categories by the re-assignment of current personnel on an interim basis
Natural Disaster Delaying Implementation Schedule	<ol style="list-style-type: none"> <li>1. Assignment of additional personnel and resources from Corporate to complete tasks.</li> <li>2. Develop and maintain strong lines of communication with the Florida Emergency Management Agency and the city</li> </ol>
Lack of Data from the City	<ol style="list-style-type: none"> <li>1. Discuss expectations and plans with the City</li> <li>2. Test access to data prior to “Go Live” date</li> <li>3. Review sample data file</li> </ol>
Confusion among passengers and employees regarding change of transportation provider	<ol style="list-style-type: none"> <li>1. Ensure notices and educational information are distributed in a timely manner</li> <li>2. Thoroughly train all GC Logistics staff on programmatic procedures and rules.</li> <li>3. Visit local Advocacy groups and introduce ourselves</li> <li>4. As allowed, set up personal introductions to subscription beneficiaries</li> </ol>



**1.2.2.4 *Anticipated Problem Areas and the Approach to Management of these Areas, Including loss of Key Personnel and Loss of Technical Personnel***

GC Logistics has found the best solution for preventing problems is properly anticipating the challenges we may face. We believe our discussion of items mentioned above outlines the main implementation task areas that we believe require special attention and our approach to managing these areas. Because we place strong emphasis on addressing the loss of key project personnel or technical personnel, we like to highlight that during our startups, we have never suffered the loss of a key technical team member during an implementation process. We do not anticipate any changes during this implementation. However, GC Logistics has experienced personnel in operations from coast-to-coast and at our regional office in South Georgia to provide backup leadership and staffing to cover for any loss of key personnel during this start-up.

**1.2.2.5 *Approach to the City's/RTS Interaction with Contract Management Staff***

GC Logistics believes a close, open relationship with the City's and RTS staff will enhance the program's success. GC Logistics will provide updates on a weekly, or as desired, basis. GC Logistics will introduce RTS staff to their GC Logistics counterparts during the initial kick-off meeting and ensure that all required employees are present as needed during subsequent meetings. The City shall have full, unrestricted communication with each functional GC Logistics team member. In addition, the City staff will be invited to attend staff meetings and training sessions. GC Logistics has placed full project control with our qualified Implementation Manager, who will have the responsibility of ensuring the City/RTS staff is properly updated and satisfied with our performance. We understand that the City is seeking a Paratransit Provider that will collaborate with the City on an ongoing basis to enhance these services through new and innovative approaches that simultaneously lower costs while improving service. Although the RFP quantifies required communication intervals, GC Logistics recognizes that quality programs are not created in a vacuum, and we welcome the City's input and advice.



### 1.2.3 Delivering the Best Service Available

GC Logistics understands and is prepared to provide service Monday through Friday from 6:00 a.m. to 9:00 p.m.; Saturday 6:00 a.m. to 7:30 p.m. and 9:00 a.m. to 6:00p.m. on Sunday. As needed, we will provide service after 9 p.m. in the late-night service area to accommodate travel requests for three or more passengers traveling in a group to attend an evening function. Additionally, we will make the reservations for RTS for ADA paratransit service and then coordinate with RTS on the date, time and location the after-hours service is requested for two or fewer passengers.

We will provide all personnel and expertise, facilities and equipment, materials, and supplies necessary to operate the services described in this Scope of Work. We recognize that our responsibilities shall generally include all facets of operating, including general management and supervision, scheduling, dispatch, training, road supervision, vehicle operations and maintenance, procurement of capital equipment and facilities, fuel, parts and supplies, insurance, a comprehensive Drug/Alcohol policy, a comprehensive Quality Control Plan, as well as an Accident policy. We have satisfied each of these requirements in previous operations throughout the country.

The transition from the Implementation Phase (Project Plan Phase One) to the Execution Phase (Project Plan Phase Two) is critical. The City can be confident that our Implementation Team is fully equipped to deliver the following transition. Importantly, we welcome the input of the City on any of the detailed plans that follow. The sections that follow detail:

1. Our hiring process and ability to staff this project
2. Our Long-Term Staffing Plans for this project
3. Our proposed training program for this project
4. Our equipment plans and ability to provide proper vehicle coverage
5. Our industry leading dispatch and trip management software.
6. Our local office proposal

#### 1.2.3.1 *Hiring Process and ability to staff this project*

##### 1.2.3.1.1 *Recruitment during start-up period*

GC Logistics' HR team will work closely with local workforce centers to fill positions and post ads online (like Indeed) and local media to ensure we receive a sizeable pool of applicants from which to choose qualified candidates. In a previous project, the Workforce Solutions Capital Area Workforce Board in Austin, Texas nominated our team as Employer of the Year award for our collaborative efforts in recruiting and hiring qualified employees. We will work closely with local Workforce Development agencies for our recruitment needs and will do so throughout the period of implementation and ongoing operations if awarded the contract.



If possible, GC Logistics will host at least one job fair with the local Workforce development agency during implementation. In addition to the steps above, we will also conduct interviews at our offices in Gainesville or a local hotel until all positions are filled. GC Logistics screening procedures and application processes are described in greater detail later in the following sections.

##### 1.2.3.1.2 *Application and Interview*

At GC Logistics we believe that a successful project starts by **Hiring for Attitude and Teaching for Aptitude**. Once anyone has applied for a position with GC Logistics, we review the application. If we believe the individual meets programmatic standards based on work history, education and credentials, we conduct an initial phone interview. The phone interview helps us to determine the seriousness of the candidate's interest, whether they have a servant's heart, and allows us to see how the applicant may interact with employees and patients. If the applicant successfully passes the paper and telephone interview process, we schedule an in-person interview to streamline the process. During the time between the phone and in-person interviews, our Human Resources department continues to review candidate applications and verify references and employment history. **Sample job descriptions are available at the request of the procurement officials.**



**1.2.3.1.3 Background Checks**

After the applicant and GC Logistics have mutually agreed to the next phase of the hiring process, we conduct a Motor Vehicle Records Report and Criminal Background Check using our credentialing vendor, LaborChex. These reports analyze driving records as well as state criminal history and out of state criminal history (including driving records where applicable).



For candidates who have served in the military, we will also review the DD Form 214, “Certificate of Release or Discharge form from Active Duty” (Long Form). If the candidate is identified as high-risk, his or her candidacy is revoked. Criminal Background and Motor Vehicle Records reports are processed annually on every safety-sensitive employee. Updated background information will be provided to the City at request or on an annual basis.

**1.2.3.1.4 Drug Testing**

Once a candidate passes a background screening requirement, he or she must submit to a drug screen within 24 hours of notification. Our full drug testing program can be provided upon request. We will maintain compliance with all drug and alcohol testing requirements, including pre-employment, return-to-work, random, post-accident and reasonable suspicion testing, throughout the term of the contract being awarded.

**1.2.3.1.5 Personnel Record Keeping and Reporting**

GC Logistics maintains extensive electronic and hard copies of personnel records. Electronic records, in addition to required paperwork, include but are not limited to application for employment, authorization and consent forms for screening and background checks, drug screening results, background results, training certifications and a copy of driver license. No employee will ever work on this contract unless they are fully documented, trained, and credentialed.

GC Logistics will provide the City with a monthly roster of active employees and terminated personnel by the 4<sup>th</sup> day of each month. We utilize cloud-based employee management and storage software that creates transparency and ease of reporting. The system notifies us if any documentation is missing or if any certification or license is nearing expiration. As an example, a screenshot of our electronic personnel report and notification system is shown below.

Driver ID	File Status	Name	Status	Hire Date	Provider	Exp. In 30 days	Exp. in 60 days	Expire in 90 days	Upload Document
<a href="#">CC2101</a>	Complete	William, JR	Active	4-25-17	ABC	0	1	0	<a href="#">Upload</a>

In the below illustration the driver has a document expiring within 60 days. By clicking on the driver ID number, the following screen appears. From here, all documents can be accessed electronically (hard copies are also maintained) by clicking on the document icons. In this case, the driver’s license will expire on 1/25/2018. When the new copy of the driver’s license has been uploaded, the expiration date will be reset, and the document status changed to present. The scheme below is based on another project and will be customized to meet the specific requirements of this project.

DOCUMENT TYPE	DOCUMENT DATE	EXPIRATION DATE	STATUS	
Motor Vehicle Report		04/08/2018	Present	<a href="#">Upload</a>
Driver’s License		01/25/2018	Exp with 31-60 days	<a href="#">Upload</a>
Fingerprinting Check	04/02/2016		Present	<a href="#">Upload</a>
Criminal Background Check	04/02/2017	04/02/2018	Present	<a href="#">Upload</a>



Sex Offender Registry Check	04/18/2017	04/18/2018	Present	<a href="#">Upload</a>
Motor Vehicle Record Check	04/07/2017	04/07/2018	Present	<a href="#">Upload</a>
ADA Training	04/01/2016		Present	<a href="#">Upload</a>
CPR Certification	04/15/2017	04/15/2018	Present	<a href="#">Upload</a>

When a driver or attendant’s training or background credentials are about to expire an alert email is sent out to designated GC Logistics employee, notifying them exactly what is going to expire and when the expiration will occur. We can set reminder emails to go out to whomever necessary at any interval starting at 90 days prior to expiration. We have provided a sample email notification below:

To: credentialingspecialistIL@gclogistics.us  
 From: Customer Service  
 Subject: Secure Email: Credentialing Alert  
 Report Date: 06/03/2018

**PLEASE DO NOT REPLY TO OR SEND DOCUMENTS TO THIS EMAIL ADDRESS**

The following drivers require attention regarding their Credentialing document(s):

- BROWN, ROBERT (Partial SSN \*\*\*-\*\*-222)
  - EXPIRING IN 15 DAYS
  - Driver’s License

GC Logistics can also run reports by company, by group, by file type or by combination thereof, to determine all upcoming expirations at any time. When a file expires, it triggers our system to deactivate the affected driver immediately. Once deactivated, no run assignments may be assigned to that driver or any hours billed until they have come into compliance and our system prompts staff to re-activate their profile.

GC Logistics will furnish records of training and/or credentialing to the City upon request. As a value-added service to the City, we will grant real-time access to our credentialing database so that it can be viewed or audited at any time. We recognize and acknowledge that the City shall have the authority to have any employee removed from work at their sole discretion. Should the City determine that any GC Logistics employee is incompetent, disobedient, unfaithful, disorderly, disrespectful or otherwise unsatisfactory, GC Logistics shall remove them from all work on the project immediately. No person discharged will be allowed to return to perform work under the contract without express and written permission from City and the General Manager.

**1.2.3.1.6 Fitness for Service**

Prior to operating any equipment, each GC Driver will obtain a certified physician’s statement that the driver has no current medical condition that interferes with his ability to perform 100% safely. This certification will be stored in the employees personnel file and updated every two years. Additionally, all personnel will be submitted for a Purified Protein Derivative (PPD) test performed on an annual basis. GC Logistics is fully compliant with the OSHA Regulation Concerning Occupational Exposure to Blood borne Pathogens. We will provide documentation that the employees have received the Hepatitis B vaccination series or that the employees declined to receive the series.



*1.2.3.1.7 Uniform Proposal*

GC Logistics is prepared to leverage our national uniform and design vendors to create a uniform that complies with the exact desires and standards of the City. Our preliminary uniform package is detailed below, but to reiterate, we welcome instruction on colors, design, style, logos etc.

Our current uniform policy specifies that at a minimum, all team members will wear a clean and stain free GC Logistics uniform polo, tucked into khaki pants, a belt at the waist, closed toe black or brown shoes, and a company badge prominently displayed on their person. In honor of our veterans, all GC Logistics employees wear the red alternate polo on Fridays.

GC Logistics pullovers and jackets are allowed, but the standard polo must be worn underneath. No headwear is allowed. For the Gainesville project, our handbook will be amended to include any specific requirements.

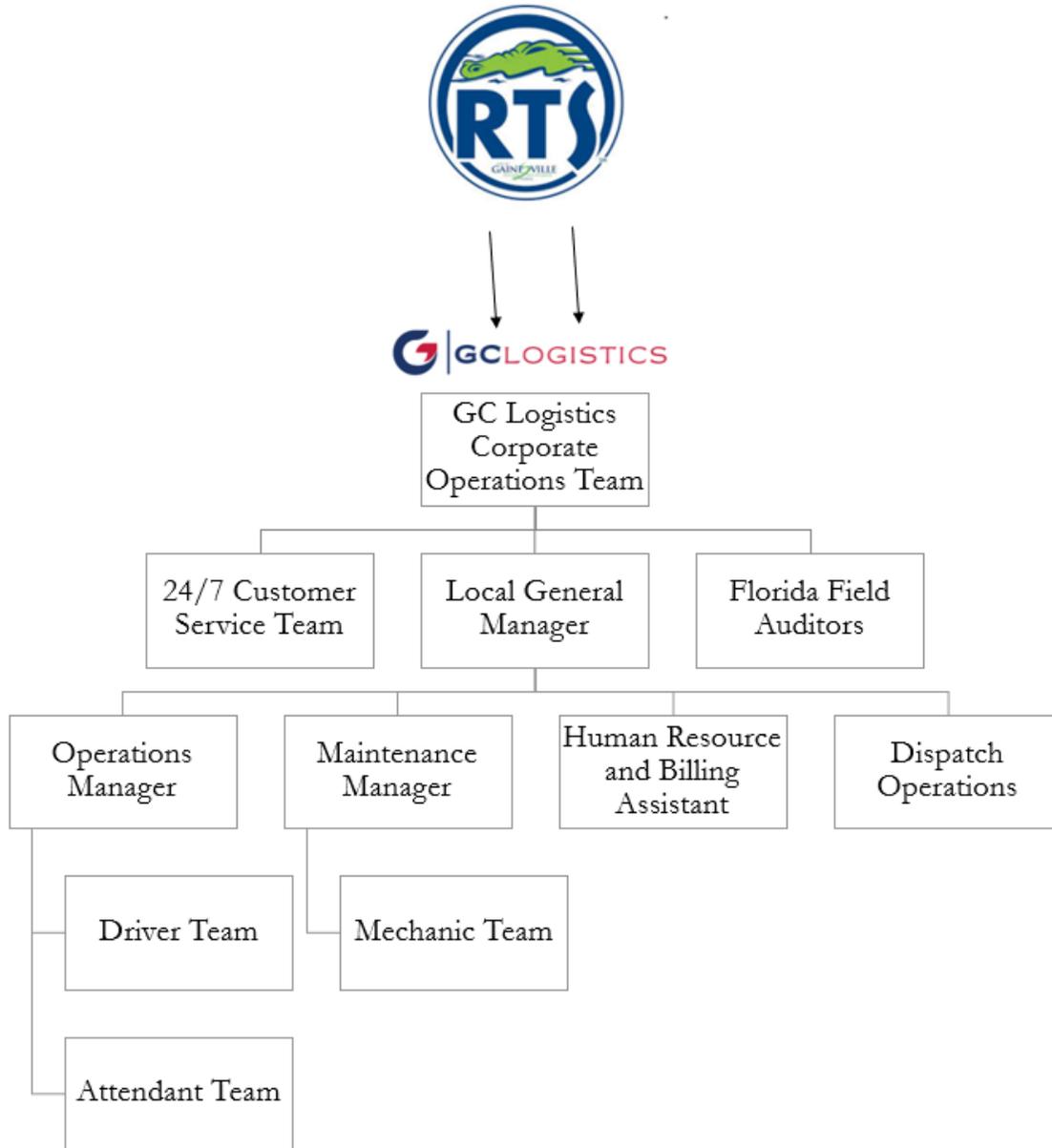
Each employee will be issued sufficient uniforms to ensure that there is never a reason not to be neat, clean, and professional. Uniforms are provided at no cost to the employee.



**1.2.3.2 Gainesville Paratransit Operational Long-Term Staffing Plans**

GC Logistics experience shows that strong local leadership, operating with the corporate support needed to efficiently administer the program leads to a successful partnership. Below we include a proposed local organizational chart and detail the key personnel assigned to this project.

**1.2.3.2.1 Gainesville Paratransit Operational Long-Term Reporting Chart**



**1.2.3.2.2 Gainesville Paratransit Project Permanent Staffing Roles**

Phase Two/Project Execution personnel will join the team in various stages of Phase One to train and become fully immersed in the project. The following table indicates Full Time Equivalent (FTE) project employees for each role. FTEs are assumed to work 40 hours per week during the operation and turnover phase except for key staff, who are assumed to work more hours per week. Typically, a full transition to the Local Operations team takes six weeks from the Go-Live date. The oversight roles of GC Logistics Corporate Team are included as well.



Phases Two and Three Project Staff Roles, Responsibilities and FTEs		
Position	Number of Employees	Responsibilities
Gainesville General Manager	1	<ul style="list-style-type: none"> <li>Coordinate all aspects of operation, ensuring compliance with contract requirements and proper communication with the City/RTS.</li> <li>Autonomously make decisions to improve all areas of operation</li> <li>Meet with the City/RTS, Corporate Personnel and other stakeholders as needed or prescribed.</li> <li>Approves any subcontracted work</li> <li>24/7 communication with the City/RTS</li> <li>Reports directly to Cynthia Rasco, GC Logistics Director of Operations</li> </ul>
Gainesville Operations Manager	1	<ul style="list-style-type: none"> <li>Manages Driver Team and Schedule</li> <li>Manages Attendant Team and Schedule</li> <li>Schedules vehicles for maintenance</li> <li>Ensures vehicles remain properly credentialed for service</li> <li>Reports directly to the General Manager and empowered to act in his/her stead</li> </ul>
Gainesville Maintenance Manager	1	<ul style="list-style-type: none"> <li>Reports to the General Manager</li> <li>Manages scheduled and unscheduled maintenance</li> <li>Identifies any potential gaps in capacity in advance and mitigates with reserve fleet</li> <li>Manages mechanic team and ensures adequate supplies are always on-hand</li> </ul>
Human Resource and Billing Assistant	1	<ul style="list-style-type: none"> <li>Ensure invoicing documentation is 100% accurate and ties to trip history (rides, miles etc.)</li> <li>Responsible for audit trails</li> <li>Ensures all employees training and credentials are current</li> </ul>
Dispatch Support	3	<ul style="list-style-type: none"> <li>These employees will have full access to our trip software and real-time vehicle locations</li> <li>They will work closely with the City/RTS to ensure on-time delivery of exceptional service.</li> </ul>
Drivers	~25	<ul style="list-style-type: none"> <li>Fully Trained, Verified, and Credentialed</li> <li>Roster will be maintained with alternate drivers to ensure that there is never a gap.</li> <li>Deliver safe and efficient transportation</li> <li>GC Logistics consistently has low turnover and high job satisfaction</li> <li>Benefits and structured advancement opportunities</li> </ul>
Attendants	2	<ul style="list-style-type: none"> <li>Trained on safety and operation procedures</li> <li>GC Logistics will employ two part time attendants that will serve in an “on-call” capacity.</li> <li>As a redundancy measure, all project staff will be cross-trained to serve as Attendants if required.</li> <li>Assist passengers and ensure safe, compassionate transportation</li> </ul>



Mechanic Staff	1	<ul style="list-style-type: none"> <li>• ASE Certified in maintenance of service vehicles in compliance with local, state, and federal regulations.</li> </ul>
Customer Service/Reservation Team	3	<ul style="list-style-type: none"> <li>• Customer Service Reps are trained on the ins and outs of each contract and are able to appropriately respond to scheduling requests, “where’s my ride” calls, customer service complaints, and other communication.</li> <li>• Our call center is modeled after Southwest Airlines and 100% customer service is always the focus.</li> <li>• We have corporate level call-center support as a redundancy measure</li> </ul>
<b>Corporate Support through Phase Two and Life of Contract</b>		
Gainesville Field Auditor	1	<ul style="list-style-type: none"> <li>• Our Gainesville Field Auditor will report directly to Corporate Safety Director, John Kubala.</li> <li>• The Auditor’s Role is discussed further in our QA Plan in section 1.3.2</li> <li>• Comprehensive Independent review of all contract operations and equipment</li> </ul>
Cynthia Rasco and Operations Department		<ul style="list-style-type: none"> <li>• Monitor Program Integrity and report findings to GM.</li> <li>• Investigate, map and monitor all complaints</li> <li>• Oversee execution process</li> <li>• Review automated trip assignment suggestions and make customizations</li> </ul>
Rob Nethery and Information Technology Department		<ul style="list-style-type: none"> <li>• Help Desk</li> <li>• IT Vendor Management</li> <li>• Custom Development</li> <li>• Systems Administration, Integration, System Maintenance, and Automated Reporting, Ridership submission management and maintenance</li> </ul>
John Kubala and Human Resources and Safety Department		<ul style="list-style-type: none"> <li>• Oversee recruiting and hiring, minimize turnover</li> <li>• Disciplinary enforcement</li> <li>• Risk Management</li> <li>• Monitor drug testing programs and Credentialing procedures</li> <li>• Manage personnel records</li> </ul>
Mike Ford, CFO		<ul style="list-style-type: none"> <li>• Contract Administrator</li> <li>• Strategic planning and allocation of resources</li> <li>• Fiscal guidance</li> <li>• Project Management consultation and oversight</li> </ul>
Caleb Smith, Director, BD		<ul style="list-style-type: none"> <li>• Manages on-going contract communication</li> </ul>



**1.2.3.3 Training Plans and Protocol**

During the transition phase of the project, we will train our staff on each of the necessary subject matters to ensure they are ready to handle passengers in the safest and most professional manner. A minimum of 8 hours of additional classroom training on new contract guidelines and programmatic rules will be provided to every employee.

Drivers complete 50 hours of 1:1 field training with their assigned GC Driver Trainer. Training includes, proper use of the lift, wheelchair, various transfer methods including the gait belt, slide sheet and slide board, proper use of the Q-Straints and Sure-Lock tie down equipment, proper use of all lap and shoulder belts, as well as proper use of the various safety belts and harness associated with all stretcher transports. If gaps are identified, the training may be extended, and additional classes added to ensure full capability to perform the job responsibilities.

In addition to new hire training, there are two comprehensive annual training sessions called “Summer Rodeo” and “Winter Refresher”. Drivers whose credentials are set to expire within six months of an approaching session must attend training during that session relevant to the courses set to expire. Refresher training for drivers, dispatchers, field supervisors, attendants and technicians range from 16 to 24 hours per year depending on which courses must be retrained that year.

Continuing education will be provided throughout the year in the form of Monthly Safety Meetings or “Tailgates” applicable to all categories of employment. Continuing education hours may vary depending on contract changes and enhancements to curriculum which may occur. Remedial training will be identified as needed by monitoring the driver’s performance and reviewing trip data. For example, a driver who exhibits errors regarding tablet operation may be required to attend tablet training.

All GC employees enter an orientation period for the first 60 days of employment. At the end of the orientation period, they are tested on their job requirements and functions and peer and customer feedback is collected and reviewed.

The following table contains training courses that we have determined are necessary for each staff position. If the City/RTS determines additional courses are necessary, we will incorporate the request into our training curriculum. The table below provides an estimate of the hours spent on each topic and the expected renewal date for each course.



Course	Source	Remedial	Training Expiration (Months)	Hours	Drivers/Attendants	Dispatchers	Leadership	Administrative Staff
GC Logistics New Hire Orientation	Keller - Custom	-	-	1	x	x	x	x
Policy and Procedures	GC Logistics Proprietary	2	8	1	x	x	x	x
Employee Benefits	GC Logistics Proprietary		4	1	x	x	x	x
Cyber Security Awareness and Rules of Behavior Training	GC Logistics Proprietary		2	5	x	x	x	x
Any additional RTS mandated training	RTS		TBD					
Americans with Disabilities Act	Easter Seals Foundation		6	1	x	x	x	x
First Aid, Cardiopulmonary Resuscitation and Special Needs Training	American Red Cross	4	2	4	x	x	x	x
Sensitivity Training	National Safety Council		4	2	x	x	x	x
Communication and Conflict Management	Keller – Custom		4	1	x	x	x	x
Fraud, Abuse and Whistleblower act	GC Logistics Proprietary		12	2	x	x	x	x
Passenger Assistance Technique	National Safety Council		12	4	x			
Defensive Driver Training	National Safety Council		12	4	x			
Emergency Procedures & Evacuation	National Safety Council		12	2	x			



Disposing of Hazardous Waste	National Safety Training		24	1	x	x		
Service Provider Equipment ( <i>tablets</i> )	GC Logistics Proprietary		24	4				
Drug Testing Policy DOT	USDOT FTA/FMCSA		24	2	x	x	x	x
D & A Reasonable Suspicion training	GC Logistics Proprietary		24	2		x	x	
Trip Scheduling	GC Logistics Proprietary		24	8		x	x	
Manifest and Reports	GC Logistics Proprietary		24	2	x	x		
Passenger Service (Difficult Passengers)	University of Kansas (RTAP)		12	1	x			
Child Seat Safety Training	Safe Kids Worldwide		24	2	x			
Vehicle Familiarity (Session 1)	GC Logistics Proprietary			20	x			
Behind the wheel training (Session 2)	GC Logistics Proprietary			30	x			
Wheelchair Securement	GC Logistics Proprietary		12	4	x			
Accident Investigation Procedures	GC Logistics Proprietary		24	4		x	x	

**Compliment from passenger, Edward Britt, provided by Christine Masterson, Office Administrator**

*Mr. Britt called to say "You are doing a great job, because you have the perfect team! I had Durell for my return trip and he was excellent, very courteous, safe and professional...he can pick me up anytime! Dago is another great driver. He picks me up a lot and I sure hope you can keep as a driver forever, because even though all of our drivers are great, Dago is all that and a bag of chips. Somebody definitely raised him right because he is such a kind man with such outstanding manners and he's also very respectful. I love Jasmin and Roberto too. They both do everything within their power to help me and make sure that I'm safe and comfortable. Your drivers are just good people. Both my wife and I think the whole team is amazing and we love everyone. We've experienced drivers from other companies and the difference between your drivers and other drivers is a huge - our experience outside of you all isn't quality and we would just so much rather ride with you!"*



### *1.2.3.4 Sophisticated Technology, Real-Time Data*

One of GC Logistics' primary competitive advantages is our meticulously designed and managed suite of technology and software. Efficiency is driven using industry leading routing and scheduling software, financial accountability and transparency through our integrated "Sage" accounting product. Redundancy is built into all communication devices to ensure constant availability. We believe that the best partnerships are possible when there is complete transparency and access to data. Our digital workflow supports data visibility from vehicle and passenger location to human resource management and accounting.

#### *1.2.3.4.1 Data Security and HIPAA Compliance*

Protecting the sensitive data, and Protected Health Information of veterans is of utmost importance. GC Logistics is compliant with the provisions of Public Law 104-191, HIPAA/1996, and the National Standards to Protect the Privacy and Security of PHI. Appropriate employees have received security awareness training. GC Logistics follows the IT Contract Security provisions and is subject to the laws, regulations, standards, directives, and handbooks, including, but not limited to:

- Access to data and protection of data
- System design and development
- System hosting, operation, maintenance, and use
- Incident investigation
- Responsibility for data security and liabilities thereof
- Compliance Testing
- Training

#### *1.2.3.4.2 Dispatch and Scheduling*

GC Logistics will be responsible for the scheduling and dispatch function of vehicles for this proposed service. We will provide a 24/7 telephone line which any passenger may call to schedule a ride, inquire about the status of their ride, or make changes to their scheduled service. Changes made to schedules can instantly be dispatched to drivers because tablets are integrated with our system. GC Logistics employs the latest in trip scheduling software, Trip Master by CTS. Our software is driven by a scheduling server application which uses a sophisticated algorithm to efficiently schedule trips. The scheduling server is calibrated by a series of parameters and violation toggles which GC Logistics staff fine tune for each contract or service area. Staff will be available 24 hours a day, 7 days a week to allow real time reservation, scheduling and dispatching. Same day transportation requests do not interrupt our operations, as we simply amend our routing and automatically update drivers via our routing software and mobile interface.



Importantly, across GC Logistics operations we use TripMaster, RouteMatch, MediRoutes, and Trapeze software depending on the contract requirements. We have chosen TripMaster for this project and believe it provides the best combination of value and functionality for the City. During the implementation period, we will demonstrate our software to appropriate parties to verify that we have chosen correctly. If for any reason TripMaster is proven to be inadequate for this assignment, we will immediately switch to one of our other software packages without any change to our proposed rates or start date.



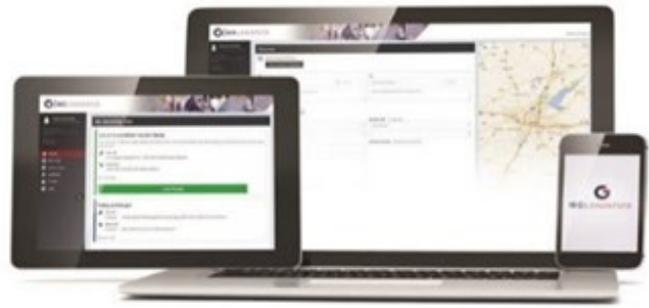
### 1.2.3.4.3 Driver Communication, In-vehicle tablets

GC Logistics will have each vehicle equipped with a push-to-talk device that will result in an ability to communicate with dispatch in real time. Any driver with GC Logistics will be able to communicate with a passenger and call them prior to declaring a no-show, after waiting as directed beyond the scheduled pick-up time.

In addition to having a medium for real-time voice communication, we will also have a GPS enabled tablet on-board each vehicle. This allows the exchange data with our logistics system, in real time.

As a communication redundancy measure, these tablets also allow dispatchers to push out “canned” or custom message to drivers through the Provider Web Portal. Drivers can respond via “canned” messages when stopped.

Our drivers will time stamp each arrival, pick-up and drop-off time, as well as mark trips “cancel at door” or “passenger no-show.” These time stamps will serve as a redundancy measure for reporting to the City/RTS. We will also have detailed reports and logs to submit from every trip. If desired, the RTS and CTC will be provided a screen with visibility to the location of our vehicles.



*GC Logistics' Driver Portal enables the driver to have:*

1. Audible turn-by-turn GPS directions to pick-up and drop-off locations
2. Create Electronic Daily Trip Logs, populating each field through entries that occur as the trip is performed.
3. Record notes on behavior and incidents as needed
4. Capture service verification signatures, and narratives if required
5. Time stamp and update the status of pick-up point as it occurs (pick-up, drop-off, cancel etc.)
6. Update employee information such as adding an emergency contact and any special attention required, if necessary.
7. Enter odometer readings

*For every vehicle in our fleet, GC Logistics and provide will be able to:*

1. View the location of any van on the system map in real time.
2. View speed and direction associated with AVL data.
3. Monitor the status of a vehicle in relation to future runs and receive alerts when routes are projected to be late.
4. View the itinerary of a run based on a user defined time span.
5. Monitor the schedule adherence of a run.

GC Logistics' Operations Staff will be responsible for contacting a passenger or the CTC to notify them in the event a ride will be late. When drivers are running behind for any reason from vehicle maintenance to traffic, they are immediately required to notify dispatch through canned messages, so that we can contact the passenger to facilitate trip reassignments and accommodations as needed. Dispatch and the City/CTC will immediately be updated in the event of any accident or service disruption.

*4/28/2017- Compliment from Trevor at the VA Travel Desk*

*Provided by Victoria Matthews, Community Relations Manager*

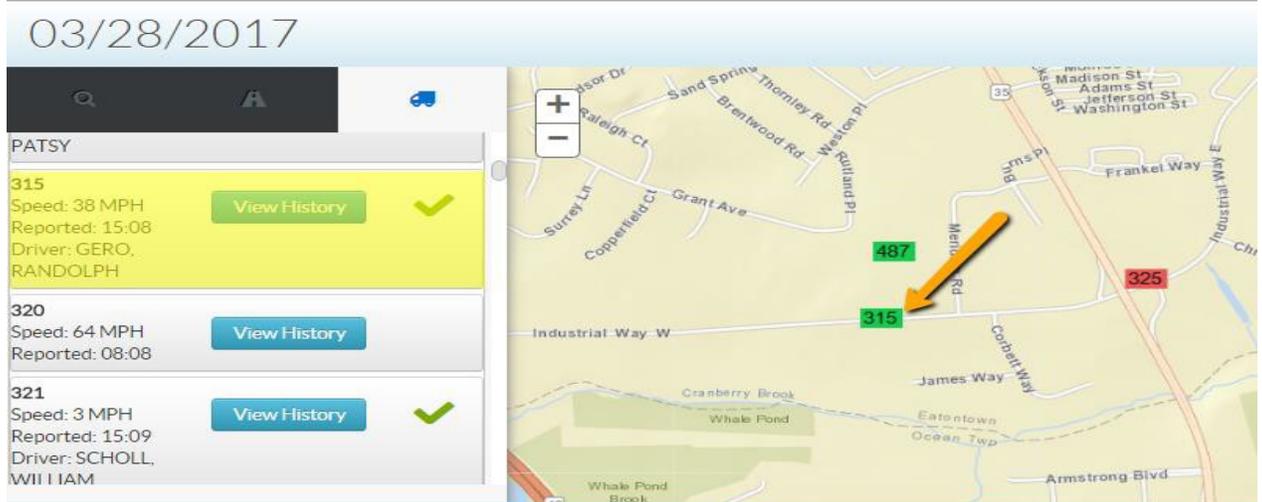
*Trevor said "It tickles my heart to know that you all will continue working for the VA. Your entire organization goes above and beyond to coordinate everything between the veterans and VA hospital and always makes sure to communicate with us, in order to make sure the passengers get to their treatment. Your drivers are absolutely the best - they show great patience when dealing with the delays and while waiting on the vets to come off the machines. Their compassion when the passengers aren't feeling well or being difficult also stands out to us. Most people don't realize that they're going through a major medical procedure, but your drivers are always ready to help and are willing to do whatever they can for your passengers and it's just amazing."*



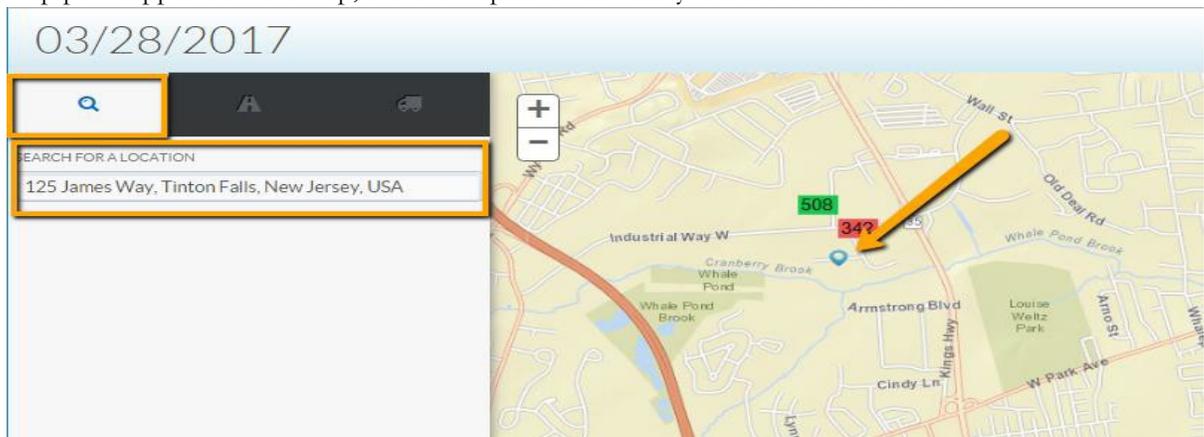
1.2.3.4.4 *Demonstration of Dispatch Software*

With GC's GPS enabled tablet devices dispatchers can quickly assign rides to optimal routes. From the Daily Schedule and the Automated Vehicle Locator (AVL), they can see in real time where the driver is, if they are on schedule, and how long before their next scheduled job. We can constantly monitor the location of our drivers and vehicles. A window showing all vehicles currently logged, can be left open for dispatchers' reference.

1. On the left of the screen below is the vehicle number, the driver's name, speed, and the last time the GPS reported. Any vehicle running behind schedule shows up in red on the map. When the dispatcher selects a specific vehicle, the map zooms into that vehicle's location.



2. There is also the option to search for a specific location from which a client requests a pickup. Selecting the magnifying glass in the top left corner brings up an address search field. When an address is selected, a blue map point appears on the map, and the dispatcher can easily locate the closest driver.



- Our dispatcher can also do a map layover showing where a driver’s existing route is taking them in relation to a rider’s pickup location. This enhanced dispatch capacity makes same day add-on trips very easy and makes it possible for us to map the driver’s new route with the map point showing where the add-on rider needs to be picked up.

Date: 03/26/2017    Search Text:    Provider:     Trips    Rides    Holding Pen     

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
validated		1127	#500	14:00	11:40	HERBINS, JO	500	A	Y	S:0	
In Transit		1145	Vehicle #501	07:00-17:00	07:17-16:24	Mahe, John	501	A	Y	A:3, W:0, S:0	15:36
In Transit		1016	Vehicle #502	06:00-17:00				A	Y	A:1, W:0, S:0	15:29
In Transit		1140	VEHICLE #508	07:00-16:30				A	Y	A:5, W:0, S:0	15:50
In Transit		1142	vehicle# 509	05:30-23:59				A	Y	A:0, W:0, S:0	15:29
In Transit		998	CVR Route 5 Brick	07:00-17:00				A	Y	A:3, W:0, S:0	15:19

- By hovering over the words “In Transit,” the dispatcher can see the vehicle’s location, minutes before next scheduled job, speed, and last GPS report.

Pages: Reports   Billing   Utilities   Help

Date: 03/27/2017    Search Text:    Provider:     Trips    Rides    Holding Pen     

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
In Transit										A:0, W:0, S:0	15:00
In Transit										A:0, W:0, S:0	15:00
In Transit			Falls / WOC							A:0, W:0, S:0	14:59
Validated		1045	Vehicle #517	04:30-12:00	04:33-10:42	ELLIS, MARY -	517	A	Y	A:0, W:0, S:0	
In Transit		1064	Arc Route 12 Woc	07:00-17:00	07:12-16:53	MORRIS, DWY	513	A	Y	A:0, W:0, S:0	15:05
In Transit		1066	ARC Route 3 Wst Month to WOC	07:00-17:00	07:18-16:49	SANDIFER, LVI	514	A	Y	A:0, W:0, S:0	13:46

Location: 1166 WAYSIDE RD, TINTON FALLS  
 Minutes before next scheduled job: 16  
 Speed: 0  
 Last GPS Report: 3/27/2017 2:40:29 PM

There are no pending changes.



- If the driver is running behind schedule, the “Status” column will be red.

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
In Transit	Green	1016	Vehicle #502	06:00-17:00	07:34-16:16	WILLIAMS, FR	502	A	Y	A:0, W:0, S:0	15:00
In Transit	Green	1032	Arc Route W/C 16 Tinton Falls	07:00-17:00	06:58-16:50	GAYNOR, PAT	206	WC	Y	A:0, W:0, S:0	15:00
In Transit	Green	1043	Arc Route			WICKTON, SI	358	A	Y	A:0, W:0, S:0	14:59
Validated	Green	1011	Vehicle #517	04:30-12:00	04:33-10:42	ELLIS, MARY -	517	A	Y	A:0, W:0, S:0	
In Transit	Green	1064	Arc Route 12 Woc	07:00-17:00	07:12-16:53	MORRIS, DWY	513	A	Y	A:0, W:0, S:0	15:05
In Transit	Green	1066	ARC Route 3 Wst Month to WOC	07:00-17:00	07:18-16:49	SANDIFER, LVI	514	A	Y	A:0, W:0, S:0	13:46

- On the right side of the Daily Schedule window are columns for “Current Load” and “Next Scheduled Job.” The Current Load column shows how many ambulatory, wheelchair, and stretcher passengers are currently on the vehicle. If the vehicle is empty, the field will be red, and show “A:0 W:0 S:0,” meaning there are no passengers currently on the vehicle.

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
In Transit	Green	395	Arc Route 13 Wall	05:45-17:30	05:28-18:16	SPAGONE, R	102	A	Y	A:1, W:0, S:0	13:50
In Transit	Green	421	Arc Route W/C 17 Tinton Falls	04:15-17:00	04:04-17:09	LANGLEY, KE	458	WC	Y	A:2, W:0, S:0	14:40
In Transit	Green	439	Arc Route W/C14 Tinton Falls	04:30-18:00	05:04-17:41	MORRIS, KAL	205	WC	Y	A:1, W:0, S:0	14:57
In Transit	Green	511	Vehicle #361 Arc Route	04:30-23:59	04:33-23:05			A	Y	A:0, W:0, S:0	14:59



7. Beside “Current Load” is the “Next Scheduled Job” column. This lets the dispatcher know how long a driver has before their next pickup or drop-off and is a quick reference to see whether that driver is available for an add-on.

Status	Sync	Trip #	Description	Available Times	Scheduled Times	Driver	Vehicle	Mob	Fixed	CurrentLoad	NextSchedule
In Transit		395	Arc Route 13 Wall	05:45-17:30	05:28-18:16	SPAGONE, R	102	A	Y	A:1, W:0, S:0	13:50
In Transit		421	Arc Route W/C 17 Tinton Falls	04:15-17:00	04:04-17:09	LANGLEY, KE	458	WC	Y	A:2, W:0, S:0	14:40
In Transit		439	Arc Route W/C14 Tinton Falls	04:30-18:00	05:04-17:41	MORRIS, KAI	205	WC	Y	A:1, W:0, S:0	14:57
In Transit		511	Vehicle #361 Arc Route	04:30-23:59	04:33-23:05	KILPATRICK, .	361	A	Y	A:0, W:0, S:0	14:59

### 1.2.3.4.5 Trip Validation

Through our TripMaster software we are able to perform comprehensive trip validation. The validator will run audits to find errors and omissions, and then go through the steps outlined above to make corrections. This functionality will allow us to provide incredibly detailed ridership reports to the CTC, City and RTS and have 24/7 transparency in how wheelchair and sedan trips are provided and then invoiced. We will provide regular ridership reports by funding source to RTS/CTC as required. Below we have provided a few screenshots of the type of data that is captured through the software.

Common Tasks Master Pages Reports Billing Utilities Vehicle Maintenance Help

Current Company: JeffHeese  
Current User: Jcellis  
Server: RD0003FFAE229  
100.107.144.16  
Version: 4.4.0

Date: 05/16/2017 Search Text: Provider:  Trips  Rides  Holding

AutoSchedule Geocode Day Calculate Direct Drives Refresh Lock Subscription Changes More Options

Status	Sync	Trip #	Description
Not Validated		1	Route 1
Not Validated		2	Route 2
Not Validated		3	Demo 2
Not Validated		4	Route 4
Not Validated		5	Route 5

Validate Trip Page - Google Chrome  
Secure | https://tripmasterenterprise.com/validate.aspx?Refresh=TripsGrid&TripID=573106

Trip 1 - 5/15/2017 - Route 1

Driver	Vehicle	Purpose	Provider
Jones, Adam	4		
Trip Start Time	Trip Start Odometer	First Pickup Time	First Pickup Odometer
06:00	15324	06:45	15328
Last Dropoff Time	Last Dropoff Odometer	Trip End Time	Trip End Odometer
09:15	15402	18:00	15412

Additional Information

Status	Rider	Pickup	P/U Time	Dropoff	D/O Time	Account	Fare
	Buford, Don	Home: 3256 Shue Rd	07:30	Moses Cone Hospital: 1200 N Elm St	08:55	Tsu	0.00
	Curry, Seth	Home: 3011 Guilford College Rd	08:30	Moses H Cone Memorial Hospital: 1200 N Elm St	09:00	Tsu	0.00

2 Rode

All Rode | Rode | No Show | Rider Cancel | Admin Cancel | Not Ready | Unvalidate | Rider Data | Rider Data Ordered | No Shows

Save Cancel



*1.2.3.4.6 In-Vehicle Video Monitoring and Oversight*

To enhance driver responsibility and accountability, GC Logistics has opted to install DriveCam by Lytx in all our vehicles. This technology allows our safety audit team to monitor driving behavior and client interaction, enhances driver responsibility and accountability, and serves as a coaching tool and insights for management. If there are incidents, the General Manager will review any incidents with drivers and lay out improvement plans and corrective action steps.



*1.2.3.4.7 GC Logistics Offers Detailed Regular Reporting*

The General Manager will work with the RTS and GC Logistics IT Staff to develop and maintain periodic status reports. Examples of current reports are discussed in the following table.

Report	Frequency	Source System
Trip Report, detailing all trips result (completed, cancelled, etc.), Mileage, Destination, and additional services provided.	Monthly	All Data for this report will be recorded through Mobile Data Terminals and reside in our system.
Transports Not Completed: including Reason not Completed, Name of Person spoken to, time, and identifying Characteristics of Building	Daily	Data for this report will be recorded through Mobile Data Terminals or entered directly into our system and reside in our system.
Aggregate Trip Report: includes data such as: numbers or transports, numbers of same day cancellations, numbers of late drop off and pick-ups, numbers of go backs, fleet status report with numbers of vehicles used, mileage, unduplicated rider count, and average employee and patient waiting time. Data is purged on a contract specific schedule.	Monthly or upon request	All Data listed will be recorded and stored in our system.
Fleet Vehicle Status Report: A demonstration of the compliance of all vehicles to federal, state, and contractual requirements.	Weekly	Data will predominantly be housed in the Enterprise Fleet Management System
Complaints	Daily, Weekly, Month or ad hoc	Data for this report will be recorded through Mobile Data Terminals or entered directly into our system and reside in our system.



**1.2.3.5 Fleet**

To supplement the City’s existing fleet of fourteen vehicles and ensure convenience, adequacy of coverage, proper redundancy, and efficiency, GC Logistics is proposing supplementing the fourteen vehicles supplied by the City with one Ford Transit Van capable of multi-loading wheelchairs, as well as two Dodge Caravan Minivans. For accessibility, fuel efficiency, and safety, we believe that the Dodge minivans will be the best option to satisfy a portion of the ambulatory trips solicited in the RFP. All our vehicles have capacity for attendants, luggage, and any medical equipment required to be transported.

Notably, GC Logistics policy calls for a 10% reserve vehicle capacity on the ground at each operation. This additional capacity allows ease of scheduling maintenance and an ability to quickly add capacity if the need arises. No vehicle will be placed into service without prior inspection by the RTS.

Supplemental GC Fleet for this project	Type	# of Vehicles	ADA Approved	GPS Tablet	Ambulatory Capacity per Vehicle	Wheelchair Capacity per Vehicle
2018-2019 Ford Transit	W/C Van	1	✓	✓	6	2
2018-2019 Dodge Caravan	Mini Van	2		✓	6	0
TOTAL		3				



**1.2.3.5.1 Ability to Source Vehicles**

We have included our negotiated volume incentive program from Fiat Chrysler, that allows us to purchase vehicles at a steep discount. GC Logistics works to drive pricing power around the country and provide the best fleet at the lowest cost. Please reference **Appendix C**.



### *1.2.3.5.2 Vehicle Maintenance Plan*

GC recognizes the importance of running an efficient maintenance program. Not only does it reduce repair-related expenses, but it ensures we are able to provide our clients with the safe, reliable services they deserve. GC will perform or cause to perform all preventive vehicle maintenance and vehicle repair necessary to safely and reliably operate the Gainesville Paratransit Service. No vehicle (including City owned vehicles) will be placed in operation with visible body damage or vandalism, or any known defect that would prevent safe and reliable operation. Vehicle exteriors will be washed, and interiors will be swept and cleaned daily before the vehicle is put into service. Once a week all vehicles will undergo a deep cleaning and sanitizing by washing all windows, seats, floors, seatbelts, lifts, etc., with a germ-killing cleanser. Each time the vehicle is cleaned a record will be kept for a minimum of fourteen (14) days in the vehicle. This record will state what was washed, who washed it, and when it was washed.

GC will employ a Maintenance Manager to work from our Gainesville facility. This individual will be tasked with facilitating routine maintenance and other repairs. The Maintenance Manager will report to the General Manager who will ensure adherence with GC's Maintenance Plan. All vehicles are serviced according to a 3,000 Mile Preventive Maintenance Schedule.

Our preventive maintenance intervals exceed vehicle manufacturer suggestions. Enterprise Fleet Maintenance software enables us to keep current and complete maintenance records of all routine maintenance as well as repair work performed for each vehicle in this fleet. Maintenance activities will be recorded in real-time.

### *1.2.3.5.3 Preventative Maintenance Plan*

We are confident in the success of our preventative maintenance plan. The following items enable the plan's success.

- **Automated notifications** of approaching service intervals. Enterprise Fleet Management, our maintenance tracking and management software (described later in this section), alerts our maintenance supervisor of approaching intervals for each required service.
- **Pre-Trip Inspection:** Before each run, the driver is required to complete a pre-trip inspection which reviews the status of the vehicle including fluid levels; operating status of doors, windows, seat belts, lights, etc.; tire wear; and physical assets (first aid kit, fire extinguisher, etc.). The Pre-trip Inspection Report is also filed in our local office. It provides notice to our in-house staff about vehicles that may require repairs or maintenance outside of the Preventative Maintenance Schedule. This process ensures that GC identifies any potential vehicle issues early on, promoting the safety and availability of all our vehicles. To ensure policy adherence to pre-trip inspection, our Field Auditors check for these forms during random audits in the field. Any driver whose pre-trip inspection is not complete will be sanctioned accordingly. This may include loss of bonus or even suspension or termination upon multiple incidents of non-compliance.
- **Monthly Vehicle Inspection:** Each vehicle in our fleet is subject to a detailed assessment every quarter. Overseen by the Field Supervisor, the inspection evaluates the vehicle condition and validates that all required features are in good, working order. This detailed inspection includes, but is not limited to, a review of the exterior for body damage, lights, turn signals, tires, doors, windshield, mirrors and exhaust system. If any of those items fail inspection, the vehicle is removed from service until repaired. Additional evaluation is undertaken for cleanliness and physical assets (e.g., first aid kit and wheelchairs).
- **Preventative Maintenance Inspections (PMIs)** will be completed at prescribed mileage intervals to effectively monitor vehicle wear and to ensure that repairs are performed timely. PMIs are documented in our database. All GC vehicles are serviced according to a manufacturer established maintenance schedule and any specific contract requirements.



#### 1.2.3.5.4 *Service Intervals*

Each vehicle in our fleet will have a specific maintenance schedule loaded in the Enterprise Fleet Management software. The Maintenance Manager and General Manager will begin every week with a comprehensive review of each scheduled maintenance visit for the week. During a maintenance period, a compliant and approved reserve vehicle will be placed into service so that capacity remains stable. The following is an example of the service intervals for a Ford Transit. Each task will create a mandatory appointment that the Maintenance Manager will audit and confirm that the vehicle receives from the proper technician.

### **2018 Ford Transit**

#### **3,000 Mile Service Schedule**

- Inspect and lubricate all non-sealed steering linkage, ball joints, suspension joints, drive-shafts and u-joints
- Inspect brake pads/shoes/rotors/drums, brake lines and hoses, and parking brake system
- Perform multi-point inspection
- Change engine oil and replace oil filter
- Rotate and inspect tires; check wheel end play and turning noise

#### **15,000 Mile Service Schedule**

- Inspect complete exhaust system and heat shields
- Inspect cooling system and hoses
- Replace engine air filter

#### **60,000 Mile Service Schedule**

- Inspect 4x2 front wheel bearings; replace grease and grease seals
- Replace platinum-tipped spark plugs

#### **105,000 Mile Service Schedule**

- Change engine coolant
- Change rear axle fluid (vehicles equipped with Dana axles)
- Inspect accessory drive belt(s)

#### **150,000 Mile Service Schedule**

- Replace accessory drive belts (if not replaced within last 100,000 miles)
- Replace front 4x2 wheel bearings and grease seals, lubricate and adjust bearings
- Front bearings are replaced during brake component repairs which normally occurs prior to 150,000 miles
- Change rear axle fluid (vehicles equipped with Dana axles)
- Change automatic transmission/transaxle fluid and filter

### **Parallel Arm Lift Maintenance and Lubrication Schedule**

Proper lift maintenance is necessary to ensure safe, trouble free operation. Inspecting the lift for any wear, damage or other abnormal physical or operating condition is part of GC's daily pre-trip inspection. GC's preventive maintenance program also addresses Braun Corp's® maintenance and lubrication schedule. The maintenance and lubrication procedures specified in the following task list are performed on a 750-lift cycle or quarterly interval, whichever comes first.

#### **750 Operating Cycles**

- Inspect and lubricate outer/inner barrier latch, lever and switch pivot points and roller bearings
- Inspect and lubricate outer barrier gas springs
- Inspect and lubricate Lift-Tite™ latches and gas (dampening) spring pivot points
- Inspect Lift-Tite™ latches and gas (dampening) springs for wear or damage (bent, deformed or misaligned), positive securement (lock nuts / external snap rings) and proper operation
- Inspect Lift-Tite™ latch rollers for wear or damage, positive securement and proper operation
- Inspect cotter pins on platform pivot pin
- Inspect outer barrier for proper operation positive securement, and detached or missing spring(s)



- Inspect lift for wear, damage or any abnormal condition
- Inspect lift for rattles
- Hydraulic Fluid (Pump module) - Check level.
- Inspect the hydraulic system (cylinder, hoses, fittings, seals, etc.) for leaks.
- Inspect cylinders, fittings and hydraulic connections for wear, damage or leaks
- Inspect and lubricate parallel arms, bearings and pivot pins for visible wear or damage
- Inspect and lubricate parallel arm pivot pin mounting bolts
- Inspect platform pivot pins, bearings and vertical arms for wear, damage and positive securement
- Inspect outer/ inner fold arms, saddle, saddle support and associated pivot pins and bearings for visible wear or damage
- Remove pump module cover and inspect:
  - Hydraulic hoses, fittings and connections for wear or leaks
  - Harness cables, wires, terminals and connections for securement or damage
  - Relays, fuses, power switch and lights for securement or damage
  - Inspect gas springs and cylinders for wear or damage, proper operation and positive securement
- Perform complete function check and safety interlock operation (make adjustments as required)

#### 1.2.3.5.5 *Never Miss a Trip*

In the event one of our vehicles has an equipment failure in the field with passengers on board, a Field Auditor will respond to the failure and dispatch and the City will be immediately notified. The Field Auditor will either provide the driver with a replacement vehicle or a “reserve” status driver will be dispatched to complete the trips. If the failure occurs en route to pick up passengers, dispatch will reassign the trip and prevent late arrivals. A Field Auditor will respond to the failure until maintenance personnel arrive. Maintenance Technology: Enterprise Fleet Management

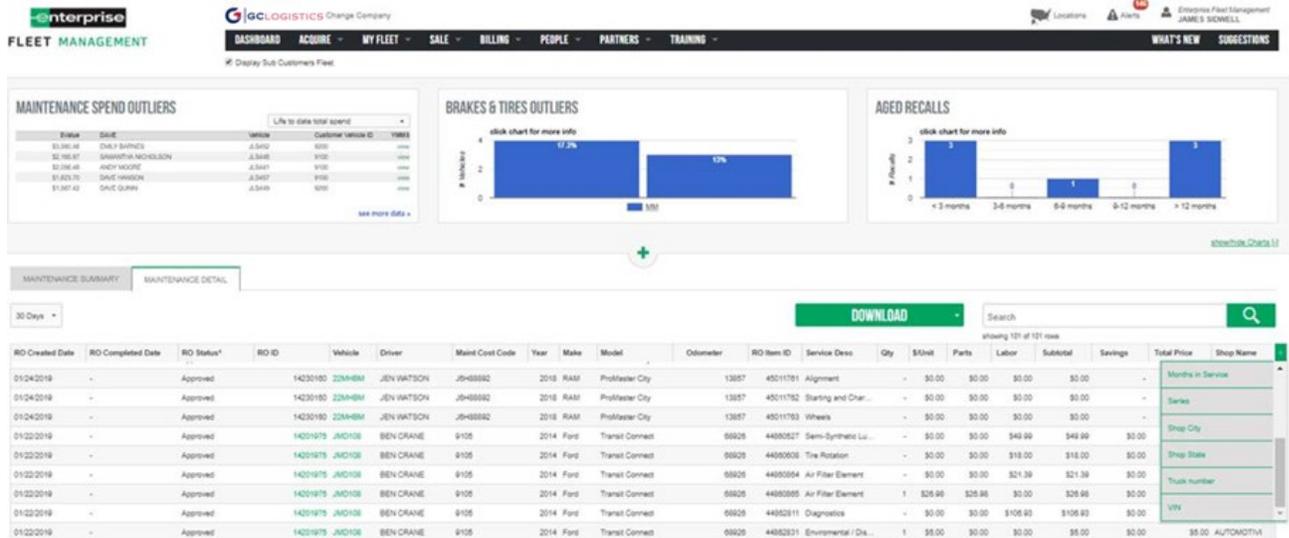
We will utilize Enterprise Fleet Management software to manage our maintenance program under this contract. All maintenance performed on GC vehicles will be logged into the system. This technology provides on demand technical service bulletins (TSB’s), recalls and current diagnostic data. All maintenance services will leave audit trails that allow connection between crucial data points such as dates, work order numbers, purchase order numbers, mechanic names, vehicle numbers, parts and service vendors, odometers, and many others. We will use Wex fleet cards that integrate with Enterprise software to efficiently manage and monitor fuel usage.

Enterprise has a wide selection of industry standard reports, and GC staff will also be able to create ad hoc reports. Upon request we will produce all maintenance records for any single vehicle or any range of vehicles within 24 hours, sorted by vehicle ID, to include at least the following:

- Vehicle ID



- Date of report
- Date and time vehicle removed from active service
- Reason for work (preventive maintenance or report of problem)
- Detailed description of work performed
- Identification of personnel or Contractor performing work
- Date and time vehicle returned to active service.



1.2.3.5.6 GC Logistics' Maintenance Support in Gainesville

Through our partnership with Enterprise, GC Logistics can offer one of the most reliable, comprehensive and cost-effective maintenance and repair programs in the industry. We will have a dedicated, Florida Enterprise account team to proactively manage and develop the fleet and maintenance plan while delivering the highest level of client service to facilitate day-to-day needs.

Enterprise will also provide monthly management reports that are available through an online dashboard for immediate access. Enterprise will meet with GC Logistics quarterly — or more often, if necessary — to discuss these reports and ensure the maintenance program is working exactly as intended.

Enterprise will help oversee all factory-recommended preventive maintenance services as per the schedule prescribed by the original equipment manufacturer (oil changes, tune-ups, etc.) as well as all incidentals and parts required for preventive maintenance (fluids, belts, hoses, etc.), including wheel alignments, and all unscheduled and common repairs (engines, transmissions, battery, etc.).

GC Logistics leverages Enterprise's agreements and relationships with supply vendors to source materials at industry-best pricing.

All maintenance will be handled at our Gainesville facility in full compliance with local, state, and federal regulations.

Summary

- All vehicle maintenance data/costs will be tracked, audited, and consolidated into a dashboard.
- Dashboard provides real-time updates, maintenance notifications and additional vehicle data.



- Enterprise mobile app provides maintenance notifications, locator, roadside assistance, and more for our Maintenance Manager.
- Monthly maintenance reports which show cumulative activity
- Warranty repairs are referred to the appropriate dealer.
- Repairs just outside of warranty are also referred to the dealer and the National Service Department (NSD) will seek goodwill assistance from the manufacturer for these repairs as long as they qualify and are not due to neglect

#### ***1.2.3.6 Local Operation and Maintenance Facility***

GC Logistics has already made a trip to the Gainesville area to review the local real estate market. We have worked with a local broker to identify several conveniently locate facilities compliant with the City's requirements. Upon award, we will execute a lease with one of the pre-identified facilities.

#### ***1.2.3.7 Invoicing and Audit***

Our routing and scheduling software allows a digital audit trail of all manifests and trips completed under this contract. We will invoice the city on a monthly basis for trips actually completed. The invoice shall be submitted by the 10th day of each month for the month preceding. The invoice shall indicate a deduction for fares collected. We understand and will comply with the payment and invoice terms detailed in RFP section T, 1.1.

#### ***1.2.3.8 Fares***

Fare totals will be audited against driver logs and encounter data at the end of each shift. Each driver will be responsible for fares of each client transported until the end of their shift, when fares will be collected by the General Manager or appropriate Supervisor. Both the driver and manager receiving the fares will be required to provide their signature on an end-of-shift fare report form based on the audit against encounter data provided on trip sheets and digital trip logs. Only the General Manager and appropriate supervisor will have access to the office safe and funds inside fare boxes.

End of day fares will be placed in our office safe, along with signed end-of-shift fare receipts until the time of deposit. The cash on hand maximum for our office safe will be \$1,000. Fare from the office safe will be deposited by the Project Manager or appropriate Supervisor any time they exceed or reach \$1,000, but not less than once per week. Each day, our managers will run a fare report based on encounter data and driver logs and will audit all cash on hand as well as any fare collected through media against these reports. We will prepare appropriate paper fare media at our office. Any discrepancies will be identifiable because of end of shift, signed fare receipts.

#### ***1.2.3.9 Insurance***

GC Logistics complies with similar insurance requirements across the country. A certification of our insurability is attached in Appendix B.

#### ***1.2.3.10 Community Involvement***

When GC Logistics opens in a new market, we make every effort to become a local company. This process starts with visiting local ADA advocacy groups to ensure that our service product is in line with passenger needs and that we address any concerns from prior the service provider. We hire locally and provide on-the-ground implementation team support until the local team is fully operational.



### 1.3 Quality Assurance Plan

The purpose of the Quality Assurance (QA) Plan is to ensure there is a culture of continuous quality performance and improvements. The General Manager and Corporate Quality Assurance (QA) team are charged with ensuring that all key performance standards are met, and that services are provided in a manner consistent with State and Federal law and RTS policies and rules. Utilizing a range of controls to minimize program errors, the QA department is tasked with overseeing the development and management of corrective action resolutions as needed and ensuring that all reports are submitted in accordance with contractual requirements. The QA Plan identifies GC Logistics' protocols and key performance metrics for monitoring the quality of service provided to RTS and clients, including those related to:

- Driver training, and performance
- Customer Service
- Vehicle reliability
- Complaint Responsiveness and Control
- On-time delivery of services
- Transportation Performance Metrics
- Accidents/incidents

The tables on the following pages a brief description of the methodology utilized to measure metrics for major components of this plan. These subjects are more thoroughly discussed within the body of this plan. Reports integrated through our proprietary tablet application are included in **Appendix D**.

#### 1.3.1 Quality Assurance Department

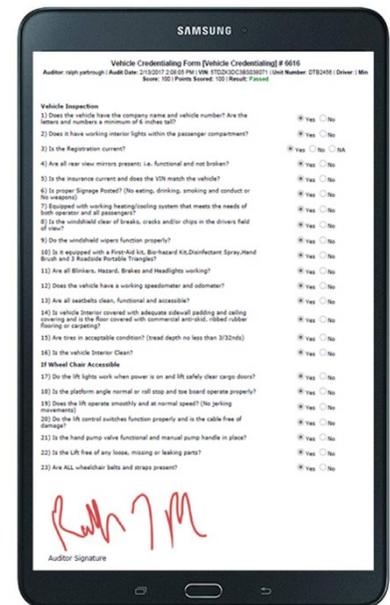
The Corporate QA Manager Designee and QA Staff will work closely with all Departmental Managers to ensure overall contract compliance. The QA department will:

- Identify trends,
- Assist in determining corrective actions, initial training and remedial training
- Report findings and determine follow up audit dates,
- Provide closure and report the outcome.

#### 1.3.2 Field Auditors

GC Logistics will employ a local field auditor for the RTS project. This auditor will report directly to the Corporate Quality Assurance department. These auditors use proprietary tablet inspection application to conduct field audits of all aspects of our operation. Auditors spend 70% of time monitoring contract compliance and inspecting vehicles. All reports in the appendix are electronically generated and stored through the tablet application. Notably, all reports are fully customizable. Each audit report, including management's response to the draft report, is submitted to the QA Manager for review and approval. The report becomes final after the QA Manager approves it.

**Audit Follow-Up** - A reasonable period of time will be identified during the debriefing and in the final report. The Final report will be given to the department Head requesting that they prepare a status report of corrective actions taken and provide any support that delivers evidence that corrective actions have been implemented. This process is repeated for every audit being performed. Failure to comply with standards, policy and regulations within the prescribed timeframes identified in the report may be cause for disciplinary action including administrative action to include termination of contract or employment if internal.



### 1.3.3 Management of Performance Standards, Milestones, and/or Deliverables

Performance standards should be objective, measurable, realistic and clearly stated. Once these standards are agreed to by both GC Logistics and RTS, our General Manager will continually measure and update these metrics to ensure all goals are being met.

### 1.3.4 GC Logistics Basic Performance Standards

Quality Control Plan Standards	Performance Standard	Measurement and Monitoring Methodology	Responsibility
Compliance with Contractor Personnel Standards & Requirements	100%	Through LaborChex system, we can monitor driver requirements and run checks upon request	Director of HR & Safety
Compliance with Security Standards & Requirements	100%	Through Quality control measures captured within our system	Director of HR & Safety
Compliance with Safety Procedures & Standards	100%	Through real time monitoring and system triggers	Director of HR & Safety/General Manager
Compliance with seat belt or child safety restraint system standards	100%	Through real time monitoring system – DriveCam	Director of HR & Safety
Provide Ridership Count Reports upon request	100%	Data captures allows ad hoc reports immediately. General Manager will provide upon request	General Manager
Notify the COR verbally of accidents/incidents	100%	General Manager will report all incidents/accidents to COR immediately upon notification	General Manager
Submit written accident report or incident report to the COR by close of business next day	Not more than 1 occurrence per month	<ul style="list-style-type: none"> <li>a) Driver incurs termination point and 2-year probation. Driver is terminated upon second termination point.</li> <li>b) Incident report tracks all activity. It is generated by the Risk Department weekly and shared with the General Manager, Service Delivery Coordinators and all corporate departments.</li> </ul>	General Manager
Completed Daily vehicle Safety/Security Inspection Checklist	100%	Data captures allows ad hoc reports immediately. General Manager will provide upon request	General Manager
Federal and SOW vehicle standards/requirements	100%	Quality Assurance methods	Director of HR & Safety
Vehicle is clean and provides a smoke-free environment	100%	Data captures allows ad hoc reports immediately. General Manager will provide upon request	Director of Operations



Maintain 18-30 degrees Celsius passenger compartment temperature	Not more than 1 occurrence per month	By reviewing inspection documents and periodic checks by auditor	General Manager
Compliance with Transportation Standards and Procedures	100%	Data captures allows ad hoc reports immediately. General Manager will provide upon request	Director of HR & Safety
Perform all scheduled runs and service all stops	90%	Data captures allows ad hoc reports immediately. General Manager will provide upon request	General Manager
Notification to the COR of a time delay of 5 minutes or longer in completing a run	100%	Through real time monitoring - Data captures allow ad hoc reports immediately. General Manager will provide upon request	General Manager
Delay not corrected within 60 minutes of contractor notification to the COR	100%	Through real time monitoring – Daily reports provided to General Manager – Dashboard indicators	General Manager
Report employee/patient misbehavior in writing by the end of the day if incident occurred on a morning run, and by 10:00AM the next day for a midday or afternoon run	No more than 1 occurrence per month	Quality Assurance methods, daily reports and through real time monitoring	General Manager
Perform and administer quality control program including subcontractor management, if applicable, in accordance with the QCP	100%	Through data captures, using real time monitoring reports, and ad hoc reports	Director of Operations



### 1.3.5 GC Logistics Project Specific Performance Standards

Task	PWS Reference	Performance Standard	Measurement and Monitoring Methodology	Responsibility
Confirmation of next day scheduled services	3.1.2.2	95% monthly	Measurement: Confirmation calls to each passenger and confirm service request with Transportation Office no later than 7:30pm daily Monitoring: QA audits, call logs and client surveys	General Manager
Confirmation of same day scheduled services	3.2	95% monthly	Measurement: Confirm receipt of transportation request and pick up time within 15 minutes of receipt of request Monitoring: QA Audits, TripMaster reports	General Manager
Pick up and transport of patients	4	95% monthly	Measurement: Total number of trips divided by total number of on-time performance issues. Monitoring: QA audits, Field Supervisor Audits, complaints, Member and facility surveys, driver logs, TripMaster reports	Quality Assurance Department and General Manager
Wait Time	6.2	95% monthly	Accuracy of claims is verified through a quarterly audit of a random sample of claims conducted internally and Submitted claims are compiled and reviewed daily, weekly and monthly to ensure all claims are processed accurately.	Claims Processing Coordinator and Quality Assurance Department
Number and type of accidents/incidents		Preventable incident/MVR infraction = 1 termination point  2 non-preventable incidents in 24 months = 1 termination point	Driver incurs termination point and 2-year probation. Driver is terminated upon second termination point.  Driver incurs termination point and 2-year probation. Driver is terminated upon second termination point.  Incident report tracks all activity. It is generated by the Risk Department weekly and shared with the General Manager, Service Delivery Coordinators and all corporate departments.	Director, Risk Management And Safety Review Board
Complaints		99.5% complaint free	Method of monitoring: RTS and recipient complaints received.  Measurement: The total number of complaints divided by the number of authorized trips received.	General Manager



### 1.3.6 Driver Training

#### 1.3.6.1 Training

All drivers are considered compliant when they have successfully completed all introductory and refresher training, and these documents are loaded into GC Logistics’ credentialing database. The QA department’s field supervisors will participate at a minimum in the practical application portion of initial and follow on training for GC Logistics drivers utilizing GC Logistics’ training resources. This approach will ensure procedural consistency throughout the training and audit process. All training will be conducted pursuant to state and federal laws and agency rules.

#### 1.3.6.2 Standard

The curriculum for GC Logistics drivers consists of courses developed by the National Safety Council, as well as GC Logistics proprietary courses. 100% training requirements are satisfactorily met prior to being considered fully qualified. All skill assertions have a test-out mandate which varies by course. For Performing Provider Drivers, GC Logistics requires 100 percent adherence to the following training metrics:

COURSE	MINIMUM SCORE	FREQUENCY
ADA training	90%	Bi-Annually
Basic First Aid	90%	Annually
Civil Rights	90%	Bi-Annually
Claims Processing Requirements	90%	Bi-Annually
Client Rights and Responsibilities	90%	Annually
Customer Service	90%	Annually
Dealing with clients with behavior and/or violent behaviors	90%	Annually
Defensive Driving	90%	Annually
Operating Procedures	90%	Annually
Quality Assurance Plan	90%	Bi-Annually
HIPAA Training	90%	Annually
Passenger Assistance Techniques	90%	Annually
Trip documentation (Signature logs)	90%	Annually
Transfer and proper restraint of mobility devices including scooters	90%	Annually
Service Delivery	90%	Annually
When and How to Call for Emergencies	90%	Annually
Emergency Procedures for Transportation Providers	90%	Annually
Universal Precautions for blood borne pathogens	90%	Annually
Use of Fire Extinguisher	90%	Annually
Wheelchair transfer and securing of wheelchair in vehicle	90%	Annually
Completion of Driver Log	90%	Annually
Culture Diversity Training	90%	Bi-Annually

#### 1.3.6.3 Evaluation Method

All training activities are documented in the driver’s file in People-Trak. The database is monitored daily by our Credentialing Specialist. The database notifies GC Logistics personnel of upcoming expirations to time sensitive material. Corporate Human Resources staff monitors adherence to these protocols and always works collaboratively with QA staff to ensure that all drivers approved for service meet all credentialing and training requirements.



### 1.3.6.4 *Reporting*

The QA Staff will report all findings to the QA Manager and Performing Providers' management. Any insufficient findings of a driver's training documentation will result in removal from operations until training is conducted and documentation is provided and entered into the driver's file.

### 1.3.6.5 *Corrective Action*

Driver fails to pass training test subjects; the following actions are performed by the Training Department:

- Notification is provided to the Quality Assurance Manager which includes test score(s) for each driver that failed to pass
- Driver status within scheduling software
  - New Hire – remains in uncertified status
  - Existing Driver – changed to “inactive” status
- Schedule drivers to undergo remedial training within (2) business days or sooner if feasible
  - Driver will be retested after training
    - Pass – notification provided to QA manager, Departmental manager and credentialing specialist
    - Fail – notification provided to QA manager, Departmental manager to determine driver status
      - *May result in termination*

## 1.3.7 **Customer Service**

Quality assurance of customer service is divided into several parts.

- Daily monitoring of Call Center Performance
- RTS Surveys
- Vehicle Reliability and inspections
- Complaint responsiveness and resolution

### 1.3.7.1 *Call Center Monitoring*

In order to ensure professional customer service activities, GC Logistics performs continuous call monitoring of recorded and/or live calls for each Customer Service Representative (CSR) daily. The purpose of the monitoring, in addition to meeting performance requirements, is to constantly improve the level of customer service provided to the clients and provide an opportunity to coach and mentor CSRs by identifying challenges regarding quality control.

GC Logistics' CSRs, managers and supervisors receive thorough training on company and contract policies and procedures to ensure appropriate and timely service. For a full description of training requirements and documentation of the training program, refer to GC Logistics' Call Center Training Manual.

No calls will be answered by tape recordings as destination during business hours except under unusual circumstances.

### 1.3.7.2 *Medical Facilities Survey*

#### 1.3.7.2.1 *Standard*

Quarterly surveys will be sent to local facilities with common drop-offs/pick-ups

#### 1.3.7.2.2 *Evaluation Method*

Quality Assurance personnel will conduct Quarterly audits at medical facilities to ensure service delivery and on time performance is equally experienced by the receiving medical facilities.

#### 1.3.7.2.3 *Reporting*

Results of the facility audits are reported to appropriate department or provider where feedback may require corrective action. QA will communicate with the Network Coordinator(s) and Regional Operations Manager for determining appropriate corrective action and follow up.



### 1.3.7.3 *Vehicle Reliability*

#### 1.3.7.3.1 *Standard*

90% Fleet Availability. A vehicle is determined to be available if it meets all local, state and safety regulations. A sufficient number of safe and reliable vehicles must be available every day to successfully accomplish all authorized trips in a timely manner.

#### 1.3.7.3.2 *Evaluation Method*

Review of Flash Report - A weekly report is produced by the Fleet Manager. The Flash Report is an internal report that is used to monitor percentages of fleet in use on a weekly basis. Months are combined to create a quarterly average. The average number of unavailable vehicles for the quarter may not be higher than 10%.

Quarterly, 25% of fleet vehicles will be audited by a review of documentation forms described below to include physical inspections. Vehicles are selected through a random process using an excel formula. Once an audit has been completed on a vehicle, that vehicle is removed from the random pool. Upon completion of the contract year 100% of network vehicles will be inspected.

- Vehicle Pre-Trip Inspection: Properly filled out and vehicle physically verified against inspection sheet. This form is filled out by the driver and maintained by the fleet manager. A sample pre-trip inspection form can be found at the end of this section.
- Preventive Maintenance Inspection: Preventive maintenance is performed at appropriate service intervals consistent with make, model, year, and odometer readings. Internal evaluation can be queried from GC Logistics' fleet maintenance data- base. A random selection and review of supporting maintenance forms and invoices will be utilized to solidify database findings. This evaluation may be conducted randomly or at a minimum in conjunction with the Quarterly Audit.
- Quarterly Vehicle Inspection: This inspection is a detailed physical inspection of the vehicle. If any safety related item fails the inspection, the vehicle will be removed from the service until corresponding maintenance actions have been performed.

#### 1.3.7.3.3 *Reporting*

All vehicle reliability audits will be reported to the QA Manager within 3 business days following the audits. The QA department and General Manager will determine appropriate follow up dates for re-inspection of any major failures.

#### **A failure is determined when:**

- Any item affecting safety is identified
  - Fire extinguisher has been removed from the vehicle
  - Tire tread is unacceptable
  - Windshield wipers do not work or are missing
  - Signal lights do not work
  - Head or break lights are not working or broken
  - Vehicle lift is inoperable
  - Seat belts do not work properly and/or missing
  - Air conditioner or heater is inoperable

#### 1.3.7.3.4 *Corrective Action*

The following occurs when a vehicle fails an audit:

- Quality Assurance Field Auditor completes the report within the application system which notifies the appropriate staff, Credentialing specialist, Regional Manager, Field Compliance Manager, Quality Assurance Manager and General Manager.
  - *Note: Trip Recovery is implemented if clients are onboard the vehicle during the audit failure.*
- Vehicle is removed from service
- The credentialing specialist places the vehicle in “suspended status” until the vehicle passes inspection.
- Field Auditors continue to monitor to make sure the vehicle is not being used to perform trips via field observations



- GM submits status change form when deficiencies have been rectified
- Field Auditor inspects the vehicle
  - Pass – vehicle’s status is changed from suspended to active
  - Fail – notification process via application is initiated. Process continues until it meets the desired specifications.

*See Inspection Report Attached in Appendix D*

#### **1.3.7.4 Complaint Responsiveness and Control**

Complaints may be received from any source including, but not limited to clients and from RTS or other entities. GC Logistics’ QA department will conduct an internal review to explain or resolve a complaint from Performing Providers or from Clients when related to the denial, reduction or delay of a transportation service for which that Client is, or believes to be, eligible.

##### **1.3.7.4.1 Standard**

GC Logistics’ goal is to achieve a complaint rate of less than 0.1 percent and not in excess of .5%. In the event a client or stakeholder is dissatisfied with the service they receive, GC Logistics will process the complaint or grievance in compliance with RTS guidelines and quickly investigate as applicable to resolve any issues using the following response times:

- 5 days for service delivery complaints and complaints received - conducted by Complaint Specialist
- 3 days for ombudsman complaints or other complaints received by RTS, conducted by Complaint Specialist
- 24 hours for legislative complaints directly led by the General Manager.

##### **1.3.7.4.2 Evaluation Method**

- The QA staff will ensure all responses and corrective actions are achieved within the prescribed timeframes.
- The QA Manager will identify and review complaint trends, recommend and conduct follow-up audits and training as necessary.
- GC Logistics personnel will ensure all employees associated with service delivery do not interfere with or contact a client when the client sends an inquiry, complaint, grievance, appeal or client survey directly to RTS.
- The complaint rate must be less than or equal to 0.5%.
- The complaint rate is determined by the total number of complaints divided by the number of authorized trips received by GC Logistics drivers.

##### **1.3.7.4.3 Reporting**

The QA department will compile all results of the complaint management process and provide results and recommendations to the General Manager, as well as report findings to RTS within the prescribed timeframes.

##### **1.3.7.4.4 Corrective Action**

In the event the complaint metric falls below an acceptable percentage, the Quality Assurance Manager will develop a corrective action plan to resolve identified metric failures. A corrective action plan would include:

- The failed metric and the metric standard
- What steps will be taken to promote change/improvement
- Detailed outline of who will assist with the corrective action
- When and how the corrective action will be implemented
- Who will be responsible for implementing and oversight of the corrective action plan
- Timeline
- Post implementation review of the timeline and desired outcome



### 1.3.8 On-time Performance (OTP)

GC Logistics' on-time delivery of services is one of the primary measures of customer satisfaction for clients and healthcare providers. On-time Performance (OTP), is defined as the following:

- Clients arrive at appointments on time but are picked up no more than 15 minutes prior to the scheduled pick up time.
- Clients depart from appointments no more than 15 minutes after the scheduled pick up time for the return trip.
- Clients cannot be dropped off at the scheduled drop off locations (as designated by the facility) no earlier than 90 minutes before and no later than 30 minutes prior to the scheduled appointment.

#### 1.3.8.1 Standard

98% On-time Performance

#### 1.3.8.2 Evaluation Method

OTP is determined by: (number of on-time trips) ÷ (total number of trips for the month/quarter).

To determine performance, the QA department can measure actual performance against standards through software generated reports to determine the percentage of late events that have occurred. This is accomplished by comparing scheduled times with actual performance times.

The following are some methods the QA department can use to assist with determining options for projects that have difficulty meeting OTP requirements.

- Assist in creating detailed routes for each available driver and vehicle.
- Enable real-time communication between the Call Center Staff, Dispatchers and Drivers so that routes are optimized throughout that day as changes occur through the utilization of Mobile Data Terminals (MDTs)
- Thoroughly examine data from the software system to determine trends that may be causing the unsatisfactory performance. Once the trend is identified, actionable items may include:
  - Addition of assets during a specific time window of the day
  - Addition of assets in a specific service area
  - A shift in vehicle capacity types
  - Adjustments in regional scheduling parameters
  - Corrective action recommendations with specific providers, dispatchers, drivers and associated team members

Internally, each GC Logistics operation has an optimum trip/asset ratio that is tied to the OTP threshold. If the operation exceeds the late event threshold or the complaint threshold, this ratio will be reviewed in addition to data analysis to determine a solution and re-establish acceptable on-time performance.

### 1.3.9 Transportation Performance Metrics

#### 1.3.9.1 Evaluation Method

GC Logistics' QA Department will analyze the data from our Customer Service Center each day to ensure performance metrics are documented, in compliance with contract requirements and operations are running at peak efficiency. Contract compliance and performance will be monitored and tracked through software reports.

#### 1.3.9.2 Reporting

All performance measures will be reported on the daily activity report.

#### 1.3.9.3 Corrective Action

In the event the performance metric falls below an acceptable percentage, the Quality Assurance Manager will develop a corrective action plan to resolve identified metric failures. A corrective action plan would include:

- The failed metric and the metric standard



- What steps will be taken to promote change/improvement
- Detailed outline of who will assist with the corrective action
- When and how the corrective action will be implemented
- Who will be responsible for implementing and oversight of the correction action plan
- Timeline
- Post implementation review of the timeline and desired outcome

### 1.3.10 Accidents and Incidents:

#### 1.3.10.1 Definitions

**Accident:** An unexpected event or series of events causing loss or injury to a person or property (e.g., automobile).

**Incident:** An unplanned event or allegation of an event that potentially interferes with the client's ability to receive services, substantiated by commission records, transportation or medical provider records, and witnesses to the event.

#### 1.3.10.2 Standard

GC Logistics considers the elimination of incidents and accidents a major goal. However, inherent with the transportation providing industry, an overall mitigation strategy embedded throughout our training and audit processes.

#### 1.3.10.3 Evaluation Method

GC Logistics maintains the following procedures governing the reporting of all occurrences, including oversight by the Quality Assurance Team and Safety Committee. Recordkeeping, accountability, and trend analysis are key to reducing accidents/incidents throughout our operations.

**The QA department will assist in ensuring that:**

All accidents/incidents will be reported to management, investigated, documented and reviewed by GC Logistics' Quality Assurance department and GC Logistics' Safety Committee.

**Results may determine:**

- Need for more intensive driver training.
- Improved driver selection procedures.
- Improve vehicle inspection or maintenance activities.
- Changes in route patterns.
- Removal from performing services.

**Recordkeeping documents are on file:**

- Documentation of causes and corrective action.
- Analysis of accidents/incidents to determine trends, recurring problems to draw from for further control measures.

**Responsibility:**

Since the Driver is the first person at the accident scene, he/she will initiate the information-gathering process as quickly and thoroughly as is feasible. The Driver will then report the accident to their appropriate supervisor with all details on an internal incident/accident form.

- I. Accident/incident with injury – within thirty (30) minutes
- II. Accident/incident without injury – within eight (8) hours.

The initial notification could be oral and include the time and date, vehicle, driver, names of all parties involved, and a description of the event. Afterward a follow-up written report with a completed copy of the accident report form or incident report form, a copy of the police reports and a complete description of the event. At our discretion, we may send a representative to the site of the accident or incident.

**Dispatchers/Supervisors/ Managers:**

- Reports of all accidents/incidents are submitted to the General Manager, who is responsible for providing all written reports to RTS, executive management, and insurance companies, along with



documentation materials such as photographs, police report, witness statements, etc. The Risk Coordinator is also responsible for ensuring that drug testing is performed.

- The Risk Coordinator will provide the written report on the applicable form(s) to RTS as well as to GC Logistics' Manager(s) and Quality Assurance Department, within the timeframes discussed.
- The Regional Operations Manager and Quality Assurance will immediately proceed with (or cause to have conducted) an investigation to determine the underlying causes as well as what can be done to prevent similar occurrences.

#### **GC Logistics Safety Committee**

- All vehicle collisions will be analyzed and summarized for management to review through the safety committee. Their main charge is to determine whether a fleet accident/incident was preventable or non-preventable and whether it is chargeable to the driver.
- The Safety Committee consists of the following personnel and meets on a monthly basis:
  - Corporate HR and Safety Director
  - General Manager
  - Operations Supervisor
  - Quality Assurance Manager
  - Field Auditors
  - Human Resource Personnel
- Where the collision was preventable by the driver, the driver will be counseled, and may require additional training or may be placed on probation, suspended, or terminated. The actions taken by management are not limited, however, to those listed above. GC Logistics maintains the right to remove any driver from service, whether they are employees of GC Logistics.

#### **1.3.10.4 Reporting**

GC Logistics' performance is reviewed each week by GC Logistics' Human Resource Director who measures each Region's performance the previous week and provides feedback to the General Manager regarding any potentially negative safety trends that require intervention (i.e., additional training, reinforcing GC Logistics policies, etc.).

Annually, the GC Logistics' Human Resource Director, using tools provided by GC Logistics' insurance company, can track trends in type and severity of incidents, suggesting modification of training or auditing procedures for the following year to mitigate any safety risks identified.

Please see the following pages for GC Logistics' Accident/Incident Reporting Forms. These may change without notice.

Accidents/Incidents will be reported to RTS by GC Logistics' General Manager in accordance with Accident and Incident Reporting Requirements.

- For Accidents/Incidents without injury, a written report will be provided within 24 hours.
- For Accidents/Incidents with an injury, a written report will be provided within an hour.
  - Note – a phone call from the General Manager may be completed to notify RTS immediately upon notification of the accident/incident if the event results in the death of a client.



### 1.3.11 GCL Business Continuity and Disaster Recovery Plan

Because of its length, GC Logistics has not provided the entire Business Continuity and Disaster Recovery Plan (BCDRP). The BCDRP covers the infrastructure in place that ensures continuity of service, in the event of a business disruption or disaster. This includes the use of cloud-based communication services, which allow calls to be taken from any location that has access to an internet connection. The document details the encryption and offsite storage of data and the ability to move services from one datacenter to another, in the event of an outage. We will make any necessary revisions to the attached plan and present it to the City for review and approval thirty (30) calendar days prior to the contract start date and annually upon the contract start date of each year thereafter.

GC Logistics' BCDRP for this Contract will detail the steps we will take to ensure we continue to meet all Contract requirements in the event of a failure relating communication or technical support systems. The plan will include processes for backup of the GC Logistics' data systems, phones and electronic media records in an appropriate location that is protected against fire, theft or other disaster.

Our BCDRP will ensure that GC Logistics' back-up system minimizes the potential for loss of data and include processes for trip continuity in instances of declared State of Emergency or the RTS directed potential or actual adverse events. At minimum, GC Logistics' will test the plan annually in the month of August each year and provide RTS the result and any necessary remediation plans within thirty (30) calendar days. The plan will be reviewed and updated annually upon the contract start date of each year.

Due to the sensitive nature of its contents, GC Logistics will release this information to the City upon notification of contract award or upon request prior to notification of contract award. Below, we have listed the major sections of the BCDRP.

1. Purpose of Plan
2. References
3. Scope of Plan
4. Responsible Parties & Emergency Contacts
5. Definitions
6. Document Management
7. Testing
8. Declaration of Disaster
9. Physical Locations
10. Access Control
11. Risk Analysis
12. Critical Business Systems
13. Critical Systems Recovery Resources
14. Critical Systems Recovery Procedures
15. Attachments
  - BCP Risk Register
  - Data Foundry Map
  - Data Foundry Power Map
  - Corporate Server Room Map
  - Computer Use Agreement
  - Applications and System Access Request Form



## 1.4 Appendix

### 1.4.1 Appendix A – Reference Contact Information

1. Client Name: Mecklenburg County North Carolina Department of Social Services  
Contact Name: Kim Moore  
Phone Number: 980-314-6876  
Email: [Kim.Moore@mecklenburgcountync.gov](mailto:Kim.Moore@mecklenburgcountync.gov)
2. Client Name: Greater Cleveland Regional Transit Authority  
Contact Name: Oliver Draper  
Phone Number: 216-356-3318  
Email: [odraper@gcrta.org](mailto:odraper@gcrta.org)
3. Client Name: Arkansas Foundation for Medical Care  
(contracted with GC acquisition, LeFleur Transportation)  
Contact Name: Karen Hisel  
Phone Number: 501-375-1200  
Email: [khisel@afmc.org](mailto:khisel@afmc.org)
4. Client Name: Department of Defense Education Activity  
Contact Name: Khadejah El Oueslati  
Phone Number: 706-545-2124  
Email: [Khadejah.eloueslati@am.dodea.edu](mailto:Khadejah.eloueslati@am.dodea.edu)
5. Client Name: Capital Metropolitan Transportation Authority  
(contracted with LeFleur Transportation)  
Contact Name: Jeff Denning  
Phone Number: 512-389-7483  
Email: [Jeff.Denning@capmetro.org](mailto:Jeff.Denning@capmetro.org)
6. Client Name: Heart of Texas Council of Governments  
(contracted with LeFleur Transportation)  
Contact Name: Rep Pledger  
Phone Number: 254-292-1800  
Email: [Rep.pledger@hot.cog.tx.us](mailto:Rep.pledger@hot.cog.tx.us)



1.4.2 Appendix B – Statement of Ability to Obtain Compliant Insurance

Triad Insurance Management & Services Agency, Inc.

117 John Robert Thomas Drive • Exton, PA 19341  
T (610) 280-9980 • F (610) 280-9985

March 25, 2019

City of Gainesville

200 East University Avenue, Rm 339

Gainesville, FL 32601

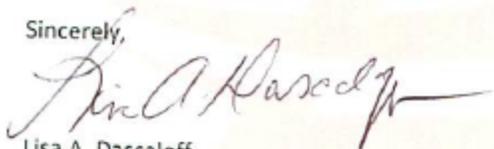
Re: ADA Paratransit Service in City of Gainesville and Alachua County RFP NO. RTSX-190028-DS

To whom it may concern:

Triad Insurance Management & Services Agency, Inc. is the insurance broker for GC Logistics of Mississippi LLC (GC). This letter is to confirm that GC has the ability to obtain insurance coverage as required in section V, part B, number 5 of RFP NO. RTSX-190028-DS.

Coverage is in the process of being obtained and will be quoted and bound when finalized and upon award of this contract to GC.

Sincerely,



Lisa A. Dascaloff

Vice President and Underwriting Manager



### 1.4.3 Appendix C – Demonstration of Ability to Provide Proposed Fleet



-CONFIDENTIAL-

February 05, 2019

GC Logistics LLC  
219 Industrial Dr.  
Ridgeland MS, MS, 39157

FCA US LLC (FCA US) Fleet is pleased to confirm the Volume Incentive Program (VIP) offered to GC Logistics LLC for the 2019 contract year. This special incentive applies to GC Logistics LLC exclusively and will be paid on specific models based on the purchase objectives described in the attached Tables.

In addition to confirming your VIP status, we want you to know that you can rely on our industry insight and experience to help you make important decisions that impact your business. Such decisions include weighing the benefit of fleet purchase and lease programs, evaluating life-cycle cost objectives, determining the value of single-source billing for routine service and parts, and choosing the right commercial financing option for your company.

You will find that it's easy to do business with FCA US Fleet. Here are just a few advantages from which you'll benefit:

- Access to our Web site ([www.fcausfleet.com](http://www.fcausfleet.com)) offers a variety of information, including Vehicle Configurator, service and parts information, ability to track your orders, payment status and remarketing information, to name a few.
- Support from our Fleet Information Center — call 1-800-999-3533 to check availability of Fleet-only options, confirm purchases, and verify build-out dates, request product literature, and more.
- Unprecedented level of product knowledge and service provided by our fleet-dedicated staff.
- Access to Servicenet — a single-source centralized service and maintenance billing network that helps save your company time and money.

As a preferred FCA US fleet customer, we want you to know that we are ready to help you and your business in any way we can.

Sincerely,

*Adam Kennedy*

Adam Kennedy  
Regional Account Executive  
(770) 314-5836





*Accident Report*

		REPORT DATE	
Driver Name:		County:	
Date of Incident:		VEHICLE # or VIN:	
Street on which incident occurred:			
City & State incident occurred in:		Time incident occurred: <span style="float: right;">AM / PM</span>	
Description of incident:			
_____ _____ _____ _____			
Describe damage to LeFleur's vehicle:			
_____ _____			
Passengers in LeFleur vehicle? (circle one) YES NO If yes, list name and phone number of each person:			
Passenger 1: _____		Phone _____	Client of LeFleur? _____
Passenger 2: _____		Phone _____	Client of LeFleur? _____
Passenger 3: _____		Phone _____	Client of LeFleur? _____
<b>INFORMATION ON OTHER VEHICLE (S) AND DRIVERS INVOLVED</b>			
VEH 1	Driver Name:		POLICY #:
Street Address of Driver:		City:	State: Phone #:
Type of vehicle:		Year:	Model:
Describe damage to vehicle 1:		Passengers in vehicle 1:	
_____ _____		_____ _____	
VEH 2	Driver Name:		POLICY #:
Street Address of Driver:		City:	State: Phone #:
Type of vehicle:		Year:	Model:
Describe damage to vehicle 2:		Passengers in vehicle 2:	
_____ _____		_____ _____	
<b>INJURIES CLAIMED</b>			
Name:	Address	Phone #	Type of injury
OTHER REMARKS:			
_____ _____			
If needed, use a separate sheet of paper for any of the above. REPORT COMPLETED BY: _____			

Revised 1/1/07



*Driver Pre-Trip Inspection Report - Wheelchair*

<b>Wheelchair lifts only</b>								
	<b>Unit# -----&gt;</b>							
	<b>ENTER DATE-----&gt;</b>	MON	TUES	WED	THUR	FRI	SAT	SUN
		/	/	/	/	/	/	/
Do the lift opening lights operate when doors								
Does the lift deploy when lift deployment switch is depressed?								
Does the lift safely clear the cargo doors?								
Does the lift operate smoothly (no jerking movements)?								
Does the lift operate at a normal speed?								
Does the lift, when stowed appear to be loose?								
Does the roll stop or toe board latch operate properly?								
Do the handrails operate properly?								
Is the platform angle normal?								
Is the lift operation quiet?(no rattling or grinding)								
Has the hand held switch box cable been damaged?								
Do the lift control switches function properly?								
Is the manual pump handle in place?								
Is the hand pump valve fully functional?								
Can you visually see or detect any loose, missing or leaking parts?								
Are All wheelchair belts present?								
Are posture belts present?								



*Driver Evaluation Form*

**Driving Skills Evaluation**

**Applicant Evaluated:** \_\_\_\_\_

**County:** \_\_\_\_\_

**Date:** \_\_\_\_\_

		Not Graded	Skilled	Fair	Needs Improvement
1	Uses seat belt and requires all passengers to use seat belts at all times while driving	3	3	2	1
2	Glances over both shoulders & checks mirrors before driving from parked position.	3	3	2	1
3	Scans traffic conditions 10-15 seconds ahead & reacts to the situations	5	5	2	1
4	No hard or sudden braking, no jack rabbit starts, no sudden turns	3	3	2	1
5	Drives vehicle in center of lane, turns into proper lane, doesn't weave to avoid others	3	3	2	1
6	For turns, lane changes or before stopping, checks mirrors & signals with enough time to avoid miscommunication. Checks traffic ahead in direction of moves & cancels signal.	4	4	2	1
7	Moves head & eyes to be aware of potential traffic hazards around the vehicle (360 degrees)	3	3	2	1
8	Checks all mirrors often, at least every 3 seconds	3	3	2	1
9	Doesn't stare at any one object for more than a couple of seconds	3	3	2	1
10	Checks all directions before entering intersections, uses "left, right, left" rule	3	3	2	1
11	Makes eye contact with drivers who might pull out in front to try to read intentions	3	3	2	1
12	Tries to get the attention of distracted pedestrians, cyclists or other drivers.	3	3	2	1
13	Turns headlights on for added visibility	3	3	2	1
14	Stays out of blind spots of other drivers	3	3	2	1
15	Doesn't get trapped in while driving, chooses the lane that provides a way of escape & a better view of the situation ahead.	3	3	2	1
16	Keeps good following distance, a minimum of 3 seconds, & in each adverse condition add 1 second	3	3	2	1
17	Always tries to maintain proper following distance & an escape lane	3	3	2	1
18	Allows extra following distance when being tailgated by other motorists & tries to let the vehicle pass or discourage the situation safely.	3	3	2	1
19	Able to see the tires of the vehicle in front when stopped in traffic, & follows the delayed acceleration technique before starting at intersections.	3	3	2	1
20	Speed is adequate for traffic conditions, road conditions, or weather conditions, not too fast & not too slow	4	4	2	1
21	Reacts to traffic signs by changing speed or position & anticipates possible conflicts	3	3	2	1
22	Changes lanes or slows down to prepare for unsafe or unknown conditions	3	3	2	1
23	Reads traffic movement & other signs to correctly anticipate moves of others & to avoid conflict	3	3	2	1
24	Reacts to traffic signals properly, & is cautious at "stale" green lights, avoids, getting caught unprepared by a caution light. Uses the Rule of Thirds	5	5	2	1
25	Recognizes & knows the limitations for that vehicle's dimensions & visibility	3	3	2	1
26	Looks for the safest place when parking the vehicle, which may not be the closest	3	3	2	1
27	First looks for ways to avoid having to back out, but when forced to back: Gets out & checks rear, looks for overhangs & other problems, backs immediately after checking, signals with horn or other device, backs slowly, checks mirrors while backing, keeps scanning the area including front & sides, avoids backing on the blindside, backs no more than necessary.	5	5	2	1
28	When parking vehicle, sets parking brake, leaves engaged on low or reverse gear, turns wheel against curb on inclines, removes keys from ignition, locks cab & vehicle when necessary	3	3	2	1
29	Driver is courteous & professional while driving	3	3	2	1
		Total by column			
		<b>FINAL RATING</b> (add total row)			

Write all Comments/Observations on back of form

Evaluation Performed By: \_\_\_\_\_



## 1.4.5 Appendix E – Required Proposal Forms

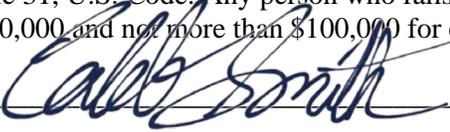


**CERTIFICATION REGARDING LOBBYING**

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

 \_\_\_\_\_ Signature of Contractor's Authorized Official

Caleb Smith, Director Business Development \_\_\_\_\_ Name and Title of Contractor's Authorized Official

March 24, 2019 \_\_\_\_\_ Date

**CONTRACTOR RESPONSIBILITY CERTIFICATION**

The Bidder is required to certify compliance with the following contractor responsibility standards by checking appropriate boxes. For purposes hereof, all relevant time periods are calculated from the date this Certification is executed.

	YES	NO
1. Has the firm been suspended and/or debarred by any federal, state or local government agency or authority in the past three years?		X
2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?		X
3. Has the firm defaulted on any project in the past three (3) years?		X
4. Has the firm had any type of business, contracting or trade license revoked or suspended for cause by any government agency or authority in the past three (3) years?		X
5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of \$1,000?		X
6. Has the firm been the subject of voluntary or involuntary bankruptcy proceedings at any time in the past three (3) years?		X
7. Has the firm successfully provided similar products or performed similar services in the past three (3) years with a satisfactory record of timely deliveries or on-time performance?	X	
8. Does the firm currently possess all applicable business, contractor and/or trade licenses or other appropriate licenses or certifications required by applicable state or local laws to engage in the sale of products or services?	see below	X
9. Does the firm have all the necessary experience, technical qualifications and resources, including but not limited to equipment, facilities, personnel and financial resources, to successfully provide the referenced product(s) or perform the referenced service(s), or will obtain same through the use of qualified, responsible subcontractors?	X	
10. Does the firm meet all insurance requirements per applicable law or bid specifications including general liability insurance, workers' compensation insurance, and automobile liability insurance?	X	
11. Firm acknowledges that it must provide appropriate documentation to support this Contractor Responsibility Certification if so requested by the City of Gainesville. The firm also understands that the City of Gainesville may request additional information or documents to evaluate the responsibility of firm. Firm agrees to provide such additional information or supporting documentation for this Certification.	X	

**Under the penalty of perjury, the Bidder's authorized representative hereby certifies that all information included in the Contractor Responsibility Certification or otherwise submitted for purposes of determining the Bidder's status as a responsible contractor is true, complete and accurate and that he/she has knowledge and authority to verify the information in this certification or otherwise submitted on behalf of the Bidder by his or her signature below.**

Bidder Name: GC Logistics of Mississippi, LLC

Name/Title of person completing this form: Caleb Smith, Director Business Development

Signature: 

Date: March 24, 2019

RE # 8 above: GC Logistics of Mississippi, LLC does not currently operate in the state of Florida, but is acquiring proper authority in parallel to this RFP process. GC certifies that we have appropriate credentials to operate specialized passenger transportation, and will be appropriately registered in Florida before commencing work on this project.

**SUBCONTRACTOR/SUBCONSULTANT LIST  
and  
BIDDER STATUS**

The Bidder/Proposer shall provide information on ALL prospective subcontractor(s)/subconsultant(s) who submit bids/quotations in support of this solicitation. Use additional sheets as necessary.

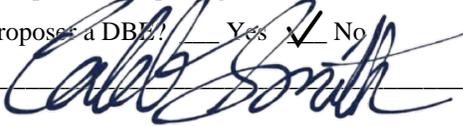
IDENTIFY EVERY SUBCONTRACTOR(S)/SUBCONSULTANT(S)	SCOPE OF WORK TO BE PERFORMED	CERTIFIED D/M/WBE FIRM? (Check all that apply)	PERVIOUS YEAR'S ANNUAL GROSS RECEIPT'S	UTILIZING ON THIS PROJECT
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____ _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO: _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	_____ Less than \$500K _____ \$500K-\$2 mil _____ \$2 mil - \$5 mil _____ more than \$5 mil.	YES  or  NO
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____ _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	_____ Less than \$500K _____ \$500K-\$2 mil _____ \$2 mil - \$5 mil _____ more than \$5 mil.	YES  or  NO
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____ _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	_____ Less than \$500K _____ \$500K-\$2 mil _____ \$2 mil - \$5 mil _____ more than \$5 mil.	YES  Or  NO

**Check here if use of subcontractor(s)/subconsultant(s) is/are not applicable for this project:**

Name of Bidder/Proposer: GC Logistics of Mississippi, LLC

Name/Title of person completing this form: Caleb Smith, Director Business Development

Is Bidder/Proposer a DBE?  Yes  No      If No, is Bidder/Proposer a M/WBE?  Yes  No

Signature:       Date: March 24, 2019

**DRUG-FREE WORKPLACE FORM**

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

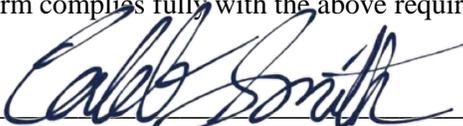
GC Logistics of Mississippi, LLC

does:

\_\_\_\_\_  
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business’s policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance program,s, and the penalties that may be imposed upon employees for the drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee’s community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

  
 \_\_\_\_\_  
 Bidder’s Signature  
 March 24, 2019  
 \_\_\_\_\_  
 Date

**PROPOSAL RESPONSE FORM – SIGNATURE PAGE**

**(submit this form with your proposal)**

TO: City of Gainesville, Florida  
200 East University Avenue  
Gainesville, Florida 32601

PROJECT: **ADA Paratransit Service in City of Gainesville and Alachua County**

RFP#: **RTSX-190028-DS**

RFP DUE DATE: **March 27, 2019 @ 3:00 p.m.**

Proposer’s Legal Name: GC Logistics of Mississippi, LLC

Proposer’s Alias/DBA: GC Logistics

Proposer’s Address: 219 Industrial Drive Ridgeland, MS 39157

PROPOSER’S REPRESENTATIVE (to be contacted for additional information on this proposal):

Name: Caleb Smith Telephone Number 888.968.5020 x110

Date: March 24, 2019 Fax Number 601.856.9027

Email address caleb.smith@gclogistics.us

**ADDENDA**

The Proposer hereby acknowledges receipt of Addenda No.’s 1, 2, 3, to these Specifications.

**TAXES**

The Proposer agrees that any applicable Federal, State and Local sales and use taxes, which are to be paid by City of Gainesville, are included in the stated bid prices. Since often the City of Gainesville is exempt from taxes for equipment, materials and services, it is the responsibility of the Contractor to determine whether sales taxes are applicable. The Contractor is liable for any applicable taxes which are not included in the stated bid prices.

**QUALIFIED LOCAL SMALL AND/OR DISABLED VETERAN BUSINESS STATUS (check one)**

Is your business qualified as a Local Small Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Program? (Refer to Definitions)  YES  NO

Is your business qualified as a Local Service-Disabled Veteran Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Program? (Refer to Definitions)  YES  NO

**SIGNATURE ACKNOWLEDGES THAT:** (check one)

- Proposal is in full compliance with the Specifications.
- Proposal is in full compliance with specifications except as specifically stated and attached hereto.

Signature also acknowledges that Proposer has read the current City of Gainesville Debarment/Suspension/Termination Procedures and agrees that the provisions thereof shall apply to this RFP.

(CORPORATE SEAL)

ATTEST:

PROPOSER:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

By: Mike Ford

By: Caleb Smith

Title: Chief Financial Officer

Title: Director, Business Development

## 1.4.6 Appendix F – Price Proposal Form



**SECTION VII – PRICE PROPOSAL**

- 1.1 The following pricing is submitted as the all-inclusive pricing to provide paratransit services in accordance with the requirements of the Scope of Work/Services as set forth in this RFP document. Enter below for each service the total amount (price) to be paid by the CITY. The *Estimated Quantity* listed in the following Schedule is for evaluation purposes only.
- 1.2 Proposal pricing shall be an all-inclusive per trip unit price for all services performed under this contract. Said pricing shall be firm for the first two (2) years of the five year contract. This contract is subject to a percentage increase to the *Unit Price* of each line item annually beginning with year three (3) of the contract, not to exceed 3% . The increase shall be in accordance with the U.S. Bureau of Labor Statistics National Consumer Price Index (CPI), “All Urban Consumers”, “U.S. All Items, 1982-84=100 – CUUR000SA0”, “Not Seasonally Adjusted”, “U.S. city average” as measured for the previous 12 month period ending in May of each year. Beginning with year three (3) of the contract, the City will consult the aforesaid index for the month of May and send written notice of the percentage increase by August 15th, unless the data is not yet available. Should the index indicate a percentage decrease the *Unit Price* of each line item will remain unchanged for that corresponding year of the contract.

*City of Gainesville and Alachua County Service Area*

<b>Line Item</b>	<b>Description</b>	<b>Estimated Quantity Per Month</b>	<b>Unit</b>	<b>Unit Price</b>
1	ADA Service Area Ambulatory	4484	Per Trip	\$36.25
2	ADA Service Area Wheel Chair	1390	Per Trip	\$41.21
3	ADA Companions	35	Per Trip	\$11.38

- 1.3 If circumstances regarding your overhead costs to provide the contracted service change, then contractor may submit a request, with proper documentation, for renegotiation of the per trip rates. The City will allow one such renegotiation opportunity only during the first two years of the contract.

## 1.4.7 Appendix G – Signed Addendum



# Gainesville.

## Citizen centered

## People empowered

### ADDENDUM NO. 1

**Date:** March 6, 2019

**Bid Date:** March 27, 2019  
3:00 P.M. (Local Time)

**Bid Name:** ADA Paratransit Service in City of Gainesville  
and Alachua County

**Bid No.:** RTSX-190028-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Questions received so far and City's response:

Question 1: Section F, page 4: Will questions regarding this RFP be allowed to be submitted via email? If yes, please provide an email address contact.

**Answer 1:** Yes, email to [sescoda@cityofgainesville.org](mailto:sescoda@cityofgainesville.org).

Question 2: Section B, page 8: The number of trips on the price pages are significantly different than the amount of trips provided on page 8 of the RFP. Price pages total 70,908 annual Trips. 2018 trips total 56,952. Please clarify the approximate increase of 14,616 annual trips.

**Answer 2:** It is an average for each area. Do not add the wheelchairs and companions into the Ambulatory number. The numbers provided on page 8 are the actual numbers of trips purchased from the current contractor; which are only ADA trips, not the 5311 and 5310 trips. The 5311 and 5310 trips cannot be included because they require 50-50 funding match.

Question 3: Section A, page 10: Please clarify how the prices will be evaluated; will the full contract term be considered or only the first two years of pricing?

**Answer 3:** The full five years of pricing plus estimated CPI increase allowances will be used for the evaluation of the price.

Question 4: Section 1.4, page 15: The RFP states, "The City will provide a minimum of fourteen (14) cutaway paratransit vehicles to be used to provide ADA service." In the 2017-2018 TDSP there are 38 vehicles list in the fleet. Of these vehicles; 22 are provided by RTS, 3 by the County, and 13 are provided by the current contractor. Please provide the number of vehicles the proposer should assume providing to this contract to allow for a fair pricing comparison.

**Answer 4:** The numbers on the TDSP are outdated. Currently the contractor has 19 City vehicles. We use grants to get vans. We are not always awarded the grants we ask for, so, the city will only provide a minimum of 14 vehicles. It is up to the contractor to determine how many vehicles they will need to provide the service.

- Question 5: Section 1.5, page 15: Please provide the current call volume, broken down by weekday, Saturday and Sunday to include hourly levels if possible.
- Answer 5: See the QAP reports document that has been uploaded separately and titled “Addendum #1 Attachment – QAP Reports”.**
- Question 6: Section 1.1, page 19: The RFP states, “The CONTRACTOR shall define a sufficient number of vehicles to meet service levels, as they may vary over time, and must include spare vehicles to allow for routine servicing, repairs, vehicle breakdowns and similar occurrences as may be reasonably anticipated.” Please provide the current number vehicles in service during peak hours.
- Answer 6: Thirty-five (35) vehicles. However, as the CTC, the current contractor operates a coordinated system and ADA riders are on vehicles with Medicaid and TD clients. This RFP is only for ADA trips, so, 35 vehicles most likely would be too many to provide just ADA service.**
- Question 7: Section 1.2, page 19: The RFP states, “To assist in the provision of ADA services, the CITY will lease to the CONTRACTOR a minimum of fourteen (14) ADA compliant vehicles at the rate of One Dollar (\$1.00) annually. The CONTRACTOR may use these vehicles for coordinated paratransit service and is subject to the insurance requirements contained in this Agreement.” In review of the fleet listing it appears that there several of the City provided vehicles are at or will exceed the 200,000 mile threshold. Will these vehicles that exceed this threshold be replaced by the City?
- Answer 7: Yes.**
- Question 8: Section h, page 19: The RFP states, “Upon approval of RTS, the CONTRACTOR may sell passes, tickets or other fare media for ADA demand response service. The CONTRACTOR is responsible for all costs associated with producing such media.” Please provide any fare media currently being produced by current contractor and used in ADA service.
- Answer 8: Current contractor sells paper tickets that are made in their office. So, whatever system the contractor wants to use is acceptable to the city.**
- Question 9: Section k, page 19: The RFP states, The CONTRACTOR will retain all fares, which are received in the form of cash as partial payment for services rendered.” Please provide the process for any non-cash fares received.
- Answer 9: Since the fares are collected by the contractor, the process used is up to their discretion. The only exception is the certification trips for which there is no co-pay. So, the \$3.00 co-pay is not subtracted from the totals on the invoice but the contractor is not reimbursed either.**
- Question 10: Section k, page 19: Are any passengers currently billed fares by the current contractor? For example: Client is mailed an invoice by the contractor for fares for completed trips each month. If so, are these fares collected deducted from monthly invoicing to the City?
- Answer 10: The passengers pay when they get on the vehicle. Yes, the fares collected are deducted from the monthly invoicing.**
- Question 11: Section 1.3, page 20: The RFP states, “Nothing contained in this document shall preclude the CITY from adding additional paratransit service providers, if in the sole discretion of the CITY, the CONTRACTOR lacks sufficient capacity or is unable to provide the required additional capacity or if the CITY determines that program services will be improved by the addition of other paratransit service providers.” With this language; would the City consider a threshold that allows for renegotiation? Example: If trips increases or decreases by 5%.
- Answer 11: No, there will be no renegotiation. This language is in the document to ensure contractors do not try and submit a low bid and then when they cannot provide service because they bid the project too low, expect to come back and renegotiate the cost of providing service.**
- Question 12: Section 1.4, page 20: The RFP states, “The CONTRACTOR is prohibited from using any vehicle on this contract which exceeds five (5) model years of age and have more than 200,000 miles. The CONTRACTOR must propose to the CITY what their vehicle retirement plan will be. Use of vehicles

not meeting the specifications will be deemed a breach of contract. The CITY reserves the right to provide or not to provide the CONTRACTOR with CITY owned replacement vehicles.” Please confirm the number of vehicles that will need to be provided by the proposer to calculate accurate costs.

**Answer 12:** **The number of vehicles needed to provide the service is up to the contractor. They must meet standards set forth by the ADA.**

Question 13: Section 1.2, page 28: Who is responsible for providing fuel? Agency or Contractor?

**Answer 13:** **The contractor is responsible for providing fuel.**

Question 14: Section 1.2, page 28: If the Contractor is responsible for providing fuel and given historical volatility of fuel costs, will the Agency include a fuel escalator clause in the contract?

**Answer 14:** **No.**

Question 15: Section N, page 32: LD / REPORTING: Please provide a listing of any liquidated damages charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current contract.

**Answer 15:** **There have been no liquidated damages for that period. The same liquidated damages are in the current contract only the percentages have changed.**

Question 16: Section N, page 32: LD / REPORTING: Are the changes in the Liquidated Damages for this new RFP that are changed from what is currently in place with the current contract?

**Answer 16:** **The percentages were adjusted slightly.**

Question 17: Section N, page 32: LD / REPORTING: Would the agency consider postponing Liquidated Damages during the first 90 days of the new contract period for a new contractor?

**Answer 17:** **Depends on the situation. The contractor is expected to have planned to do the work outlined in the bid and provide the service promised in their proposal.**

Question 18: Section N, page 32: LD / REPORTING: Please provide the actual performance for each performance standard listed by month for the past 12 months.

**Answer 18:** **The only Performance standards are listed in the QAP reports (uploaded separately and titled “Addendum #1 Attachment – QAP Reports”). Most of the liquidated damages were instituted because the current vendor had problems in those areas when they initially took over the contract which prompted measures to be included in subsequent contracts to ensure those performance behaviors did not continue.**

Question 19: Section N, page 32: LD / REPORTING: Please provide the current provider’s performance as they relate to the Performance Standards for the (Fixed Route System and ADA Paratransit System) as listed in the RFP for the past 12 months on pages XX and XX.

**Answer 19:** **The Fixed Route is not applicable to this RFP. As stated in Answer 18 above, the QAP is the standard that is used.**

Question 20: Section N, page 32: Please provide copies of the last three months (or 12 months) of management reports from the Contractor.

**Answer 20:** **RTS does not receive management reports from the Contractor.**

Question 21: Section N, page 32: LD / REPORTING: Would the agency consider setting the LD’s to be calculated based on actual performance data over the last 12 months from the incumbent provider? With an appropriate measure of actual performance for a long-term provider that has been achieved throughout the existing contract term this can provide a reasonable level of performance expectations. a. For example, if the on-time performance over the last 12 months has been 84%, then the minimum standard is set at 84% with no penalty, incentives for every 1% increase in on-time performance and penalties should be assessed for any on-time performance below 84%. b. (What this does is sets the standard of

performance that is currently being achieved, setting a better performance path into the future and ultimately will support the overall mission of xxx agency in ensuring the highest level of customer service to the xxx community. This measurement will allow for vendors to reduce their budgetary allocations for anticipated LD assessments and ultimately places additional dollars into delivering the high level of quality service that xxx agency desires.)

**Answer 21:** **No, the City Attorney was the determining factor in how our liquidated damages were created and the contractor selected will be held accountable for their work, not the previous provider. Also the current provider is providing a coordinated system which this contract does not require.**

**Question 22:** Section 1.3, page 34: On-Time Performance -Is a pickup before the window still considered on-time?

**Answer 22:** **No, the pickup must occur within the pickup window. If the vehicle arrives early and the rider is not ready the driver must wait till the window opens. If the rider is ready and wishes to go early they may do so but the trip would still be considered early.**

**Question 23:** Section W, page 38: “The CONTRACTOR will pay the CITY a flat monthly charge using the formula (the 20% local match for the grant program for each vehicle divided up over 60 months) which will be used for the capital replacement program. This will insure RTS has the match money needed to purchase replacement vehicles to continue to provide service for all paratransit passengers. The CITY will deduct payment from the monthly service invoice.” Please clarify the current cost of this to the proposers. Is there any plans to expand the City provided fleet during this contract term?

**Answer 23:** **Currently the contractor has 19 vehicles and pays \$4,232.25 a month. There are no plans to expand the City provided fleet.**

**Question 24:** Section W, page 38: Please provide information on the Agency provided fleet to include engine type, fuel type, current odometer readings, and average miles operated per year. Please advise if the contractor is required to provide any items on the bus [fare boxes, radios, MDT, etc.].

**Answer 24:** **The vans are standard Ford cutaways 12/2 procured through the current contract with the State of Florida. They are gasoline engines. The contractor will be responsible for any additional equipment on the vehicle. Since the vehicles are used in a coordinated system the odometer readings and average miles operated reflect the current system, which would not be accurate if you are only providing ADA service which is what this contract is for.**

**Question 25:** Section 1.3, page 36: Please provide the revenue service hour definition listed in the RFP.

**Answer 25:** **This is required by the National Transit Database (NTD), so their definition will be used. Which is Revenue Service (Miles, Hours, and Trips) - The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:**

- **Directly pay fares;**
- **Are subsidized by public policy; or**
- **Provide payment through some contractual arrangement.**

**Vehicles operated in fare free service are considered in revenue service. Revenue service includes:**

- **Layover / recovery time.**

**Revenue service excludes:**

- **Deadhead;**
- **Vehicle maintenance testing;**
- **School bus service; and**
- **Charter service.**

**The contractor will be paid per trip that actually transported a client to their requested destination. No shows and cancelled trips will not be reimbursed.**

- Question 26: Section 1.6, page 41: “The City of Gainesville has not set a specific goal for this project. The agency’s overall goal for DBE participation for the period October 1, 2016 through September 30, 2020 is 1.5%. This goal represents those elements of work under this Contract performed by qualified Disadvantaged Business Enterprises for amounts totaling not less than 1.5% of the total Contract price. Failure to meet the stated goal at the time of proposal submission may render the Bidder/Offeror non-responsive.” Please confirm the proposer’s DBE goal for this procurement.
- Answer 26: As stated in the RFP, a *specific* DBE goal was not established for this project, but DBE participation is still highly encouraged, if feasible.**
- Question 27: Section on TDSP: Does this procurement also include the Transportation Disadvantaged program? If so, do the price pages include these trips?
- Answer 27: No, TDSP is not included in this RFP. The City is responsible only for ADA Paratransit services.**
- Question 28: Section on TDSP: If Transportation Disadvantaged trips are included in this procurement, who is responsible for determining eligibility?
- Answer 28: The current contractor is the CTC and was awarded the contract in 2017; they handle the TD certification.**
- Question 29: Section on TDSP: If Transportation Disadvantaged trips are included in this procurement, will the successful bidder also become the CTC?
- Answer 29: Transportation Disadvantaged trips are not included in this RFP and the successful bidder will not become the CTC as that is a separate contract not handled by the City.**
- Question 30: Please provide the Trapeze Route Productivity Report from the Trapeze Software daily, for a period of one week during season (February 2019) and one week during off-season (July 2018).
- Answer 30: That is the current contractor’s data and software. Since it is a coordinated system the numbers would not provide an accurate picture of the service covered by this RFP.**
- Question 31: Please provide the current rates paid to the existing contractor for variable and fixed costs. Also, please indicate the total amount paid to the contractor for the last fiscal year.
- Answer 31: There are no variable costs. The trip rates are fixed: Ambulatory is \$30.97; Wheelchair is \$35.16; and Companion is \$9.31. In fiscal year 18 we paid the current contractor \$1,654,881.11.**
- Question 32: Please confirm the volume of hours and trips on which proposers should base their proposals. Please describe plans for any changes to the volume of hours in the next 12 months.
- Answer 32: Hours of operation are Monday thru Friday, 6:00 AM to 9:00 PM; Saturday, 7:00 AM to 7:00PM; and, Sunday 9:00 AM to 6:00 PM. Trips outside those hours are provide by RTS because the trip volume is so low (one rider) it is not provided by the contractor. There are no current plans to extend hours.**
- Question 33: Please provide/confirm the current revenue miles and hours; current deadhead miles and hours; and current total miles and hours for these services.
- Answer 33: These figures are from the NTD FY17 Revenue Miles: 580,650, Revenue hours: 39,238. Deadhead hours: 6,692; Deadhead miles: 104,321. Total miles: 684,971; Total Hours: 45,930.**
- Question 34: Please clarify the number of vehicles used in revenue service by day of week and peak service hours and number of buses in service at these times.
- Answer 34: These Figures are from NTD report from FY17, as FY18 is not verified as of yet. Note the number of vehicles are a combination of current contractor vehicles, county Vehicles and City vehicles. There are only 19 vehicles that are currently available with this contract. Also, the City contract only provides for a minimum of 14 vehicles. If a new provider feels they will need more vehicles they will be responsible to provide those vehicles. The current contractor is also the CTC and therefore runs a coordinated system and is able to use a combination of vehicles**

**which will not be the case for another provider. Peak hours are 6:45 AM to 10:00AM and 3:30 PM to 6:30 PM.**

Question 35: Does the Agency have any requirements regarding support vehicles? Type, number, age limit, fuel type. How many are currently being supplied by the contractor?

**Answer 35: We have no requirements. The contractor is responsible for providing the service and will determine how many support vehicles they need to provide the service and meet the standards set forth by the ADA.**

Question 36: During the transition, how many vehicles will be made available to the incoming contractor to perform training?

**Answer 36: Probably none, because they will still be required to provide service up to September 30, 2019. That can be discussed with the current contractor as needed after this RFP has been awarded.**

Question 37: Please confirm whether the Contractor is responsible for engine and transmission overhauls for the vehicles?

**Answer 37: Yes, the contractor is responsible for all maintenance and parts for the vehicles. Including engines and transmissions.**

Question 38: Please provide the last 12 months history for major component replacement and repair for the Agency provided fleet.

**Answer 38: Major expenses:**

- **2018 - VAN 3993 2015 CHEVY 3500 Transmission replace, \$3,332.75 - RTS VAN**
- **2018 - VAN 3991 2015 CHEVY 3500 Transmission replace, \$3,141.78 - RTS VA**
- **1/17/2019 - VAN 3992 2015 CHEVY 3500 Transmission replace, \$3141.78 - RTS VAN**
- **2/23/2019 - VAN 3990 2015 CHEVY 3500 Engine replacement, \$3,974.03 - RTS VAN**
- **2/23/2019 - VAN 3990 2015 CHEVY 3500 Transmission replace, \$3,141.78 - RTS VAN**

Question 39: Are there any remaining warranties for the fleet or provided equipment?

**Answer 39: Yes, the two newest vehicles that were provided to the contractor are still under warranty.**

Question 40: Does the Agency have a vehicle replacement schedule that can be shared? Any new buses in the process of being procured for either replacement or expansion?

**Answer 40: There is not a vehicle replacement schedule other than vehicles are replaced when they have reached the end of their useful life (per standards set forth by FDOT). RTS asked for one new vehicle in the current grant cycle. There are no plans for expansion.**

Question 41: What is the current level of productivity for each of the services? If available, please provide for weekday, Saturday and Sunday by service?

**Answer 41: The only service being requested is ADA Paratransit service and that information was provided to you in the amount of trips provided annually.**

Question 42: Please provide a list of the positions currently provided by the contractor for this operation. Please indicate whether these positions are 100% dedicated to this contract.

**Answer 42: The current contractor is the CTC, so none of the current positions are 100% dedicated to this contract. That is the beauty of the coordinated system; it is more cost effective to all concerned.**

Question 43: We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.

**Answer 43: The current contractor hires their employees and RTS does not have that information.**

- Question 44: Are the current drivers/employees part of a labor union? If yes, please provide a copy of the current labor agreement and the contact name and number for the union representative.
- Answer 44: No.**
- Question 45: Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include as many specifics as possible.
- Answer 45: The current contractor determines the benefit package paid to their employees.**
- Question 46: How many years has the existing contractor held this contract including extensions?
- Answer 46: The current contractor has been the CTC and the City's ADA Paratransit provider since 2003.**
- Question 47: Please provide copies of the last three months of management reports from the Contractor.
- Answer 47: RTS does not receive management reports from the Contractor.**
- Question 48: Please provide copies of the last three months of invoices from the Contractor.
- Answer 48: Invoices for November 2018 through January 2019 are included at the end of this document. One monthly invoice is for the regular ADA paratransit and the other one for the same month is for 5310 funds. Note, there is no guarantee that 5310 (or 5311) funds will be available.**
- Question 49: Please provide a copy of the current contract for these services.
- Answer 49: Current contract is uploaded separately and is titled "Addendum #1 Attachment – MV Transportation Contract".**
- Question 50: Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).
- Answer 50: RTS does not specify the number of phone lines or data line type needed; the contractor is to decide how many lines they will need to provide the requested service.**
- Question 51: At various times, state, federal, and local governments change laws, rules and regulations which require a company to increase the wages or benefits for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation? For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations.
- Answer 51: The contractor assumes all risks and plans accordingly.**
- Question 52: 1. Software: Please describe, including manufacturer product name and version number, the scheduling and dispatching products in place.
- Answer 52: The current contractor provides their own Trapeze software. At one point RTS provided Mentor Mobile Data Terminals (MDTs), which have become costly to utilize. There are still a couple of the Mentor MDTs that would be available to the new provider. The current provider changed to tablets which were more cost effective to provide service.**
- Question 53: 2. Software: Please describe any additional modules in place to supplement the scheduling and dispatching system. For example, tools for call management, complaint management, rider communication via IVR or text, etc.
- Answer 53: The contractor is responsible for determining what software modules they will need to provide the required service. The RFP requires contractors to provide a vehicle tracking system i.e. MDTs or Tablets to provide service. No software or equipment will be provided that is up to the contractor to determine what will be in their proposal to provide the requested service.**
- Question 54: 3. Software: Please indicate whether these products are hosted by the Client, software manufacturer or if First Transit would be required to provide hosting services.

- Answer 54:** The contractor would be required to provide hosting services.
- Question 55: 4. Hardware: Please describe the manufacturer make and model of any equipment currently in use or planned for use on the vehicles including cameras, safety/security systems, routers, signs, passenger counters, tablets and fare boxes.
- Answer 55:** The current contractor provides tablets, radios and appropriate software. RTS does not provide any additional equipment on the vehicles. With the exception that two of Mentor MDTs could be made available.
- Question 56: 5. Hardware: Is there a requirement for integration of tablets, signage, and passenger counters with the dispatching system?
- Answer 56:** No.
- Question 57: IT: Are there any non-standard system applications that need to be installed on Contractor's workstations?
- Answer 57:** No, RTS does not provide any software or computers to contractors providing this service.
- Question 58: IT: What systems, applications or on-bus technology does the Contractor need to provide computers or servers for?
- Answer 58:** It is up to the Contractor to determine what they need to provide the service.
- Question 59: IT: Call Recordings – Are Contractors required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process.
- Answer 59:** Since Medicaid trips are not involved in this RFP and ADA clients are not to be asked for a trip purpose HIPAA regulations should not be an issue. RTS asked for phones that could record calls because concerns that have been raised by clients that their trips were booked incorrectly. Recordings would provide proof when needed of what the client requested when booking their trips.
- Question 60: IT: Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth.
- Answer 60:** None that RTS is aware of.
- Question 61: IT: Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.
- Answer 61:** The current contractor provides their own IT for this contract and therefore RTS does not have access to the technology landscape.
- Question 62: Please confirm that all bidders must provide the Trapeze software.
- Answer 62:** The Trapeze requirement is based on the few remaining MDT units the city owns. The current contractor decided not to use the Mentor MDTs because of the cost of maintaining both the tablets and the MDTs. Since the City has a few MDTs that would come with the city vehicles the new provider could use those MDTs that would require the Trapeze software or provide their own equipment and software that would be comparable to the current system that provides an accurate vehicle location and accurate timing of when vehicles arrived and departed.
- Question 63: Please confirm all bidders are responsible for fuel cost.
- Answer 63:** Yes, all bidders are responsible for fuel costs.
- Question 64: The RFP is requiring bidders to develop their trip cost based on 70,908 trips. Trips performed for 2018 were 56,952 or a 25% increase. Please indicate whether RTS will revise the trip counts for a 5% increase over the 56,952 performed in 2018.

- Answer 64:** The City is not requiring bidders to base their trip costs on 78,908 Trips. The 56,952 is a more accurate number since it is based on actual trips. The 70,908 is arrived at from an average for each area from their yearly totals. It was not anticipated that the wheelchairs and companions would be added into the Ambulatory number. The numbers provided on page 8 are the actual numbers of trips purchased from the current contractor, which are only ADA trips not the 5311 and 5310 trips. The 5311 and 5310 trips cannot be counted on because the city might not always be able to get funding for the 50-50 match.
- Question 65: Currently, reservation services are provided Monday through Sunday from 8:00 AM to 5:00 PM. Please confirm that all bidders will have to provide reservations service Monday through Sunday from 8:00 AM to 5:00 PM.
- Answer 65:** Yes, the ADA requires that reservation services are available the day before service is to be provided.
- Question 66: Currently, Drive Cam (an event triggered device that records sudden stops, aggressive turning, or an accident) are installed on all vehicles to manage unsafe driving habits and minimize accidents. Would the City object to the continued use of Drive Cam on the vehicles?
- Answer 66:** No, of course not anything the provider brings to the service that make the service better and safer is desirable.
- Question 67: Currently, the current service provider pays the City \$4,232.25 a month for 19 City provided vehicles. Please confirm that all bidders will have to pay the City for vehicles throughout the new contract term.
- Answer 67:** Yes, if they want to use the City vehicles then they will have to pay the monthly fee on the vehicles.
- Question 68: Currently, trips are provided outside the City of Gainesville and throughout Alachua County. Please confirm that all bidders will have to provide trips outside the City and County as funding permits.
- Answer 68:** Yes, as long as the City is able to obtain grant funds for USC 5310 and USC 5311 we will offer trips to Alachua County citizens residing in the surrounding areas around the city of Gainesville. There are no trips that are provided outside of Alachua County and city vehicles will not be taken outside the county limits.
- Question 69: Currently, the contractor does not get paid for no show trips. Please indicate whether the contractor will be paid for no show trips under the new RFP.
- Answer 69:** No, No-Show trips will not be paid for under the new RFP.
- Question 70: Please confirm that all bidders will have to provide two-way radios for communication between the drivers and dispatchers.
- Answer 70:** Two way radios are a desirable piece of equipment and some form of two way radios/communication will be necessary to keep in touch with and track of drivers, but the City will not tell the contractor how to perform the service. If the contractor can accurately answer rider's questions without two way radios/communication of "where's my ride" without using the pat answer of "they'll be there in 10 minutes", or provide lost drivers directions without using some form of two way communications, or provide directions to drivers that are facing an emergency, they are welcome to try another form of two-way communication but some form of two-way communication with drivers is required.
- Question 71: Please confirm that the phone system should have reporting capabilities.
- Answer 71:** Yes, that is one stipulation that was put into the RFP. The current provider has faced problems of older or mentally impaired clients claiming they booked trips on a specific day or asked to go to specific place or at a specific time and that is not what was recorded in the system. It is more of a protection for the provider and client to ensure accuracy when booking service.

Question 72: Currently, the current service provider pays approximately \$67K annually to maintain and support the MDTs and Trapeze software integration. Please confirm that bidders will have to continue to maintain and support the MDTs and Trapeze software.

Answer 72: **The successful contractor is expected to provide the same level of service that is currently being provided. That is, that the provider knows the location of their vehicles and can provide accurate timing for when vehicles will arrive and depart.**

2. Find attached:

- Copy of the lobbying and blackout period definitions (Purchasing Procedure 41-423)
- Invoices for November 2018 through January 2019

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: GC Logistics of Mississippi, LLC \_\_\_\_\_

BY:  \_\_\_\_\_

DATE: March 24, 2019 \_\_\_\_\_

# Gainesville.

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### ADDENDUM NO. 2

**Date:** March 14, 2019

**Bid Date:** March 27, 2019  
3:00 P.M. (Local Time)

**Bid Name:** ADA Paratransit Service in City of Gainesville  
and Alachua County

**Bid No.:** RTSX-190028-DS

**NOTE:** This Addendum has been issued to the holders of record of the specifications and attendees of the non-mandatory pre-bid meeting held on March 14, 2019.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any remaining questions are to be submitted in writing to the City of Gainesville Procurement Division by March 19, 2019. Questions are to be submitted as follows:

Faxed (352) 334-3163  
Attention: Daphyne Sesco  
or  
Email: [sescoda@cityofgainesville.org](mailto:sescoda@cityofgainesville.org)

2. Find attached:

- Copy of the lobbying and blackout period definitions (Purchasing Procedure 41-423) distributed during non-mandatory pre-bid meeting
- Copy of the pre-proposal conference sign-in sheet

3. Daphyne Sesco, Purchasing Division, discussed bid requirements:

- Since this is a non-mandatory meeting you do not have to be present to submit a proposal.
- The blackout period began once the bid was released and continues until contract award by the City Commission. No lobbying or discussions can occur between bidder and any representative of the City, except the designated purchasing staff contact; otherwise your bid will be disqualified.
- Verbal instruction does not change the terms of the solicitation – changes can only be made via a written addenda. Questions/Answers and topics of discussion addressed at this meeting will be available in an addendum for download through DemandStar.
- Send final questions in writing to Daphyne Sesco via email (preferred) or fax by no later than March 19, 2019.

- Return one original and four copies (total of five) and a CD or flash drive with a pdf of your response.
- Sign, date and return all Addenda.
- If your response contains portions with confidential and/or exempt information, then you must follow the requirements detailed in the RFP document. Failure to do so will result in your entire response being considered a “public record” which will require the City to release it in the event of a public records request.
- Responses are to be received by the Purchasing office no later than 3:00 p.m. (local time) on March 27, 2019. Any bids received after 3:00 p.m. on that date will not be accepted. Bids must be physically received in the City’s Purchasing Department. Only hand-delivered responses are acceptable (i.e., in person or through a delivery service such as FedEx, UPS).
- As Addenda are issued, the signature page should be included in the response acknowledging receipt of the addendum.
- This is funded through the Federal Transit Administration so Local Preference does not apply.
- If you choose to not bid, then please complete the form at the end of RFP document to let us know why you are not bidding.

4. Millie Crawford, ADA Transit Services Coordinator, stressed the following:

This bid is for the provision of ADA Paratransit services only. It does not include Medicaid or Transportation Disadvantaged which is the responsibility of the CTC (determined through a solicitation by the State of Florida). We do receive 5310 and/or 5311 limited funds, up to about \$25,000, when it is available.

5. The following are answers/clarifications to questions received at the non-mandatory pre-proposal conference:

Question1: Delivery of the package is to the physical address?

**Answer1: Yes, if you are hand delivering or using an express delivery service such as Federal Express, UPS, etc., then delivery is to address listed in C. Proposal Submission, page 3. If you choose to mail your package through U.S.P.S., then use PO Box 490, Box 32, Gainesville, FL 32627.**

Question 2: Regarding the second addendum, can you provide the percent of no-shows and cancellations by the month for the last year?

**Answer 2: Yes, that information is included at the end of this document.**

Question 3: Is the management team required to be 100% dedicated to this project?

**Answer 3: Yes. We do not want a provider who has to manage Gainesville and another entity somewhere else.**

Question 4: With regard to Fleet, Question38, major expenses – 5 year/200,000 miles, 14 vans. Can we have the age, etc. for those vehicles?

**Answer 4: One is very new, the others are in various stages. Some vehicles are in the fourth year and we will have to turn them over. The City only guarantees to provide 14 vans to the contractor.**

Question 5: Fleet listing – can we get the year, make, model, and mileage?

**Answer 5: Yes, that information for the last quarter is included at the end of this document.**

Question 6: What version is Drivemate?

**Answer 6: The current vendor uses Trapeze. We are currently trying to determine the version needed for the remaining MDTs (which are either a “3” or a “4”), if available. This as yet determined version is the minimum required to work with the remaining MDTs. A new contractor could choose to replace the MDTs completely, using their own equipment and software, as long as it is able to track the vehicles.**

Question 7: Call Center – can you provide number of calls by month for last year?

**Answer 7: That information is included in the QAP reports which were provided as an attachment to Addendum #1. We have no other information to provide.**

Question 8: Do you have a breakdown of trips? Are most for dialysis?

**Answer 8: Yes, many of the trips are for dialysis, but a lot go to other places as well. ADA does not require us to track that information.**

Question 9: How long is the ramp up period?

**Answer 9: Must start providing service October 1<sup>st</sup>. The current contractor must provide service through September 30<sup>th</sup>.**

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

#### CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: GC Logistics of Mississippi, LLC  
BY:   
DATE: March 24, 2019

# Gainesville.

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### ADDENDUM NO. 3

**Date:** March 20, 2019

**Bid Date:** March 27, 2019  
3:00 P.M. (Local Time)

**Bid Name:** ADA Paratransit Service in City of Gainesville  
and Alachua County

**Bid No.:** RTSX-190028-DS

**NOTE:** This Addendum has been issued to the holders of record of the specifications and attendees of the non-mandatory pre-bid meeting held on March 14, 2019.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. The question submittal deadline has passed. No additional questions will be answered.
2. Final questions received and City's response:

**Question 1:** On page 20 of the RFP, It states that 100% of the vehicles provided should be wheelchair accessible. On average 75-77% of the trips are going to be ambulatory. Is it acceptable if the contractor provides ambulatory vehicles such as mini vans as well as wheelchair accessible vehicles?

**Answer 1:** **Yes, as long as the company has the resources to provide wheelchair trips when needed.**

**Question 2:** Provided that the maintenance is in compliance with all requirements; may the contractor subcontract all or part of the maintenance?

**Answer 2:** **No, FDOT has tasked RTS with doing Maintenance and Operational inspections and trying to get another contractor to be in full compliance with maintenance requirements is not acceptable.**

**Question 3:** RFP Section I.C, pages 3-4, states: "and the separate sealed price envelope, if required" and "Both the Technical Proposal and the Price Proposal, if required to be submitted in a separate envelope." Please confirm if the price proposal is required to be submitted in a separate envelope.

**Answer 3:** **No, the price proposal is not required to be submitted in a separate envelope.**

**Question 4:** Please clarify that contractor for RFP NO. RTSX-190028-DS will only provide ADA Paratransit operations and not TD transportation.

**Answer 4:** **Refer to Addendum #1, Question/Answer 28 and Question/Answer 29.**

Question 5: Please provide the number of vehicles used in ADA Paratransit services.

**Answer 5: Refer to Addendum #1, Question/Answer 4.**

Question 6: Is the current contractor using any vehicles other than those provided by the city or owned by the contractor to operate trips for the city?

**Answer 6: Refer to Addendum #1, Question/Answer 6.**

Question 7: Please confirm there is no labor union.

**Answer 7: Refer to Addendum #1, Question/Answer 44.**

Question 8: Has service experienced problems due to driver shortages?

**Answer 8: Both RTS and the current provider have experienced driver shortages.**

Question 9: Is the contractor responsible for fueling cost?

**Answer 9: Refer to Addendum #1, Question/Answer 13.**

Question 10: What are the percentage of trips outside the city of Gainesville?

**Answer 10: The majority of the ADA trips are within the City limits of Gainesville because the ADA service area extends to the Gainesville city limits. The only trips that are provided outside the city limits are the 5310 trips and 5311 trips when funds are available (they require 50-50 funding match).**

Question 11: Please provide the average daily subscription trips?

**Answer 11: Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.131(b), paratransit service must be provided to eligible individuals on a next-day basis (i.e., at any time tomorrow in response to a request made today). Section 37.133 permits the use of subscription service (i.e., trips provided to eligible ADA paratransit riders who make trips on a repeated or recurring basis, such as to school, work, religious services, dialysis treatment, etc.), as long as it does not absorb more than 50% of the available trips at a given time of day.**

Question 12: Please provide number of No Show in the last three months by day.

**Answer 12: Statistics by day are not available. Refer to Addendum #2, Question/Answer 2.**

Question 13: Please provide last six months of operations reports and monthly billing from current contractor.

**Answer 13: Refer to Addendum #1, Question/Answer 48 for November 2018 through January 2019 invoices. Refer to Addendum #2, Question/Answer 2 for operations reports. Invoices for August through October 2018 are attached at the end of this document.**

Question 14: Respectfully request that the due date be delayed by two weeks to ensure that all answers to questions be analysis in order to provide a responsible bid.

**Answer 14: No, the due date of March 27, 2019 will not be extended.**

Question 15: The RFP provides a price sheet, do you require that proposers provide a cost breakdown?

**Answer 15: No, only the Unit Price for Line Items 1-3 are required.**

- 3. Revision of City’s response to Question 6 from Addendum #2:

Question 6: What version is Drivemate?

**Answer 6: The current contractor uses Trapeze. Since the current contractor decided to use tablets, the remaining Mobile Data Terminal (MDT) Ranger 4’s were turned in to Surplus. Those units are no longer available but would have required, at a minimum, Trapeze version 12. A new contractor must employ or procure Transportation Management Software that will interface with MDT devices or GPS capable tablets and have the capability necessary to provide location and changes to scheduled pickups or drop offs.**

- 4. The following new section is hereby added to the RFP:

**QUALIFICATIONS/STATEMENT OF QUALIFICATIONS**

Bidder must initial all the following requirements which serves as acknowledgement that either the bidder *already* complies with the requirement (4.) or *will* comply with the requirements (1., 2., 3., and 5.) if awarded the contract:

- 1. CS Bidder's operating facility must be located in the City limits and off of a fixed route.
- 2. CS Bidder must be willing to employ or procure Transportation Management Software that will interface with Mobile Data Terminal (MDT) devices or GPS capable tablets and have the capability necessary to provide location and changes to scheduled pickups or drop offs.
- 3. CS Bidder must have either operational MDTs or tablets in all vehicles.
- 4. CS Bidder must have a minimum of 5 years of providing ADA paratransit service.
- 5. CS General Manager must be 100% dedicated to this contract

- 5. The **RFP Time Table** has been revised as shown below in **red**:

**B. RFP TIME TABLE**

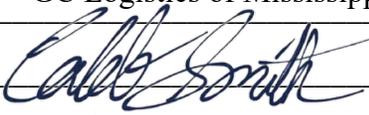
The anticipated schedule for the RFP and contract approval is as follows:

RFP available for distribution	February 8, 2019
Non-Mandatory Pre-Proposal Conference	March 14, 2019 (10:00 a.m. local time)
Deadline for receipt of final questions	March 19, 2019
Deadline for receipt of proposals	March 27, 2019 (3:00 p.m. local time)
Evaluation/Selection process	Week of <b>April 26, 2019</b>
Discussions, if conducted	Week of <b>May 15, 2019</b>
Projected award date	<b>June/July 2019</b>
Projected contract start date	October 1, 2019

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: GC Logistics of Mississippi, LLC  
BY:   
DATE: March 24, 2019