

SOLICITATION ADDENDUM # 1**IFB 6100063224**

Date: April 9, 2025

Subject: Allegheny OVR Enhanced Driving and Ancillary Services IFB Q&A

Due Date: April 11, 2025

To all suppliers this addendum #1 is to provide answers to the submitted potential Offeror questions to be posted to the DGS website, <http://www.emarketplace.state.pa.us/Search.aspx>. Questions were submitted via the DLI Procurement resource email account: RA-li-OIT-BAS-Procure@pa.gov. The questions and approved answers are as follows below:

Addendum Key:

- The **questions** are marked in **bold** and;
- (a) =the approved answer(s)

QUESTION #1:

Are the ancillary / assistive services a requirement or can a potential supplier state that they would be able to provide the transportation services only?

- (a) All vendors responding to this solicitation must be available to assist beyond drop off and pick up of persons with disabilities.

QUESTION #2:

What is the procedure for disputing denied wait time payments when a driver faces uncontrollable delays (e.g., weather, traffic)?

- (a) Wait time is only paid if a driver is remaining on site and waiting for an individual. If a driver leaves the drop off area there is no disputing wait time. If the driver leaves the drop off location, time spent leaving or returning to the passenger drop off location is not eligible for hourly reimbursement. Lunch break is not paid.

QUESTION #3:

Will OVR provide clear, written guidelines outlining when wait time is billable and how supervisor approval is to be obtained?

- (a) Prior approval from a supervisor will be indicated on any request for services or supports.

QUESTION #4:

What specific documentation (e.g., time logs, signed forms, or electronic reports) does OVR require for submitting wait time reimbursement requests? Additionally, what format should these documents be submitted in (e.g., paper, digital, or a specific reporting system)?

- (a) Refer to Solicitation Attachment E Expense Calculation Log in the Supplier Relationship Management System (SRM). This document must be used to document the transportation supports and a standardized invoice for use and approval.

QUESTION #5:

Is there a separate mileage reimbursement for out-of-county trips, or will the reimbursement rate remain consistent regardless of distance?

- (a) Refer to the Statement of Work (SOW) Section D pp 2-3. The rate remains the same regardless of the mileage travelled. Reimbursement rates for pick up from the Pittsburgh District Office to service points will be paid at a rate of \$45 per hour all other pick-up locations outside of Pittsburgh will be reimbursed at a rate of \$35 per hour.

QUESTION #6:

For trips outside urban areas, will OVR reimburse the full distance traveled, or is there a cap on mileage reimbursement?

- (a) There is no cap. All travel must be provided by the most direct and expeditious route considering both travel time and distance.

QUESTION #7:

How far in advance will transport assignments be scheduled—on a daily, weekly, or monthly basis?

- (a) Employees generally plan schedules at least on week prior to transports. There however have been situations in which an employee is required to participate in a meeting that was unplanned. Transports are rarely requested less than 48 hours in advance.

QUESTION #8:

How does OVR prioritize assignments when multiple drivers are available (e.g., geographic location, driver availability)?

- (a) Drivers who are identified as primary – provided a bid on the original posting – will be given right of first refusal.

QUESTION #9:

What is the expected response time for accepting or declining transport requests, and are there penalties for delayed responses?

- (a) It is requested that a driver provide a response accepting or declining transport requests within 24 hours to ensure workers can make alternate arrangements.

QUESTION #10:

If a vehicle reaches 250,000 miles, is there a grace period for replacing it, or must it be removed from service immediately?

- (a) It is expected that a driver will provide Penn DOT approved, safe and reliable transportation to employees without fear of delays due to mechanical issues. The choice to replace or remove vehicles is a vendor decision.

QUESTION #11:

Are drivers required to report mechanical issues immediately, and is there a standardized process for addressing potential delays due to repairs?

- (a) Refer to the SOW Sections P and O; however, if a driver's car breaks down, payment stops at that point. If the car is able to be restarted and they can proceed, payment resumes. If the car is unable to proceed, the driver is responsible for ensuring that the employee arrives safely at the destination. If someone else comes to pick up the employee, payment ends when the new driver arrives.

QUESTION #12:

Are there specific dress code or uniform requirements for drivers while transporting OVR employees?

- (a) Drivers must comply with the dress code established by their employer. Drivers should dress with the awareness that they could be assisting individuals to provide services in a variety of locations and are encouraged to present their services in a positive manner. Drivers shall be neat and clean in appearance at all time while working on behalf of the Commonwealth, with no provocative or offensive attire.

QUESTION #13:

How frequently will vehicles be inspected by OVR or third parties to ensure compliance with safety standards?

- (a) Refer to SOW Section H. Additionally, vendors must ensure that vehicles used to transport employees are registered and inspected by the Commonwealth. Monitoring of services and supports can occur at any time during the contract.

QUESTION #14:

What is the average timeline for completing background checks for new drivers, and can they start assignments before the process is finalized?

- (a) No driver can provide services without the required clearances as identified in the contract. These clearances will be required in securing the required badge for contracted services.

QUESTION #15:

What is the process for obtaining the Commonwealth Contractor badge, as stated in the Section: Background Checks and Badging? Additionally, if a driver loses their badge or requires a replacement, what is the procedure, and can they still work in the meantime?

- (a) The OVR designee will coordinate with and provide Capitol Police Security Administration with a list of contracted personnel who require badges. OVR designated staff will ensure that contracted personnel have complied with the criminal history background check process. Personnel requiring photo identification badges must present a cleared CHRIA report and photo identification to Capitol Police Security Administration before the badge is issued. To cover costs incurred by the Department of General Services (DGS) in processing requests for badges by contracted personnel, a

processing fee of \$10.00 for a photo identification badge. This fee is reimbursed with the appropriate receipts.

(b) Issued badges that are reported as damaged, destroyed, stolen or lost through negligence will be replaced only after payment to Capitol Police Security Administration fee of \$15.00 for a photo identification badge (at the expense of the contractor). Payment for badges will be in the form of check or money order payable to the Commonwealth of Pennsylvania. All badges must be returned to Capitol Police Security Administration at the completion of an assignment or project. The employer of contracted personnel is responsible for paying the replacement/lost badge fee for any badge not returned at the completion of the project.

QUESTION #16:

What qualifies as an “unsafe condition” that may justify a driver refusing an assignment, and what are the guidelines for making this determination?

Refer to SOW Section L, additionally

- (a) The term "**unsafe driving conditions**" refers to situations that create a risk of accidents while driving. This can include factors such as **snow, ice, and other road hazards** that impair visibility or control of the vehicle. Unsafe driving conditions can lead to increased likelihood of traffic accidents and injuries.
- (b) Unsafe conditions are hazards that could cause harm or injury. Vendors should comply with company OSHA requirements to ensure compliance with required safety.

QUESTION #17:

In the event of a medical emergency during transport, is there a protocol for contacting OVR beyond calling 911?

Refer to SOW Section H-9, additionally

- (a) 911 should be the first call for any medical emergency. Drivers should comply with company established protocols. Phone numbers for the District Offices is attached.

QUESTION #18:

Are drivers required to report accidents to OVR, even if there are no injuries or significant damage, and what is the reporting process?

- (a) Reports of all accidents while driving an OVR employee should be reported to the District Office and to the driver's employer according to employer policy.

QUESTION #19:

How are lodging and meal expenses reimbursed for overnight stays, and are receipts required for all expenses?

Refer to the SOW Section S.

- (a) Itemized receipts are required for all request for reimbursement. Receipts must be attached to the approved travel documents. Overnight costs are only reimbursed if the driver is providing support to an employee who is required to travel and establish overnight accommodations.

QUESTION #20:

Will OVR pre-authorize overnight stays, or must drivers pay upfront and submit reimbursement requests afterward?

Refer to the SOW Section S.

- (a) All payment is on a reimbursement basis. No payment will be provided without itemized receipts indicating payment.

QUESTION #21:

If multiple passengers are transported together, is the driver compensated for each additional passenger, or is payment based on the distance traveled only?

- (a) The driver will be reimbursed for mileage and time regardless of how many passengers are transported. If more than one employee is being transported, the driver may not double the fee.

QUESTION #22:

Can OVR assign multiple passengers to a single vehicle without prior notice to the driver, and how will such changes be communicated?

- (a) Drivers will be notified in advance if multiple employees will be involved in the transport. This will allow the driver to determine if they have the appropriate size and type of vehicle to provide the transport. All requests for transportation will be initiated by the district office personnel through email, telephone or fax depending on the preference of the business. All transport services will be verified in writing.

QUESTION #23:

If a passenger requests an unscheduled stop, is prior approval required from the OVR District Office, or can the driver comply without approval?

Refer to SOW Section S.

- (a) All travel and stops must be approved by the employee supervisor. If an “unscheduled stop” is for personal reasons of the employee, the employee could be obligated to pay for the service time. For safety reasons, the approved itinerary should be followed.

QUESTION #24:

If OVR cancels a transport with less than three hours' notice, will the contractor be automatically compensated for one hour of pay, or will there be a verification process?

Refer to SOW Section P.

- (a) For approval of the charge for cancellation must be identified, reviewed by the employee, approved by the supervisor and included on the billing.

QUESTION #25:

How does OVR handle cancellations initiated by the contractor, and is there flexibility for emergencies or unforeseen circumstances?

Refer to SOW Section P.

- (a) Instances of cancelled appointments will be reviewed on a case-by-case basis, and upon determination the Awarded Supplier's hourly rate for that trip may be reduced by 50%. Repeated offenses greater than five (5) per year could result in a Contractor Responsibility Program (CRP) performance entry.
- (b) Should emergency situations arise requiring cancellation less than twenty-four hours prior to the scheduled pick-up, the supplier will notify the OVR District Office staff and immediately. Repeat offenses could result in a Contractor Responsibility Program (CRP) performance entry.

QUESTION #26:

How does OVR define unresolved personnel performance issues, and what criteria are used to determine if a driver needs to be replaced?

- (a) Personnel performance issues shall be addressed first with the contractor for resolution. However, if the performance issues continue or are not resolved, the Commonwealth shall take corrective action, to include, but not limited to termination of the contract.
- (b) Performance issues could include any or all of the following – repeat late arrival for pick-up or drop-off, poor on-the-job relationships, disruptive behaviors, threat of harm to individuals or property, acts of intimidation, robbery or attempted robbery, destruction of Commonwealth property, physical assault or any act of violence.

QUESTION #27:

Will OVR provide a formal process for addressing personnel issues and offering corrective action before replacement is considered?

See the response to question 26, additionally.

- (a) If an OVR feels unsafe or indicates that they are unable to fulfill the work requirements due to late transports, the employee has the right to request not to be placed in a vehicle with a person who makes them feel unsafe or prevents them from fulfilling their job obligations.

QUESTION #28:

If an awarded bidder misses the 95% timeliness target, what corrective actions will be required, and how will performance improvements be tracked?

- (a) If an awarded bidder does not meet the timeliness target, OVR could decide to terminate the contract with this vendor. The timeliness of the driver directly impacts the employee's ability to complete work with stakeholders. Employees will provide written notification of any issues they are experiencing.

QUESTION #29:

How is "late trip" defined within the SLA, and does it take external factors (e.g., traffic, weather) into account?

Please refer to the SOW section P and O.

- (a) A driver should plan for potential delays. The driver is expected to be on-site and ready for transport as required in the contract.

QUESTION #30:

Will OVR provide performance review reports, and will contractors have the opportunity to dispute discrepancies in these metrics?

- (a) Should a monitoring of this provider occur, a formal performance review report will be provided including any resolution actions that are required.

QUESTION #31:

What travel expenses are reimbursable, and how should tolls, parking, and other related expenses be documented and submitted?

Refer to SOW Section S.

- (a) Itemized receipts are required for any requests for reimbursement. These receipts must be attached to the invoice forms. See the attached reporting documents.

QUESTION #32:

Are drivers required to submit receipts for all travel-related expenses, even small amounts, or are there any thresholds below which receipts are not necessary?

Refer to SOW Section S.

- (a) Itemized receipts are required for any expense requested for reimbursement. No reimbursement can occur without receipts.

QUESTION #33:

Will the bi-weekly itemized invoices follow the Expense Log format, or is there flexibility in how invoices can be submitted?

- (a) Expenses must be submitted with receipts using the forms established to the district office for review and approval.

QUESTION #34:

How detailed should the breakdown of charges be in the Expense Log, and will OVR provide examples of acceptable reports?

- (a) Refer to the Enhanced Driving and Ancillary Expense Log, Attachment E in the SRM solicitation

QUESTION #35:

Will contractors be required to submit monthly reports to support SLA performance, or will these be submitted quarterly?

- (a) SLA performance will be monitored using the timesheets contained in the Expense Logs submitted for invoicing purposes.

QUESTION #36:

How will OVR verify compliance with federal, state, and local regulations by contractors, and is documentation required for this process?

- (a) OVR must ensure that contractors are compliant with contract deliverables. Should a desk monitoring review identify missing information, the monitoring team will reach out to the vendor

QUESTION #37:

Under what circumstances can a contractor request approval to use endorsements or publicize their services under this contract?

- (a) This contract does not establish an endorsement or partnership with a driving service. This contract is for OVR employees only on an as needed basis. No advertisement or publicity will be approved.

QUESTION #38:

What penalties or corrective actions apply if a contractor advertises services without prior written approval from OVR?

- (a) Immediate cancellation of the contract.

QUESTION #39:

What is the process for obtaining OVR approval to subcontract, and are there

All requests to subcontract services must be submitted in writing to the Issuing Officer per Terms and Conditions section V.33 CONTRACT-025.1 Assignability and Subcontracting (Oct 2013)

- (a) Copies of any sub-contracts must be provided to OVR prior to the use of a sub-contracted driver. All information identified in the contract must be included with a copy of the sub-contract.

QUESTION #40:

How does subcontracting affect performance metrics and SLAs if a subcontractor fails to meet expectations?

- (a) If a primary contractor establishes a sub-contract, the primary contractor will be held accountable for the performance or non-performance of any driver.

QUESTION #41:

How does the Commonwealth holiday schedule impact transport assignments, and will contractors be reimbursed for work done on holidays?

- (a) Commonwealth employees do not perform work on scheduled holidays. Refer to SOW Section X.

QUESTION #42:

Will OVR provide guidelines on how transportation services are billed differently during holidays?

- (b) No transport will be scheduled during holiday hours. Refer to SOW Section X.

QUESTION #43:

If OVR adds or removes contractors during the contract term, how will existing contractors be notified, and will there be a competitive bidding process?

- (a) Competitive bids are established as needed. Existing vendors will continue to be contacted for appropriate assignments, any new contractor awards resulting from supplemental bids will be posted to www.patreaury.gov for public view.

QUESTION #44:

How will the addition of new contractors through supplementary bids impact existing contract terms or rates?

- (a) Primary contractors will have first right of refusal. If they are unable to provide transportation services, the supplementary contractors will be contacted.

Refer to the SOW Section Y, any vendor awarded on supplemental solicitations will end on March 31, 2027. Rate will remain the same throughout the term of the contract and any renewals exercised.

QUESTION #45:

Is OVR open to all innovative solutions that leverage and utilize TNC companies as part of the business model for providing transportation services?

- (a) The contract is with the vendor who registers as the transport service. Reimbursement for services will be according to the established rates.

All work will be performance in accordance with the SOW and terms and conditions of this agreement.