

ICB Operator / Request for Proposals  
Submitted Questions and Answers

1. Do routes have to be operated at certain times of the day, or can the operator determine starting times and operating times?

**The current days and starting / operating times will need to be preserved as will the daily frequency of the stops along these routes.**

2. Are we able to operate the requested service within routes we already have in existence? Or do we need to start a completely new service for the proposed routes?

**This RFP is for the continuation of the current services being provided along the I-88 and I-39 corridors, with the identified stops including start and end points along both routes. The same daily frequency of these routes will go unchanged as well.**

3. What type of vehicle will be provided for this service?

**Please consult the amended version of the RFP (page 8) which removes the original language that mentioned buses would be provided for the two (2) ICB routes. That language has been replaced with "The awarded Service Operator(s) will be responsible for providing necessary vehicles for use on the identified ICB routes..."**

**For the sharing of information, these two routes have normally been serviced by 45-foot buses.**

4. For the buses provided, who is responsible for the cost of routine preventative maintenance and any necessary repairs?

**As mentioned previously, no buses are being provided for the provision of services on these routes. Instead, the awarded operator will use their own buses on these identified routes. As such the operator will be responsible for PM, with reimbursement sought through the monthly requisitions to RMTD.**

5. Are maintenance and repairs allowed to be conducted at our current corporate maintenance location, or are we required to take the buses to a certain location within Illinois?

**Since the vehicles used in the provision of ICB services on these two routes will be that of the awarded operator, it is expected that maintenance / repairs will be conducted at the operator's corporate maintenance location.**

6. As our current routes run through other states, would the buses provided for this service be allowed to travel in other states for the provided 5311(f) service? If not, and we used

our current motorcoaches to operate the requested service, is there any additional funding for wear and tear on our equipment?

**Please consult the amended version of the RFP (page 8) which removes the original language that mentioned buses would be provided for the two (2) ICB routes. That language has been replaced with “The awarded Service Operator(s) will be responsible for providing necessary vehicles for use on the identified ICB routes...”**

**There is no additional funding for wear and tear on the equipment used in the provision of rides on these ICB routes.**

7. Regarding page 14, Section G....If changes result in an increase or decrease in operating cost, will that be reflected in the award via written amendment?

**The changes alluded to in Section G are unlikely to take place. Neither the routes’ pick-ups and drop-offs, nor the daily frequency of these routes, will change for the initial year of this Intercity Bus Service. Should there be a need for change, it will be written into an amendment in either the award or contract.**

8. Regarding page 19...There is mention of Exhibit B. However, Exhibit B included in this package does not appear to correspond to this language. Can you please provide the reference documents listing the industry standards?

**My apologies for the confusion with the Exhibit B statement of the RFP. The information that was originally referenced as Exhibit B was incorporated into pages 45-47 of the RFP.**

9. Regarding page 19...Would staff from other state DOTs be an acceptable party to complete a Client Reference Questionnaire on our behalf?

**I believe this would meet the spirit of the request for a Client reference, yes.**

10. Regarding page 20...Do we need to provide our interline agreements or our ticketing agreement with Transcor Data Services regarding the Multi-Modal Cloud Platform (MMC)? Participation in the MMC for ticketing allows for interlining with other transportation carriers. Flix/Greyhound uses a separate ticketing system that coordinates with MMC.

**If this existing interline agreement is not a sizable document (more than 100 pages), I would include it as part of the application. Otherwise, if the page size is in the hundreds of pages, please provide a hyperlink to the document.**

11. Regarding page 20....We have a toll free phone number currently. Would we need to create a second toll free phone number that is specific to these routes within Illinois?

**This is an operational item. If you feel there is a need for a second toll free phone number for these routes in Illinois, that will be a decision left up to the carrier. If you can manage with a single toll-free number without service disruption nor confusion, then that would seem to be a reasonable solution as well.**

12. Regarding page 21, second bullet point....The current bus fare structure is determined by company tariffs. However, if a ticket interlines with Flix/Greyhound, Flix/Greyhound requires that they are the company to set the price. Will RMTD take this into account and make exceptions for tickets that interline with Flix/Greyhound, of which our agency has no control of the price?

**Yes, this seems to be a reasonable request. (Question 21 seems to be ask the same question.)**

13. Regarding page 21, eighth bullet point....Do all our of agency's intercity route complaints need to be reported to RMTD, or only complaints that occur on the funded routes within the state of IL?

**Only complaints associated with the two routes identified in this RFP.**

14. Regarding page 22....If RMTD determines that additional service is needed, how much notice is given to the carrier in order to arrange for the additional service?

**This will be an on-going discussion between carrier and RMTD. Sufficient notice will be provided for such additional service.**

15. Regarding page 25....Are paper tickets required to be collected? Most tickets are verified using a paperless driver ticket scanner.

**As long as there is sufficient tracking of ticketed passengers, this decision to collect tickets will be left to the carrier of choice for these ICB routes.**

16. Regarding page 25....The National Bus Traffic Association clearinghouse does not release data until the 25<sup>th</sup> of the month. Can the language in this section be altered to reflect the 25<sup>th</sup> instead of the 10<sup>th</sup>?

**The language on page 25 has been modified to within 30 days after the reported service period has ended. Additionally, the last sentence in that paragraph has been changed to "Operator requisition of expenses will be completed on a monthly basis. RMTD will requisition IDOT for reimbursement once a full quarter of expenses has been received from the Operators." It previously read quarterly.**

17. Regarding page 26....Can you explain how the 6.25% tax would affect a carrier? Does this need to be added to tickets sold within the state of Illinois? Does this need to be added to tickets originating within the state of Illinois?

**Taxes are for tickets sold within the State of Illinois.**

18. Regarding page 26....The ticketing system has a non-ticketed child explained as "One child (per adult fare paid) who has not reached his or her second birthday will be carried for free when not occupying a seat to the exclusion of another passenger." Is this language permissible? There is no way to differentiate the child ages on a ticket that interlines.

**In all likelihood, this will be a judgment call of the operator. If the adult of this child continues to abuse this privilege it will require a follow-up discussion and clarification with said adult on the protocols for non-ticketed children of that age.**

19. Regarding page 27....The RFP document states that RMTD must approve schedules and stops, and the stops must have a contract in place no later than 60 days prior to operation. 60 days prior to operation would be May 1<sup>st</sup>. However, the award announcement isn't scheduled until May 5<sup>th</sup>. Can this timeline for times/stops/contracts be revised?

**Given the shortened timeframe for awarding this RFP and beginning the ICB operator services by July 1, 2025, consideration will be given to the timeline. Please keep in mind that the identified stops of these identified ICB routes, along with daily frequency, will not change, but remain the same as they are currently. Times for these routes may be revised.**

20. Regarding page 27....Now that the carrier is responsible for providing the equipment used, will the mileage and age preference of the motorcoaches be removed?

**The preferred metrics for buses in operation are outlined in that paragraph of the RFP. If these vehicles are outside of those metrics, are they still able to meet Federal Motor Vehicle Safety Standards and ADA requirements? If they can, then it is reasonable to assume that these vehicles, while older, would be appropriate for use on these ICB routes.**

21. Regarding page 29....The current bus fare structure is determined by company tariffs. However, if a ticket interlines with Flix/Greyhound, Flix/Greyhound requires that they are the company to set the price. Will RMTD take this into account and make exceptions for tickets that interline with Flix/Greyhound, of which our agency has no control of the price?

**Yes, this seems to be a reasonable recommendation.**

22. Regarding page 29....Can you provide an example of a carrier keeping a separate account for expenses? At this time, our shared expenses (tires, fuel, etc.) are allotted per mileage traveled.

**Your approach for shared expenses and allotting them based on miles traveled, is acceptable for the response to this RFP.**

23. Our agency is not required to conduct a single audit for financial records. Is there another acceptable form of review that could be submitted?

**In conformity with the Single Audit Act (31 U.S.C. 7501 et seq.) the awarded carrier will complete, with the aid of an independent licensed Certified Public Account, a Single Audit and completed based on the said carrier's fiscal year.**

24. If the contract is awarded to our agency, are we allowed to decline the contract at the time of announcement?

**If your agency would choose to not accept the awarding of the contract at the time of the announcement before a contract was fully executed, then yes, that would be an option for them to do so.**

25. During the term of the project, is there a termination clause that allows the carrier to exit the contract?

**Yes, within at least a 30-day window of notice, the carrier will be afforded the opportunity to exit the contract.**