



# ROANOKE COUNTY

Purchasing Division

5204 Bernard Drive, Suite 300-F, P.O. Box 29800

Roanoke, Virginia 24018-0798

TEL: (540) 772-2061 FAX: (540) 772-2074

May 24, 2022

ADDENDUM NO. 1 TO ALL OFFERRORS:

Reference – RFP # 2022-085

Description: McAfee Knob Trailhead Shuttle Service for Roanoke County

Issue Date: April 28, 2022

Proposal Due: May 31, 2022

Please Note the below changes/modifications:

1. Modified Due Date: **The deadline is being extended to May 31, 2022 at 2:00 P.M.**
2. RFP Language Modification:

**The contract period will be Contract award date through November 2023.**

Please see the below responses to questions received as well as the attached information.

- 1) Please confirm that the selected operator will be responsible for the cost and logistics of establishing and maintaining online registration site and point-of-sale systems, along with data management and online survey systems
  - a. **Yes, the vendor will be responsible for the cost and management of the registration process.**
- 2) Please confirm that proposers should propose their own recommended systems for reservations, surveys, etc.
  - a. **Yes**
- 3) Please confirm that proposers who don't provide audited financial statements won't be automatically disqualified?
  - a. **Not necessarily disqualifying but Roanoke County would want to know why and/or get acceptable substitute documents.**
- 4) Is the grant application available for review?
  - a. **Yes, see the separate downloadable attachment 2022-085 - Grant Application.**
- 5) Do shuttle vehicles need to accommodate more than one disabled individual? If

so how many?

- a. **Our understanding of ADA as it relates to vehicle usage for recreation purposes is one space satisfies the requirement unless the vehicle is longer than 22 feet with those requiring two spaces.**
- 6) Please confirm that the estimated full round trip is 30 minutes and that the approximate mileage is 7.6 miles each way, 15.2 miles total?
- a. **Yes, the route has been driven to confirm the time and per Google, that is the distance.**
- 7) Please provide aerial maps of the overall route, the Park and Ride lot and the Trailhead?
- a. **Please see the separate downloadable attachment - McAfee Knob Trailhead Shuttle Maps with the shuttle pull off plans included.**
- 8) How long after end of official daily shuttle hours will after-hours service need to be available?
- a. **Per the RFP, we asked for live telephone service to be available 30 minutes after service ends. This is to provide assistance to the riders that may have missed the last shuttle.**
- 9) What is the term of this contract?
- a. **The contract is scheduled to be From Award Date until the end of Nov 2023.**
- 10) Can the awarded vendors branding be on the vehicle?
- a. **Roanoke County will consider this, with approval of final design made by County.**
- 11) Who will create the digital survey?
- a. **Roanoke County will work with the vendor to create. We envision this to be less than five questions.**
- 12) Can we advertise other service from the awarded vendor that they offer?
- a. **This is a possibility and may be negotiable**
- 13) What is considered a missed trip?
- a. **If the vendor is scheduled to provide service on any given day of the contract, and service is not provided. Driver does not show up for a scheduled pick up at either location.**
- 14) Will there be signage for the last trip and first trip?
- a. **Yes, signage will be provided.**
- 15) Can the vendor charge the customer if they missed, a possible convenience fee?
- a. **The shuttle is to help improve the visitor experience and improve the**

**image that the lack of parking has created. Roanoke County wants this to be a positive experience. That being said, if a pattern emerges we can revisit and discuss this or other options. Feel free to include any ideas you may have in your response.**

16) May we see any information that was created to show the activity on the trail and what time frames were busiest.

a. **Yes, please see the separate downloadable attachment Power Point - McAfee Knob Counter Reports and Trends.**

b.

17) Is it possible to see the plans for the shuttle pull-off along Route 311 southbound to be constructed by VDOT before September that was mentioned in Mandatory Pre-Proposal Conference?

a. **Yes, please see the separate downloadable attachment - Route 311 Shuttle Stop and Pull off Concept.**

**Separate Downloadable Attachments:**

1. Attachment 1- **McAfee Knob Trailhead Shuttle Maps**
2. Attachment 2 – **McAfee Knob Counter Reports and Trends**
3. Attachment 3 – **County of Roanoke Offset Report**
4. Attachment 4 - **2022-085 - Grant Application**

**Note:** A signed acknowledgment of this addendum must be received at the location indicated on the original solicitation either prior to the proposal due date or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal/bid document. The original proposal/bid document must be signed.

Thank you,



W.L. Heath Honaker

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[HHonaker@roanokecountyva.gov](mailto:HHonaker@roanokecountyva.gov)

**\*\*\*\*Signature page to follow \*\*\*\***

RFP # 2022-085 McAfee Knob Trailhead Shuttle Service for Roanoke County

Addendum # 1 Signature Page

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Sign Name:

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Print Name:

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Name of Firm:

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Date: