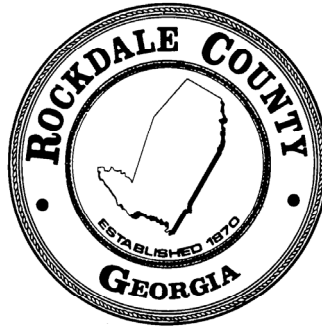


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SUE SANDERS, INTERIM CFO
TELEPHONE: 770-278-7555
FACSIMILE: 770- 278-8910

Addendum No. 1

**RFP No. 25-05
ROCKDALE NON-EMERGENCY TRANSPORTATION SERVICES**

May 5, 2025

RFP #25-05 is hereby amended as follows:

1. Below are questions received and corresponding answers:

A. Question: Why is the pricing set at \$18 per trip, regardless of distance or time? Would Rockdale County consider a tiered pricing model that accounts for varying mileage and wait times?

Answer: This is the current rate set by our current vendor. We are open to other proposals including a mileage rate.

B. Question: Does the \$18 flat rate include all operational expenses (fuel, driver pay, wait time, insurance, etc.)? Or is there any allowance for adjustments based on fuel fluctuations or extended wait times?

Answer: Yes, the \$18 flat rate includes all operational expenses. Currently, there are no allowances for adjustments based on fuel fluctuations or extended wait times.

C. Question: Can you provide historical data on average mileage per trip, both within Rockdale County and out-of-county (e.g., Newton, Walton, Henry, DeKalb)?

Answer: We provide 13 mile range from the Rockdale County Courthouse.

D. Question: What is the average number of trips per week and month historically for adult and juvenile transport?

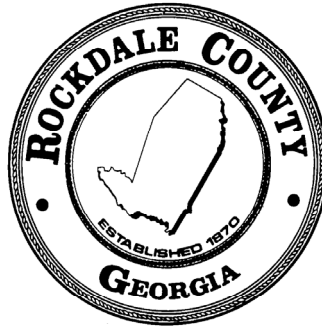
Answer: 50 trips weekly, 150 trips monthly

E. Question: Can Rockdale County provide data on the total annual mileage or number of completed trips over the last fiscal year?

Answer: Average number of completed trips is 1,800 – 2,000 trips annually.

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F. Question: Are there any peak hours or high-demand days during the week that providers should be prepared to cover more heavily?

Answer: Wednesdays and Thursdays from 2 pm – 8:30 pm due to Court, group sessions & drug testing for multiple courts.

G. Question: How are no-shows or last-minute cancellations handled? Will providers still be compensated?

Answer: Provider will charge the agreed upon rate to the respective accountability court.

H. Question: Are ADA-compliant vehicles required for every trip, or only when a client with mobility needs is scheduled?

Answer: When a client with mobility needs is scheduled.

I. Question: Is there a minimum or maximum vehicle age requirement for this contract?

Answer: No

J. Question: Are vehicles required to display any signage or decals indicating service for Rockdale County?

Answer: No

K. Question: Will Rockdale County provide any fuel stipends or reimbursement beyond the set trip price?

Answer: No

L. Question: Will Rockdale County provide or reimburse for required driver training certifications, or must the vendor cover all costs?

Answer: No

M. Question: Will Rockdale County provide a template for required trip logs, vouchers, or client sign-offs?

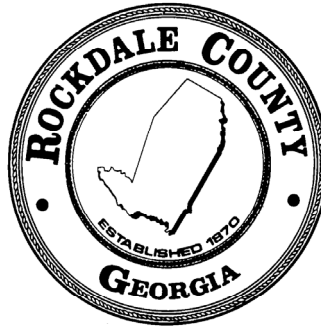
Answer: Yes

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N. Question: Can you clarify how monitoring will be conducted? Will County staff ride along unannounced or scheduled?

Answer: Monitoring will consist of participant feedback, surveys, unannounced ride along, provider surveys, auditing trip logs and other monitoring determined as needed.

O. Question: What are the expected response times for incident reporting, vehicle issues, or client complaints?

Answer: Immediately if it affects services or involves injury or within 24 hours at the latest.

P. Question: What are the key performance indicators (KPIs) the County will use to evaluate vendor success?

Answer: Customer satisfaction, responsiveness.

Q. Question: Will renewal years be subject to updated pricing negotiations, or will pricing remain locked across all 3 years?

Answer: It can be negotiable depending on economic and other factors.

R. Question: \$18 per trip. Is this firm or negotiable?

Answer: Negotiable.

S. Question: Is a complete trip considered One WAY or round trip? Example :if person A is picked up and taken to an appointment and then taken back to original location. Is this 1 trip or 2?

Answer: 2 trips

T. Question: How many service vans will be needed?

Answer: Depends on the volume of clients that need service.

U. Question: Part III Price Summary: It listed a price of \$18 per trip. Is that the price that you are requesting to be listed at to be considered for the RFP?

Answer: We will consider all reasonable price requests.

2. All other conditions remain in full force and effect.
3. If a proposal has been submitted and anything in this Addendum causes the contractor to change the item offered or to increase or decrease the proposal price, the new price and/or changes will be

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inserted below:

4. All contractors under this Request for Proposal are kindly requested to acknowledge receipt of this Addendum on the Proposal Form, page 12 of this RFP.

Tina Malone

Tina Malone, CPPB CPPO

Purchasing & Procurement Manager

Department of Finance, Purchasing Division