



April 22, 2016

**Addendum No. 1**  
**to**  
**REQUEST FOR PROPOSAL**  
**for CALL BOX CALL ANSWERING CENTER**  
 Dated April 1, 2016

- DAVE CORTESE, CHAIR  
Santa Clara County
- ALICIA C. AGUIRRE  
Cities of San Mateo County
- TOM AZUMBRADO  
U.S. Department of Housing  
and Urban Development
- JASON BAKER  
Cities of Santa Clara County
- TOM BATES  
Cities of Alameda County
- DAVID CAMPOS  
City and County of San Francisco
- DORENE M. GIACOPINI  
U.S. Department of Transportation
- FEDERAL D. GLOVER  
Contra Costa County
- SCOTT HAGGERTY  
Alameda County
- ANNE W. HALSTED  
San Francisco Bay Conservation  
and Development Commission
- STEVE KINSEY  
Marin County and Cities
- SAM LICCARDO  
San Jose Mayor's Appointee
- MARK LUCE  
Napa County and Cities
- JAKE MACKENZIE  
Sonoma County and Cities
- JULIE PIERCE  
Association of Bay Area Governments
- BIJAN SARTIPI  
California State  
Transportation Agency
- LIBBY SCHAAF  
Oakland Mayor's Appointee
- JAMES P. SPERING  
Solano County and Cities
- ADRIENNE J. TISSIER  
San Mateo County
- SCOTT WIENER  
San Francisco Mayor's Appointee
- AMY REIN WORTH  
Cities of Contra Costa County

Dear Proposer:

This letter is Addendum No. 1 to the Request for Proposal (RFP) for the Call Box Call Answering Center dated April 1, 2016. Where text is revised, deleted text is shown in strike-through format; added text is *italicized*. The RFP is revised as follows:

Addendum Item	Reference	Change(s)	
1.	RFP, <u>Letter of Invitation</u> , 3 <sup>rd</sup> paragraph, Due date	Interested firms must submit an original and six (6) copies, as well as one electronic PDF version, of their proposal by <b>4:00 p.m. on Monday, <del>April 25</del> May 2, 2016</b> , in accordance with the instructions contained in the RFP. Other key RFP Dates are listed in Section V, <u>Consultant Selection Timetable</u> of the RFP.	
2.	RFP, V. <u>Contractor Selection Timetable</u> , Page 3	9:00 a.m., on April 13, 2016	Proposers' Conference, at 101 8 <sup>th</sup> Street, Oakland, CA 94607, Lakeview Conference Room
		4:00 p.m., on April 15, 2016	Closing date/time for receipt of requests for modifications/exceptions
		No later than three (3) business days prior to the date proposals are due.	Deadline for protesting RFP provisions
		<b>4:00 p.m., on <del>April 25</del> May 2, 2016*</b>	<b>Closing date/time for receipt of proposals</b>
		Week of <del>April 29</del> May 9, 2016*	Interviews/Discussions (if held)
		May <del>5</del> 16, 2016*	Date for receipt of Best and Final Offers (if required)
		June 10, 2016*	Operations Committee Approval

*\*Interview, award and approval dates are approximate and are subject to change before or after the closing date of the RFP.*

STEVE HEMINGER  
Executive Director

ANDREW B. FREMIER  
Deputy Executive Director

3.	RFP, VI, <u>Submittal of Proposals</u> , Item #1, Page 4	1. Interested firms must submit an original and six (6) copies, as well as one electronic PDF version, of their proposal by <b><u>4:00 p.m. on Monday, April 25 May 2, 2016</u></b> . <b>Submission of an electronic copy of the proposal without hard copies will not satisfy the submission requirement. No proposals submitted solely by email and no faxed proposals will be considered.</b>
4.	RFP, VII. <u>Form of Proposal</u> , , Item G. <u>Cost Proposal</u> , Page 9	G. Cost Proposal Submit Cost Proposal forms, as follows:  1. Appendix B-1, <u>Phase I Task Budget Proposal Form</u> . Provide a task budget for Phase I that breaks down costs for each item as it relates to Tasks 1 through 6 as described in Appendix A, <u>Scope of Work</u> .  2. Appendix B-2, <u>Phase II Price per Call Proposal Form</u> . Provide the call box call rate per call (All SAFEs) and the 511 Freeway Assist connection fee rate. ( <del>MTC SAFE only</del> ).
5.	RFP, Appendix B-2, <u>Phase II Price Per Call Proposal Form</u> , Page 36	Appendix B-2, <u>Phase II Price Per Call Proposal Form</u> , is deleted in its entirety and replaced with the attached Appendix B-2, <u>Phase II Price Per Call Proposal Form</u> .

The remaining provisions of the RFP, dated April 1, 2016 remain unchanged. In the event of a conflict between this addendum and the previous version(s), this addendum shall take precedence.

Any questions concerning this addendum to the RFP should be directed to Stephen Terrin, at [sterrin@mtc.ca.gov](mailto:sterrin@mtc.ca.gov).

Sincerely,



Andrew B. Premier  
Deputy Executive Director, Operations

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**APPENDIX B-2: PHASE II PRICE PER CALL PROPOSAL FORM**

The payment for continuing operations (Phase II) will be compensated in two methods:

1) Call box calls will be based on a rate per call. Bonus payments for call box calls will be 3% of the base rate per call for each LOS measure exceeded. Penalty reductions will be 3% of the base rate per call for each LOS not met.

2) 511 Freeway Assist (~~MTC SAFE only~~) calls will be based on a connection fee plus a price per minute. Any 511 Freeway Assist calls exceeding ten minutes will be compensated solely on a flat rate of \$5.00. Phase II includes the following components and any others necessary to successfully operate the CAC that would be included in the price per call:

- Continue operations, staffing activities
- Submit report of statistics monthly
- Monitor program operations and implement any necessary corrective actions
- Attend monthly SAFE meetings, as needed
- Bi-monthly system tests
- Profit, overhead, burden, or other indirect costs.

Proposers shall provide one base cost estimate for price per call. The prices in the signed price proposal form will be used in all contracts resulting from this RFP.

1) Base Rate Per Call:	\$ _____
a) Bonus/Penalty: 3% of Base Rate per Call	+/- _____

***~~MTC SAFE only~~***

2) 511 Freeway Assist connection fee:	\$ _____
a) Price for each minute	\$ _____
b) Flat rate for calls exceeding ten minutes	<u>\$5.00</u>

Execution of this Form binds the Proposer to providing Phase II service, as described in this RFP, at the price per call specified for the actual call volume.

Name of Proposer’s Company: \_\_\_\_\_

Representative Name and Title: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_