

Transportation Services at the Navy Yard

Addendum 1 – Questions & Answers

February 19, 2025

1. Can PIDC share the list of attendees from the pre-submission meeting and tour, as well as those who have downloaded the RFP documents?

In-person meeting attendees – A Yankee Line, Govysh Technologies, Sarah Car Care, Krapf Coaches.

RFP Downloads – list attached.

2. Is there a specified route the shuttle bus must follow throughout the day?

See RFP, Section III. A. The specified route will be the current route of Navy Yard Transit, unless and until PIDC deems it necessary to modify the route.

3. Is there a location where the bus can be stored on-site when not in use? If so, is it secured, and can the driver utilize the off-site parking location while working?

Currently, there is an unsecured onsite storage location for buses and parking location for drivers. PIDC will work with the successful contractor to continue providing these benefits going forward but cannot guarantee a storage site or driver parking for the duration of the contract.

4. What is the scheduled departure interval for the buses from one location to the next?

See RFP, Section III. A. Routes and schedules can be viewed at navyard.org/transit or by downloading the Navy Yard Transit app by Moovit.

5. Are there restroom and/or break room facilities available for drivers? If so, at which locations?

Restrooms are currently available in Central Green Park. Breakroom facilities for drivers are currently not provided.

6. Will the contractor be responsible for conducting ridership surveys? If so, is there a preferred method?

It is anticipated that PIDC will work closely with the contractor to develop and execute ridership surveys. The contractor may assist in distributing surveys through the customer-facing app.

7. In the event of significant changes due to unforeseen circumstances (e.g., COVID-19), will the contract allow for supplemental cost invoices to be honored?

This will be determined on a case-by-case basis and subject to negotiation.

8. The RFP does not specify ADA vehicle requirements—should accessible vehicles have side or rear-door access?

Refer to RFP, Exhibit A, Section A.

9. What is the minimum and maximum number of wheelchair restraint systems required for ADA-accessible vehicles?

Refer to RFP, Exhibit A, Section A.

10. What percentage of passengers will require a wheelchair lift?

Unknown at this time.

11. Do you anticipate any wheelchair or scooter exceeding the standard lift design load of 600 pounds or dimensions of 30 inches by 48 inches? Will contractors be notified in advance of bariatric wheelchair users to ensure availability of appropriate restraints?

PIDC does not anticipate wheelchair or scooters exceeding the standard lift design.

12. What are the most common passenger complaints regarding the current service?

Refer to RFP, Section III. E.

13. What are the key improvements PIDC would like to see in this service?

Fare collection and on-time performance.

14. Will PIDC allow vehicle wrapping costs to be passed through?

The vehicle wrap should be included in the fee proposal.

15. What is the average mileage per bus per hour and per day?

This information is not readily available. Current routes and schedules can be viewed at navyyard.org/transit or by downloading the Navy Yard Transit app by Moovit.

16. Would PIDC provide financial accommodations if billable hours drop below a predetermined threshold?

This will be determined on a case-by-case basis.

17. Will PIDC provide office space for a supervisor, project manager, and drivers? Is there storage available for cleaning equipment and hardware?

No.

18. Does the contractor pay for fuel, or will it be billed as a pass-through cost?

Proposals should include the price of diesel fuel.

19. What is the current hourly rate? What percentage increase has been paid per year in the current contract?

This is determined by the contractor, not PIDC.

20. Is there a collective bargaining agreement in place that the contractor must review?

PIDC is not aware of any collective bargaining agreement.

21. Is PIDC open to installing CNG/LPG fueling stations or electric vehicle infrastructure on-site?

We are exploring the use of Battery Electric Buses (BEB) and electric charging infrastructure through this RFP process. If PIDC decides to convert to BEB, it will include on-site electric charging infrastructure.

22. What are the current bus fleet maintenance protocols, and how will PIDC ensure that the new contractor does not inherit poorly maintained vehicles?

Refer to RFP, Exhibit A, Section B. The selected contractor is expected to provide vehicles.

23. Can the contractor outsource maintenance? Is there an available repair shop or maintenance facility at the Navy Yard?

Yes, the contractor can outsource maintenance. No, there are no available repair shops or maintenance facilities at the Navy Yard.

24. How is PIDC ensuring that minority- and women-owned businesses are informed about this opportunity and provided equal access to compete?

The opportunity was widely advertised to ensure all businesses were informed about this opportunity.

25. Are there target prices or rate guidelines for the transportation services within this RFP?

No.

26. Does the pricing structure include provisions for rate adjustments based on the Consumer Price Index (CPI)?

No.

27. Is the current fleet owned by PIDC? If so, will it be transferred to the awarded contractor, and can you provide details on make, model, and vehicle ages?

No, the current fleet is owned by the current operator.

28. Are there specific camera system requirements for interior and exterior surveillance? Are there any video retention requirements?

Refer to RFP, Exhibit B. Retention requirements subject to negotiation.

29. Has a study been conducted as part of the SEPTA Bus Revolution Program?

Yes, SEPTA led a Design Sprint for the Navy Yard Transit Plan as part of the Bus Revolution. The results can be shared with the selected contractor if they deem it beneficial. However, SEPTA has put the Bus Revolution on an indefinite hold.¹

30. Can PIDC share the third-party analysis commissioned in 2024 regarding the transition of Navy Yard Transit to Zero-Emission Services?

PIDC will share the results of the study with the selected contractor.

31. Has PIDC received any grants to assist with fleet electrification or zero-emission initiatives?

Not at this time.

32. Would PIDC be open to alternative service offerings beyond traditional bus services? Can the proposal include a different service model, such as an on-demand or flexible transit system instead of fixed-route shuttle buses?

All proposers must respond to the baseline service requirements. If a proposer wants to propose an alternative service offering, it should respond to the baseline service requirements and include their alternative service recommendation as a discrete recommended service with a separate scope and fee proposal.

33. Would PIDC consider a microtransit service model? Microtransit is a technology-driven, demand-responsive transportation system that allows passengers to request rides dynamically through an app or call-in service. Unlike fixed-route bus systems, microtransit offers greater flexibility by grouping rides in real time and providing shared, door-to-door or stop-to-stop services within a designated service zone. This model can enhance efficiency, reduce wait times, and improve overall rider satisfaction. Would PIDC be open to evaluating such a model as part of this RFP?

All proposers must respond to the baseline service requirements. If a proposer wants to propose an alternative service offering, it should respond to the baseline service requirements and include their alternative service recommendation as a discrete recommended service with a separate scope and fee proposal.

¹ [SEPTA postpones long-planned bus route overhaul amid likely fare hikes and service cuts](#)

34. Would PIDC be open to a zone-based rideshare model, similar to app-based services like Uber or Lyft, where fares remain consistent while optimizing passenger pickup and drop-off locations within a designated area?

All proposers must respond to the baseline service requirements. If a proposer wants to propose an alternative service offering, it should respond to the baseline service requirements and include their alternative service recommendation as a discrete recommended service with a separate scope and fee proposal.

35. Would PIDC consider waiving or modifying the requirement for Umbrella or Excess Liability insurance (\$9,000,000 per occurrence and \$9,000,000 general aggregate)?

No.

36. Is a bond required as part of the proposal submission?

No.

37. Who is responsible for purchasing first aid kits, bodily fluid clean-up kits, fire extinguishers, reflectors, flashlights, wheelchair securement straps, and seatbelt extensions?

The selected contractor.

38. Will the contractor or PIDC be responsible for installing surveillance cameras? Does PIDC have a preferred vendor for installation?

The selected contractor will be responsible for installation. No, PIDC does not have a preferred vendor for installation.

39. Can tablets or phones be used instead of radios for communication and technology purposes?

Yes. Refer to RFP Exhibit A, Section F. 9. for restrictions.

40. Will the contractor be permitted to charge passengers a clean-up fee for incidents such as vomiting or excessive damage to vehicles?

No.

41. How will lost and found items be handled, and can the contractor charge a fee for handling them during revenue hours?

Lost and found items will be handled by Navy Yard security. The contractor cannot charge a fee.

42. Will fare collection be cash-based, or will credit card payments be accepted?

PIDC anticipates fare collection will be mostly credit card based, but the selected contractor will be required to comply with the laws and regulations of the City of Philadelphia.

43. In case of a motor vehicle accident, will the contractor have access to Navy Yard security or Philadelphia Police, or will incidents be handled differently?

Refer to RFP, Exhibit A, Section G.

44. What is the minimum number of training hours required for new operators, including classroom, cadet, and behind-the-wheel training?

This will be determined by the selected contractor and be in compliance with applicable laws and regulations.

45. Will the contractor be expected to assist PIDC in applying for transportation-related grants?

The contractor may be expected to assist PIDC and PIDC's third-party grant consultants by providing relevant information or data points for transportation-related grants.

46. Will operators be required to wear uniforms?

Refer to RFP, Exhibit A, Section E. 7.

47. What are the advantages and disadvantages PIDC has observed in bus transportation services over the past year? What specific improvements is PIDC seeking?

See Questions 12 and 13.

48. If operational costs increase significantly (e.g., fuel price surges), can the contractor submit a supplemental cost invoice?

Refer to RFP, Exhibit A. Section D. 2.

49. If weekend service is added based on demand and budget availability, will vendors be allowed to propose different pricing structures for weekends, holidays, or off-peak hours?

Yes. If service is added, PIDC and the selected contractor will negotiate pricing structures at that time.

50. Can PIDC provide details on the current contractor (if any) and their performance history?

The current contractor is Krapf Coaches, Inc.

51. What is the start date for the services mentioned in the RFP?

PIDC anticipates a tentative start date of May 1, 2025, subject to change at PIDC's discretion.

List of RFP Downloads as of February 19, 2025

First Name	Last Name	Email	Company
Claude	Alvarez	claudio@wertzbus.com	Wertz
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Nathaniel	Coy	ncoy@tripshot.com	TripShot
Troy	Drulman	tdrulman@groometrans.com	Groome Transportation
Elaine	Ellison	elaine@richelliconsultinggroup.net	Richelli Consulting Group LLC
Shane	Lauler	slauler@startours.com	Starr Bus Charter & Tours
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