

Questions 2
City of Madera
Management and Operation of City of Madera Transit Division
RFP #2017 18-10

1. "MAX provides approximately 138,000 passenger trips per year with roughly 15,800 revenue service hours. The City anticipates operating two additional buses in fiscal year 2018-19 to reduce headways." The Attachment A Cost Proposal Form shows 14,200 Vehicle Revenue Hours per year. Can you provide a history of the revenue service hours and whether, (or what level of), the 15,800 includes the two additional buses?

"138,000 and 15,800" is abroad estimation from older information as utilized in prior brochures. Current operator has reported revenue service hours as follows: FY16/17 14,863 (MAX) and 13,345 (DAR) FY15/16 12,561(MAX) and 13,016(DAR) and FY 14/15 12,552 (MAX) and 11,536 (DAR). While two additional buses will be added, City expects a reduction in DAR ridership due to a fare increase slated for October 1, 2018. 14,200 accounts for this data, the fare structure change within the 15% allowable plus/minus

2. The two (2) additional buses to be operated in 2018-19, would this bring the fleet up to 19 total vehicles? What make/model/fuel type/seating capacity would these vehicles be?

Yes. More description on the vehicles can be found in the Questions 1 document, #25.

3. Facility Lease - Please confirm that the City does not charge the contractor for the use of the facility

Contractor is required to lease the operations facility and pay associated rent and costs of occupancy.

4. Please clarify/confirm the total number of proposal copies to be submitted. Page 3 notes 4 bound and 1 unbound. Page 19 notes 6 copies and 1 original

This was clarified via Addendum #1.

5. Please confirm only one separate cost proposal is required

A cost proposal separate cost proposal must be submitted with every bid copy submitted for a total of 5 copies.

6. Please clarify the note on the fleet list for the first 5 vehicles showing planned Out of Service dates of 2014 and 2015. When will these be replaced? Would the other 2009 vehicles also be replaced at the same time? Can the City provide a detailed replacement schedule

Vehicles will be replaced when new buses are delivered. This is the most up-to-date replacement schedule. Also see Questions 1, #25.

7. Utilities - Who is responsible for the utility costs for the City provided facility? There is a line item on the Price Pages. If the Contractor is responsible, please provide the amount charged for the last 12 months for utilities, water/sewage and janitorial services.

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Contractor is responsible for the utility costs. Current utility costs, on average are as follows:

Water: Approximately \$60.00/month

PG&E: Approximately \$280/month (Approx. \$500/mo. during Summer months)

Janitorial: Approximately \$123/month

Current facility: Currently \$910/month

8. Please clarify the 13% DBE requirement. This seems like a large amount given the contract is primarily a labor contract. Was this goal set specific to the Contractor operation or to the City services department as a whole to include the City maintenance department? If the overall department, is the City using any DBE vendors? Please confirm this is a new goal.

This is a new goal based on construction of the new Transit Facility and approved by FTA; however, it is a goal for all contractors of services to transit. Madera Transit Division currently does not have any DBE vendors.

9. Term of Agreement - Please clarify that the contract dates will be adjusted to match the price pages with Oct 1 2018 the start date and June 30 2021 the end of the base contract year

Contract dates will be adjusted at time of contract negotiations.

10. Telephones - Please confirm that City is requesting or requiring added features ("other options") to the phone system to include 'ACD (automatic call distribution), IVR (Interactive Voice Response), call length monitoring, hold time tracking, and ride status notification (text, call or email), and able to generate reports of this information'.

Yes. Expectation is contractor will provide a phone system as outlined in the RFP with service similar or same as contracted with the incumbant operator who utilizes RingCentral by AT&T. Each feature identified is included in the current operator contract and anticipated to continue in future contracts.

11. Please clarify and provide 'NCTD Board Policy 21' that drives the added training requirements for this section.

This is an error corrected by Addendum #2.

12. Automated fareboxes - Request the maintenance of the new electronic fareboxes be performed by the City since the Contractor does not have a maintenance facility or maintenance staff

Exhibit should read CONTRACTOR shall be responsible to manage automated fare collection and report maintenance as part of the fleet maintenance policy.

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13. Please clarify the requirement for Contractor to have access to a Fuel Management System. The Contractor is not performing maintenance or providing the fuel systems.

To fuel its buses, City is contracted to use Fuel Management Delivery Systems or fueling stations that require drivers to input vehicle information, i.e., mileage and/or have coded access cards that assist the City in tracking and monitoring fueling purchases vehicles are fueled. These stations are to be the primary source of fueling City buses. As drivers are the primary employee to fuel the buses, the operator must have access to these systems.