

**REQUEST FOR PROPOSALS 0910-182 FOR  
OPERATING SERVICE FOR THE JUMP AROUND CARSON  
PUBLIC TRANSPORTATION SYSTEM  
QUESTIONS AND ANSWERS  
APRIL 16, 2010**

Q1. GENERAL: At various times, federal, state and local governments consider laws, rules and regulations which require an increase to the minimum wages or benefits mandated for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for an application for increased compensation? For example, in the state of Massachusetts recently passed a law requiring employers to provide a certain level of health insurance. California is considering similar legislation. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations.

**A1. Carson City will consider a request for increased compensation due to unanticipated federal, state or locally mandated employee wage and/or benefit laws that occur during the time of the contract.**

Q2. PAGE 8, SECTION 5.1.2.4: Please clarify if proposers will be required to provide financial statements certified by a third party certified public accounting firm.

**A2. The required financial audit (Section 5.1.2.5) must be issued by an independent and certified public accounting firm.**

Q3. PAGE 8, SECTION 5.1.2.2: Please clarify that the firm experience/qualification requirement is for the bidding entity and not the individuals within the entity or the proposed management team.

**A3. The required elements in this section (major business functions, history, organizational structure) shall be for the parent company. Resume/work history of key personnel are required by Section 5.1.2.3.**

Q4. PAGE 8, SECTION 5.1.2.6: In identifying contracts that were defaulted prior to the term of the agreement, is this requirement limited to just the bidding entity, or should it include the parent company and other subsidiaries? If this is to include the parent company, should the disclosure include contracts outside the United States and those lost prior to mergers/acquisitions? Failure to require full disclosure may lead to bias against privately held companies who have been in business long term under the same ownership and have grown organically in the US only.

**A4. The disclosure of defaulted contracts shall be for the parent company and all of its subsidiaries both within and outside the United States.**

Q5. PAGE 19, TERMINATION: To ensure proper notification of all parties, would the City of Carson modify the Termination for Convenience language to allow for a minimum 30-day notice period?

**A5. The Termination for Convenience language shall be modified to include a minimum 30-day notice period.**

Q6. PAGE 15, PROPOSAL FORM: Please confirm that bidders should base their pricing on 20,450 revenue hours for each the proposed years?

**A6. Pricing shall be based on the Assumptions for each of the proposed years. Carson City does not anticipate increases or decreases in service levels at this time.**

A7. PAGE 3, SECTION 3.2: Please provide the revenue service hour definition for each of the different services contemplated in the RFP.

**A7. For JAC service, revenue service hours begin when each distinct fixed-route vehicle is at its starting point at the Downtown Transfer Point and ready to begin service – but not earlier than the scheduled starting time. Revenue service hours end when each distinct fixed-route vehicle reaches the end of its run for the day at the Downtown Transfer Point. Revenue service hours must be tracked separately for each vehicle.**

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For JAC Assist service, revenue service hours begin when each distinct vehicle arrives for its first passenger pickup, and ends when each distinct vehicle drops off its last passenger for the day – as long as the vehicle remains in continuous service. It does NOT include lunch breaks for the operator or other breaks in service during the day. Revenue service hours must be tracked separately for each vehicle.

For Virginia City Express service, revenue service hours begin when the vehicle is at its starting point at the Downtown Transfer Point and ready to begin service – but not earlier than the scheduled starting time. Revenue service hours end when the vehicle reaches the end of its run for the day at the Downtown Transfer Point.

Q8. PAGE 3, SECTION 3.2: Please clarify if billable time continues past scheduled hours on the last trip due to exterior factors (traffic, weather delays, etc.) beyond the control of the contractor, or if the scheduled hours remain the sole billable time.

A8. Billable time is for ACTUAL – not scheduled – revenue service hours. Contractor must account for variations in revenue hours, including but not limited to: lost runs due to bus breakdowns or inclement weather; unforeseeable delays that push service time beyond regularly scheduled hours; etc.

Q9 PAGE 3, SECTION 3.6: Please describe the City's desired fare procedures to include reporting, collection and accounting.

A9. The selected contractor shall be responsible for fare collection, accounting and reporting; ensuring that sufficient protocols and separation of duties are in place to provide security for cash and persons handling cash.

Q10. PAGE 7, SECTION 4.23: What are the performance standards and/or any other aspects of performance which will be used for measuring the Contractor's performance under the new contract?

A10. Performance measures shall include, but not be limited to: the annual percentage of increase (decrease) in ridership, revenue, collisions, trips on time, complaints and accidents per 100,000 miles.

Q11. PAGE 3, SECTION 3.5: Who certifies riders for the paratransit services? If a Contractor responsibility, please describe the responsibilities involved with this item.

A11. While the selected contractor shall take the lead in certifying individuals for paratransit service - using the ADA Paratransit Policy & Procedures and Paratransit Eligibility Review Guide developed by Carson City, along with parameters that are established within the paratransit routing software – Carson City staff shall have a role in eligibility determinations per the ADA policy.

Q12. PAGE 3, SECTION 3.2: Please clarify if billable time begins at the first pick-up, even if that pick up is a no show.

A12. Billable time for JAC Assist service begins when the vehicle arrives for its first passenger pickup, even if the passenger is a no-show.

Q13. PAGE 2, SECTION 3.1: Should proposers anticipate any additional routes, or the elimination of routes, such as the new Storey County route or Virginia City route?

A13. Carson City does not anticipate adding or eliminating any routes in the JAC service area during the contract term. JAC will continue to operate the Virginia City Express service as long as funding is available from Storey County.

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Q14. PAGE 3, SECTION 3.4: JAC offices are open during specified times, yet the hours of bus service operation extend past those hours. What is the expectation of dispatch staffing?

**A14. While the JAC office shall be open for business to the public and sufficiently staffed at all times during the specified hours, dispatch and/or street supervision shall be available during all hours of operation – for the purpose of safety, security and emergency preparedness. The selected contractor shall have latitude to determine how to schedule and staff this critical function.**

Q15. PAGE 4, SECTION 4.4: DMV check is required annually. Is there a criminal background check required other than the one performed during the initial hiring?

**A15. A national criminal background check is required only at initial hire.**

Q16. PAGE 4, SECTION 4.5: What is the minimum number of hours required for Operator training?

**A16. Carson City expects bus operators to be trained to proficiency and able to both obtain and maintain their qualifications to operate City buses. The selected contractor shall have latitude to determine its own regimen for both new hire and ongoing operator training programs.**

Q17. PAGE 4, SECTION 4.6: Is first aid/CPR required training to be completed annually?

**A17. First Aid/CPR certifications shall be renewed at the specified interval (usually every 2 years).**

Q18. PAGE 5, SECTION 4.8: Are there any special licenses or certifications needed to operate the coaches (both now and future coaches)?

**A18. The current fleet requires a Nevada Class C CDL with Passenger Endorsement.**

Q19. PAGE 5, SECTION 4.10: Will the City provide Bus Wash fluids?

**A19. City bus washing materials will be available to the selected contractor, but ultimately the contractor shall determine how best to achieve the requirement of daily bus washing.**

Q20. PAGE 5, SECTION 4.12: Will the City provide bus wash facilities to accommodate the requirement of daily washing?

**A20. The City bus wash facility will be available to the selected contractor, but ultimately the contractor shall determine how best to achieve the requirement of daily bus washing.**

Q21. PAGE 6, SECTION 4.15: What training requirements does the Agency have on the dispatch software? Are there ongoing training requirements annually?

**A21. The selected contractor shall ensure that all office staff that interface with the paratransit software are trained to proficiency in its use. Training, maintenance and support will be provided by the software vendor for a period of time; but it is expected that office staff will ultimately be able to train its own designated employees in the use of the software.**

Q22. PAGE 6, SECTION 4.17: Will the technology provided allow for Company access and applications, or will separate computer infrastructure be required (i.e. payroll / email / DriveCam /etc)

**A22. Carson City shall provide all technology required to conduct business under the contract, and shall remain the sole owner and overseer of such technology. The selected contractor may access web-based**

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programs using the Internet, but shall not have remote access to City-owned computers nor install applications on City computers without the express written consent of Carson City.

Q23: PAGE 7, SECTION 4.24: Is it the intent of the City that all contractors provide Drive Cam units for each of the City owned vehicles?

**A23. There is no requirement to provide video recording devices on the buses.**

Q24. PAGE 8, SECTION 5.1.1: Please define if the 30 pages have any margin or font requirements?

**A24. Margins shall be Normal (1" Top, Bottom, Left and Right). Font shall be no smaller than Arial 11.**

Q25. PAGE 10, SECTION 10.1: Please confirm that the City wants at least \$5,000,000 of general liability listed on page 7 (4.21). Does the City believe this is enough or should a larger amount be required?

**A25. General Liability – Each Occurrence, in the amount of \$5,000,000, shall be required.**

Q26. PAGE 15, PROPOSAL FORM: Are there any anticipated service changes that would affect deadhead, revenue, non-revenue times?

**A26. Carson City does not anticipate any service changes during the contract term.**

Q27: PAGE 10, SECTION 6.3.5: Will the financial cost of the option years be used in the evaluation review and grading?

**A27. Everything in the proposal, including the financial cost of the option years, shall be used in the evaluation process.**

Q28. PAGE 4, SECTION 4.5: Will proposers be required to use the existing driver's compensation and benefit program?

**A28. The selected contractor shall have latitude to determine its own employee compensation and benefit program.**

Q29. GENERAL, UNIFORMS: Please clarify the City's requirements for drivers and staff uniforms.

**A29. The selected contractor shall issue uniforms for bus operators that provide a uniform and professional appearance; and shall enforce established guidelines for uniform wear. Uniforms are not required for office staff, but a neat and professional appearance is nevertheless expected at all times.**

Q30. PAGE 7, SECTION 4.21: Please clarify the purpose of the surety bond, and who is to be insured by the bond?

**A30. The surety bond is a 'fidelity' insurance policy that protects Carson City from dishonest acts of the selected contractor's employees. All employees of the selected contractor shall be covered by the policy.**

Q31. PAGE 5, SECTION 4.10: Please clarify if contractors can fuel buses during the revenue service hour or please provide deadhead miles and hours for this purpose.

**A31. The bus fueling function shall be performed during non-revenue service times. The selected contractor shall be responsible for determining how best to achieve the requirement to fuel the buses for service.**

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Q32. What are the number of drivers, rates of pay, additional benefits; number of clerical workers, rates of pay, additional benefits; number of dispatchers, rates of pay, additional benefits; are these people part of a collective bargaining unit; type and cost of current benefit programs, health, pension, vacation, sick pay, dental, etc; number of JAC ASSIST provided each year for the past three years; will the successful proposer be required to hire current staff; is the service currently done in house by the city or is it contracted out?

A32. Carson City currently employs the services of a contract operator to operate JAC Services, and wishes to enter into another contract, as specified in the RFP. The selected contractor shall be responsible for determining appropriate staffing levels, compensation packages, etc, to operate the service efficiently and effectively per the City's requirements. Carson City expects proposers to propose in their transition plan (if needed) whether employees of the current contract operator would be retained in some fashion.

JAC Assist has provided the following one-way trips during the past three fiscal years:

FY 2010 (July 1, 2009–March 31, 2010) – 12,953 [ average of 1,439/mo.]

FY 2009 (July 1, 2008–June 30, 2009) – 18,419 [average of 1,535/mo.]

FY 2008 (July 1, 2007–June 30, 2008) – 18,907 [average of 1,576/mo.]