

**REQUEST FOR PROPOSALS 0910-182 FOR
OPERATING SERVICE FOR THE JUMP AROUND CARSON
PUBLIC TRANSPORTATION SYSTEM
QUESTIONS AND ANSWERS 2
APRIL 16, 2010**

Q1. What does the current uniform for operators consist of and how many sets are required?

A1. The City requires that bus operators be in uniform and that they present a uniform and professional appearance at all times. It is up to the contractor to determine how to meet this requirement.

Q2. Have there been any liquidated damages charged against the current Contractor? If charges have been assessed can we get the total amount of liquidated damages in the last couple of years and the history of those charges?

A2. There have been no liquidated damages assessed to the contractor.

Q3. Is there a bonus or incentive program payable to the Contractor? If there is such a program can we get guidelines of that program? If indeed there is such a program in existence has the current Contractor been awarded such funds? Is so, can we get some history on that for the past couple of years?

A3. There is currently no bonus or incentive program payable to the contractor, nor is one proposed for the new contract.

Q4. Is there a labor union in place? Is so can we get a copy of the labor agreement? If not, can we get current wage and benefit information of the operators?

A4. There is no collective bargaining agreement in place.

Q5. Can we get a seniority list?

A5. Each proposer should propose their own desired staff and structure to meet the requirements of the RFP.

Q6. What is the average number of pay hours, per day, per operator?

A6. Each proposer should propose their own desired operator schedules to meet the requirements of the RFP.

A7. How many staff positions does the current Contractor have in place? Is the current staffing level sufficient? If not, what concerns would you like to see corrected in that area?

A7. Each proposer should propose their own desired staffing levels to meet the requirements of the RFP.

Q8. Can we get a current wage rates and benefit information of all the different staff positions?

A8. Each proposer should propose their own desired compensation and benefit program to meet the requirements of the RFP.

Q9. Can we get a current organizational chart?

A9. Each proposer should propose their own desired staffing structure to meet the requirements of the RFP.

Q10. ITEM 4.9 indicates the City will provide office space, bus storage and employee parking at no charge. The next sentence says all furnishings, office equipment, computer hardware and software, and utilities will be provided by the City; however, it does not indicate if this is at no charge. Is there a charge to the Contractor for portions of the utilities, phone, etc? If so what would be an average monthly charge for those services?

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A10. The City will provide all furnishings, office equipment, computer hardware and software, and utilities at no cost to the contractor, and will remain the sole owner and overseer of all such resources.

Q11. Does the City have available for Contractor use a facility large enough for training or is training done offsite?

A11. The City makes training space available for the contractor.

Q12. Does the City have available for use by the Contractor a TV, audio and video equipment for training purposes?

A12. The City provides audio/video equipment for training purposes.

Q13. Are there any licensing fees that the Contractor must pay?

A13. The Contractor must be licensed for business in the State of Nevada and the Consolidated Municipality of Carson City.

Q14. Can we get copies of the current Contractor invoices charged to the City for the current year of service?

A14. See Attachment 1.

Q15. What is the current hourly revenue rate charged by the current contractor?

A15. The current contractor charges \$25.99 per revenue service hour for JAC and JAC Assist services, and \$25,49 per revenue service hour for Virginia City Express service.

Q16. Is there currently an Emergency Preparedness Plan in place? If there is a plan in place can we get a copy of that plan? Has there been emergency training? Have any past emergency drills been conducted?

A16. The City has a blanket Emergency Preparedness Plan, which incorporates JAC resources in the event of an emergency. A Safety, Security and Emergency Preparedness Plan (SSEPP) specifically for JAC Services is currently in development by City Staff.

Q17. Is there a City safety plan in place? If so, can we obtain a copy?

A17. The City has a blanket safety plan in place. A Safety, Security and Emergency Preparedness Plan (SSEPP) specifically for JAC services is currently in development by City staff.

Q18. What are the current service concerns, etc? Where would you like to see improvement?

A18. The City would like to see the contractor offer competitive wage and benefits for employees, so as to attract and retain quality employees for the service.

Q19. Have there been a lot of Customer complaints? What are the most common complaints from Customers?

A19. Customer complaints are typical of urban transit service and are not excessive. Complaints consist of two types: those related to the contract operator, such as on-time performance and customer service; and items directed to City staff, such as levels of service and geographic coverage.

Q20. Can we receive a copy of the accident history for the past couple of years?

A20. It is not prescribed in the contract for the City to track this data.

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Q21. Can we receive a copy of the injury history for the past couple of years?

A21. It is not prescribed in the contract for the City to track this data.

Q22. What is the number of new drivers hired in the last year for this service?

A22. The current Contractor has hired eleven (11) new operators in the last year.

Q23. What is the Driver turnover rate for the past two years for this service?

A23. The turnover rate is within Industry Standards.

Q24. Can we get copies of all required monthly reports?

A24. See Attachment 2

Q25. Would a company that was reestablished in 2007 with the two owners of that company have over 30 years experience operating public transportation in both fixed route and dial-a-ride service as well pupil transportation be given the same opportunity to present and be considered as any other firm that has been in business for a longer period of time.

A25. All proposers who demonstrate the professional and technical capacity to perform the requirements specified in the RFP will be considered.

Q26. Are the employees currently represented by a labor union? If so, can we get a copy of the Labor Agreement?

A26. The employees are not represented by a labor union.

Q27: The RFP has a very short due date from issuance of RFP. Would the City consider extending the due date to promote competition? A two-week to 30 day extension would still allow for a smooth transition and probably would garner an increased number of proposals for the City.

A27. The due date for proposals will remain at April 30, 2010 at 5:00 pm, to allow the City the time it needs for evaluation, negotiations, contract award and execution well in advance of the expiration of the current contract on September 30.

Q28. What is the current billing rate charged by the current Contractor?

A28. The current billing rate is \$25.99 per revenue hour for JAC and JAC Assist services, and 25.49 per revenue hour for Virginia City Express service.

Q29. Who is the current contractor?

A29. The current contractor is MV Transportation, Inc.

Q30. Can we get a copy of the current contract between the City and the contractor.

A30. The current contract and amendments are attached.

Q31. How is the present contractor being paid now?

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- A31. Is the contractor being paid on a revenue hour basis.
- Q32. What is the rate per stop or revenue hour?
- A32. The rates per revenue hour, as negotiated with the Contractor, are shown below.
- Q33. Please supply the rate for JAC and JAC Assist and Storey County runs.
- A33. The rate for JAC and JAC Assist is currently \$25.99 per revenue service hour. The rate for the Virginia City Express is currently 25.49 per revenue Service hour.
- Q34. Is Carson City pleased with the current contractor or does the City wish to change contractors?
- A34. The current contract is expiring and Carson City must re-advertise the operating service, whether the City is pleased with the contractor, or not.
- Q35. Is Carson City pleased with the present General Manager?
- A35. The current contract is expiring and Carson City must re-advertise the operating service, whether the City is please with the contractor or not.
- Q36. Is any of the current business being farmed out to subcontractors?
- A36. The entire service is operated by the contract operator; no work is being subcontracted.
- Q37. Please provide current employee positions or a current organization chart.
- A37. See A.32 (page 5 of 5) in the Questions and answers for this RFP on the Carson City Website.
- Q38. Please provide full-time/part-time status for each employee position.
- A38. See A.32 (page 5 of 5) in the Questions and answers for this RFP on the Carson City Website.
- Q39. What are the current wage rates paid to employees?
- A39. See A.32 (page 5 of 5) in the Questions and answers for this RFP on the Carson City Website.
- Q40. What fringes (medical, life, pension, ect.) are paid to Carson City transit employees?
- A40. See A.32 (page 5 of 5) in the Questions and answers for this RFP on the Carson City Website.
- Q41. Is the new Contractor required to hire or consider for hire the existing employees?
- A41. See A.32 (page 5 of 5) in the Questions and answers for this RFP on the Carson City Website.
- Q42. Does Carson City or the Contractor pay for the local and long distance telephone charges?
- A42. The City provides all local and long distance telephone service at no costs to the contract.
- Q43. Is the 2007 Highlander used as a support or revenue vehicle or both? Does the contractor provide any of its own support vehicles? Does the Contractor or City provide the fuel for support vehicle(s)?

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A43. The Highlander is used both as a support and revenue vehicle, as needed. The contractor does not currently provide its own support vehicle. The City provides fuel for the support vehicle.

Q44. We would like to submit our attachment section to our proposal on CDs to be environmentally friendly. Will this be acceptable?

A44. Submitting the attachment section on CD is acceptable.

Q45. What will be the number of revenue hours by service that proposers should use as a basis for their pricing each year? What is the anticipated total number of miles of services?

A45. The revenue hour assumptions are included on the proposal form (Exhibit D) of the RFP. As stated on the form, the cost proposal shall be stated in dollars per revenue service hour. The City will provide vehicle mileage at no cost to the contract.

Q46. Can you please confirm that this contract is subject to the Nevada State Revenue Tax? Also can you confirm the annual tax amount?

A46. Services of not taxable in the State of Nevada.