



GAIL FARBER, Director

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

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December 21, 2010

IN REPLY PLEASE
REFER TO FILE: **AS-0**

REQUEST FOR PROPOSALS – INFORMATIONAL UPDATE 3 KING MEDICAL CENTER SHUTTLE AND WILLOWBROOK SHUTTLE SERVICES (2010-PA026)

Thank you for attending the Proposers' Conference for King Medical Center Shuttle and Willowbrook Shuttle Services (2010-PA026) on November 30, 2010, and for your interest in the Request for Proposals (RFP).

Please be reminded that the deadline to submit your proposals is **Wednesday, December 29, 2010, at 5:30 p.m.**

The following answers are in response to the request for information and clarification submitted by attendees of the Proposers' meeting:

1. **Question:** Who is the current Provider?

Response: The current Contractor is Watts Labor Community Action Committee (WLCAC) 10950 South Central Avenue, Los Angeles, CA 90059, (323) 563-5639

2. **Question:** What is the current rate? Can you provide sample of most current invoice?

Response: The current rate for County-provided vehicles is \$52.84 per hour. The current rate for Contractor-provided vehicles is \$59.46 per hour.

The sample of most current invoice, which is October 2010, service invoice, is enclosed (Enclosure A).

3. **Question:** Can you post copies of fuel logs for the last six months?

Response: The fuel logs are enclosed (Enclosure B). Please note that on September 1, 2010, this service was reduced from five service vehicles per hour to three service vehicles per hour. Only the fuel amounts used during the months of September and October are reflective of the approximate amount of fuel required for this service.

4. **Question:** Can you post copies of the maintenance logs for the past six months?

Response: The maintenance work orders for vehicles L-312 and L-313 are enclosed (Enclosure C). Vehicle L-208 is a new vehicle, which we plan to soon place into service.

5. **Question:** Where are the vehicles currently being stored?

Response: The vehicles are currently being stored at the Watts Labor Community Action Committee's Bus Services Yard, 800 East 111th Place, Los Angeles, CA 90059, (323) 249-5329

6. **Question:** Are any of the vehicles under warranty? If so, describe.

Response: County-provided vehicles L-312 and L-313 will not be under warranty at the start of this Contract. A new County-provided vehicle (2009 LPG – powered Chevrolet Express Glaval Titan, 25-feet, with rear wheelchair lift) will be placed into service in December 2010, will be covered by a three-year warranty (see enclosed) from the date of delivery which was December 2009.

7. **Question:** Are any of the components on the buses currently under warranty? If so, please list components by vehicle inclusive of specific warranty details for each component.

Response: Please see response to question seven above.

8. **Question:** What uniforms are the drivers currently wearing? Are there any specific uniform requirements?

Response: The drivers are currently wearing uniforms, which include a shirt (with company logo) and slacks.

Yes, there are specific driver uniform requirements that are located on page A-26 of the Scope of Work, Section K (4) b. Vehicle Operator Requirements, item iii.

9. **Question:** Are the current drivers represented by a Union? If so, is there a copy of the contract available?

Response: No, the current drivers are not represented by a labor union.

10. **Question:** Is there any additional consideration given to companies using MBE Contractors?

Response: No, the preferences provided in this RFP are the following: Transitional Job Opportunities Preference, Local Small Business Enterprise (SBE) Preference, and Bonus Points of Displaced Transit Employee Declaration and Licenses and Certifications, as indicated in Part I, Section 4.E, Evaluation Criteria, starting on page 1.34

11. **Question:** Can you make available the last two years of California Highway Patrol (CHP) vehicle inspection reports?

Response: Copies of the current service provider's CHP terminal inspections are enclosed (Enclosure D).

12. **Question:** Are there Global Positioning Satellite (GPS) devices installed in the vehicles? If so, what type of system is installed & will location data be accessible by the provider?

Response: There are no GPS devices installed on the County-provided service vehicles.

13. **Question:** Can you provide details (manufacturer & model) on the destination signs installed?

Response: Front and side destination signs are the electric roller curtain type.

14. **Question:** Can you provide copies of the pre-bid meeting sign in sheets?

Response: This information has been posted online. Please check the below link:

<http://dpw.lacounty.gov/asd/contracts>

15. **Question:** Is there a bid bond requirement? If so, what are the requirements and does it turn into a performance bond?

Response: No bid bond is required.

16. **Question:** Can you confirm the current contract end date?

Response: The current contract is scheduled to end on May 31, 2011; however, this date is subject to change.

17. **Question:** When will you be awarding this Contract?

Response: The targeted date to start this Contract is June 1, 2011; however, this date is subject to change.

18. **Question:** Will you be replacing the buses currently being used for the Willowbrook Shuttle Service? If so, when will the shuttles be replaced and with what type of vehicle?

Response: At the time of contract award, the buses used for the Willowbrook Shuttle Service will be County-provided vehicles L-312 and L-313 listed in Exhibit G.1, County-Provided Service Vehicle Information.

At the time of contract award, the vehicle used for the King Medical Center Shuttle Service will be County-provided vehicle L-208, which is a propane-powered Chevrolet Express Glaval Titan, model year 2010, listed in Exhibit G.1, County-Provided Service Vehicle Information.

19. **Question:** What company is currently processing the motor oil samples for analysis? Can you provide the last six months of oil sample analysis?

Response: Titan Laboratories, 1380 Zuni Street, P. O. Box 40567, Denver, Colorado 80204, (800) 848-4826.

The most recent oil analysis reports provided by the current service provider for County-provided vehicles L-312 and L-313 are from 2009, and are enclosed (Enclosure E).

20. **Question:** Can you provide a list of current drivers with wages?

Response: Current King Medical Center Shuttle and Willowbrook Shuttle Service drivers and their wages:

Corothers, Marilyn Fage	\$11 per hour
La Roche, Linoel Jack	\$11 per hour
Morales, Jose M.	\$11 per hour
Stewart, Rosalind Evette	\$11 per hour
Terry, Cecilia Meria	\$11 per hour
Roux, Sylvia K (Road Supervisor)	\$14 per hour

21. **Question:** Are the current drivers being provided medical coverage? If so, can you provide a copy of the medical plan inclusive of rates?

Response: Yes, the drivers are provided medical coverage. A copy of the medical plan is enclosed (Enclosure F).

22. **Question:** Can you provide a list showing the liquidated damages levied against the current provider for the last 24 months. List should note violation and amount of liquidated damages levied per occurrence.

Response: In December 2008, \$3,000 was assessed because of missed service hour trips for a total of 15 days during the months of July, August, and September 2008.

In April 2009, \$800 was assessed because of missed service hour trips for a total of five days during the month of December 2008.

In May 2009, \$2,400 was assessed because of missed service hour trips for a total of 12 days during the month of January 2009.

In November 2009, \$200 was assessed because of a missed vehicle preventative maintenance inspection during the month of July 2009.

23. **Question:** Has the current provider been sued by any passengers? If so, for what reasons?

Response: No passengers have sued the current service provider.

24. **Question:** The Contractor supplied spare vehicle. Is the requirement that the vehicle is never more than five years old and over 150,000 miles, or is that just at the start of the agreement?

Response: See Exhibit H.1 Contractor-Provided Service Vehicle Requirements, which specifies that the vehicle shall be seven years old or newer with no more than 200,000 miles. This requirement applies throughout the entire contract period.

25. **Question:** Regarding possible Remote Sensing Devices on the country vehicles. Please provide additional information regarding cost, "life cycle", how the units are installed, etc. Since the Contractor will be responsible for replacement it will be important to have additional information.

Response: Please see Addendum 1, which provides clarification regarding this question.

26. **Question:** 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 . 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.

Response: Please note Part I, section 3.S, Wages, Materials, and other Costs, on page 1.30, which clearly states that it is the responsibility of the Proposer to calculate the Proposal price and to take into consideration a possible escalation of wages, materials, and other costs during the contract period.

27. **Question:** At this time, there remain significant unknowns regarding the specifics of the new federal health care legislation. Please provide direction regarding whether or not the bidders should attempt to contemplate these costs in its bid or, once more information is known, will the agency be open to discussions regarding the costs associated with this new law?

Response: Please note Form PW-2, Schedule of Prices. The Proposer rates shall include all administrative costs, labor, supervision, materials, transportation, taxes, equipment, and supplies unless stated otherwise in the RFP. Proposers must use their own judgment in estimating/projecting these costs. The County has no plans to renegotiate the hourly rates submitted by the successful Proposer. Provisions of health care benefits to meet the requirements of the Living Wage Ordinance are detailed on Form LW-3, Contractor Living Wage Declaration

28. **Question:** At the pre-bid there was discussion about the County replacing the trolley vehicles. Please provide clarification on the County provided vehicles for this RFP as each of the bidders will need to account for the maintenance costs of the actual fleet. Please clarify the amount of spare vehicles that must be provided for these services. Is the Contractor provided spare to be 100 percent dedicated to this service?

Response: At the time of contract award, the buses used for the Willowbrook Shuttle Service will be County-provided vehicles L-312 and L-313 listed in Exhibit G.1, County-Provided Service Vehicle Information.

At the time of contract award, the vehicle used for the King Medical Center Shuttle Service will be County-provided Vehicle L-208, which is a propane-powered Chevrolet Express Glaval Titan, model year 2010, listed in Exhibit G.1, County-Provided Service Vehicle Information.

There is no set number of spare service vehicles required. The Contractor-provided vehicles do not need to be dedicated to this service. However, they must meet the requirements in Exhibit H.1, Contractor-Provided Service Vehicle Requirements.

29. **Question:** Please clarify if we should only submit resumes for the local management team or include resumes of our corporate principals, regional support staff and local management team.

Response: Please note Part I, Request for Proposals, Section 2.5, Experience, on page 1.13, and provide all necessary information.

30. **Question:** Please clarify if supervisory/administrative employees such as managers, supervisors, road supervisors and dispatchers must be full-time employees and 100 percent solely dedicated to this service. Please clarify if maintenance employees must be full-time and 100 percent dedicated to these

services. Please clarify if drivers must be full-time and 100 percent dedicated to these services. If a driver calls off sick and the Contractor needs to use another driver for service and they are part-time, will this comply the full-time requirements?

Response: No employee is required to be 100 percent dedicated to this service. This Contract mandates adherence to the Los Angeles County Living Wage Ordinance (LWO), which requires the use of full-time employees. Please refer to Form LW-1, Los Angeles County Code Chapter 2.201 - Living Wage Program, for the definition of a "full-time employee". Although, the Contractors must use full-time employees for this Contract, these employees do not have to work on the County contract full-time. This provision applies to all positions that perform the services of the contract and are listed by the Proposer on Form LW-8, Staffing Plan and Cost Methodology.

If an employee who is working on this Contract is unable to report to work, another full-time employee should be used to perform the contract work. If there are no full-time employees to perform the contract work in the absence of the County-contract employee and your company feels the need to use part-time employees to work under this Contract, for such instances, then your company must submit a written request to Public Works seven days before the bid due date with a justification that demonstrates to the County the necessity to use non-full-time employees based on staffing efficiency or County requirements for the work to be performed for this Contract. If your request to use part-time employees is approved, part-time employees must be paid the Living Wage hourly rate and your company must make a continuing good faith effort to provide full-time employment to all employees working on this Contract.

31. **Question:** What is the current level of technicians, road supervision, dispatchers, and reservationists being provided by the current Contractor? Is there a certain minimum ratio or number of positions that the County will require?

Response:

Maintenance Staff		
Holdman, James	Maintenance Manager	Shared with other services
Velazco, Jose	Mechanic	Shared with other services
Road Supervisor		
Roux, Sylvia	Road Supervisor	Dedicated to this service
Office Staff		
White, Ruby	Operations Manager	Dedicated to this service

Please note there is no passenger reservation service on this community shuttle.

There is no minimum ratio or number of positions required by the County.

32. **Question:** Please confirm the volume of hours on which proposers should base their proposals. Please describe plans, if any, for any changes to the volume of hours in the next 12 months.

Response: Please use the estimated annual hours listed on Form PW-2, Schedule of Prices. The estimated annual hours are based on 255 weekdays and 50 Saturdays.

33. **Question:** Please confirm if the Contractor must be able to fuel the service vehicles on their property or if off-site fueling will be acceptable to the County.

Response: Both methods are acceptable.

34. **Question:** Please provide current rates paid to existing Contractor and indicate the total amount paid to Contractor for years 2007, 2008, 2009, and 2010. Please provide copies of the last three months of management reports and invoices from the Contractor for this Contract. Please provide a copy of the last two years of National Transit Database (NTD) reports for these services.

Response: The rate for County-provided vehicles is \$52.84 per hour. The rate for Contractor-provided vehicles is \$59.46 per hour.

- In Fiscal Year 2006-07, the existing Contractor was paid \$973,866, for service operation.
- In Fiscal Year 2007-08, the existing Contractor was paid \$1,034,093, for service operation.
- In Fiscal Year 2008-09, the existing Contractor was paid \$956,043, for service operation.
- In Fiscal Year 2009-10, the existing Contractor was paid \$912,004, for service operation.

Please note the above Fiscal Year amounts include service costs and vehicle rental fees.

Please note that on September 1, 2010, this service was reduced from five service vehicles per hour to three service vehicles per hour. Only the invoices for the months of September 2010, and October 2010, are reflective of the current level of service. Copies of the monthly invoice reports for August, September, and October 2010, are enclosed.

National Transit Database reports for Fiscal Years 2008-09, and 2009-10, are enclosed. Please note Enclosure G.

35. **Question:** Please provide a copy of the current contract for each Contractor for these services.

Response: The current contract has been posted on line and can be accessed at <http://dpw.lacounty.gov/asd/contracts>.

36. **Question:** Does 5333(b) of Title 49, regarding Transit Labor Protection (formerly Section 13(c)) apply to this Contract?

Response: No.

37. **Question:** Consistent with California Labor Code 1072, please provide specific information regarding the current wages for all employees currently involved in the provision of this service. Please also provide detailed information regarding all benefits for the current employees. For insurance programs, please include specific regarding co-pays, dependant coverage and amount of premium paid by employer.

Response: Current King Medical Center Shuttle and Willowbrook Shuttle Service employees, job functions, wages, and hire dates:

<u>Employee</u>	<u>Job Function</u>	<u>Wage</u>	<u>Hire Date</u>
Holdman, James	(Main. Manager)	\$20 per hour	03/1990
Velazco, Jose	(Mechanic)	\$20 per hour	04/1993
Watkins, Teddy	(Transp. Director)	\$35 per hour	04/1976
White, Ruby	(Operations Manager)	\$16 per hour	07/1989
Roux, Sylvia	(Road Supervisor)	\$14 per hour	05/1989
Corothers, Marilyn	(Bus Driver)	\$11 per hour	04/1995
La Roche, Linoel	(Bus Driver)	\$11 per hour	09/2004
Morales, Jose	(Bus Driver)	\$11 per hour	03/2006
Stewart, Rosalind	(Bus Driver)	\$11 per hour	01/2003
Terry, Cecilia	(Bus Driver)	\$11 per hour	09/1990

We only have information on employee health benefits, which is enclosed (Enclosure F).

38. **Question:** Please provide a current organizational chart or listing of positions that is being provided for this Contract by the current Contractor. Please indicate the percent that these positions are dedicated to this Contract. Please provide a seniority list for the current employees for this Contract, and indicate position, full time or part time, length of service, and current rate of pay.

Response: Please see response to the Question No. 37, above for a list of employees, current wages, and their date of hire. Each staff person listed is full time and dedicated to this service with the exception of the maintenance personnel who are shared with other services and the Transportation Director who oversees all services.

39. **Question:** Please provide the revenue service hour definition for each of the different services contemplated in the RFP.

Response: Vehicle service hours are defined as the actual hours of revenue service starting from the point of first pickup to the last drop-off based on hours determined by County needed to provide service described in Exhibit F, Service Map and Schedule.

40. **Question:** For the purposes of insurance and wage costing, please provide the current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours for the provision of these services.

Response: We have attached Metro's (Los Angeles County Metropolitan Transportation Authority) monthly NTD form MR-20, and the last two Fiscal Years NTD reports that include these requested items. Please note Enclosure G.

41. **Question:** Please clarify the amount of vehicles used in revenue service by day of week and the maximum amount of vehicles used at peak service time for each of the services described in the RFP.

Response: See Exhibit F, Service Map and Schedule.

42. **Question:** 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.

Response: The scheduled hours remain the sole billable time.

43. **Question:** Please specify the number of telephone lines required and specify the kind of data lines (T-1, TDD, dial-up, etc.) required, if any.

Response: Please Note Exhibit A, Scope of Work, Section E.3 Business Contact Telephone Number.

44. **Question:** Please provide a history of liquidated damages charged in the past 12 months, and please clarify if the liquidated damages for this new RFP differ from the current contract.

Response: Please note response to Q#6, above.

Also, please note that the liquidated damages for this new RFP differ from the current contract in two ways: 1) there are more items listed and 2) the penalty amounts of several items have been increased.

45. **Question:** Please confirm that Contractor's drivers can use Nextel phones in lieu of two way radios or if the County will require two way radios.

Response: See page A.6 of Exhibit A, Scope of Work, Section E.3.a Service Vehicle Communication Equipment, for contract communication requirements.

46. **Question:** Please clarify if the County will provide the revenue vehicles for the duration of the base term and option years. Please confirm the seating requirements for the Contractor provided cutaway vehicle and the required inside and outside signage.

Response: The County will provide vehicles as shown in Exhibit G.1. The Contractor may be required to provide replacement vehicles. Please see page A-3 of Exhibit A, Scope of Work, Section E.1.b.

See page A-11 of Exhibit A, Scope of Work, Section E.6, Destination Signs, for signage requirements.

47. **Question:** What type and number of support vehicles are currently being provided by the current Contractor? Does the County have any requirements or specifications regarding any specific age, model or fuel requirement or preferences for such vehicles?

Response: The current Contractor uses two 2005, Ford Supreme Senator II cutaway buses.

Please see Exhibit H.1, for Contractor-Provided Service Vehicle Requirements.

48. **Question:** How many vehicles will be made available to an incoming Contractor to perform training during the start-up period?

Response: No vehicles will be made available for a training period prior to the start of revenue service.

49. **Question:** Please provide information on the County provided fleet to include engine type, fuel type, current odometer readings, average miles per year and the service type the vehicle is most used for. Please advise if the Contractor must provide fare-boxes, radios, or any other item on the vehicle for service.

Response: See Exhibit G.1, which includes engine type, fuel type, and service type for each County-provided vehicle.

As of November 1, 2010, the odometer reading was 56,870 for L-312 and 57,921 for L-313. We estimate L-312 will average approximately 26,400 miles per year, L-313 will average approximately 21,100 miles per year, and L-208 will average approximately 17,100 per year.

County-provided vehicles will be equipped with fare boxes. For additional requirements, please refer to the Scope of Work Section E, Equipment, and Exhibit G.1, County-Provided Service Vehicle Information.

50. **Question:** Please clarify that the County will treat engines, transmissions, differentials and transmission overhauls for the revenue fleet as a pass-through cost? Please provide the last 12 months of history for major component replacement and repair for the County provided fleet for this Contract. Do any of the Authority provided buses have remaining or extended warranty on any of the components?

Response: See page A.18 of Exhibit A, Scope of Work, Section I.1 Pass-Through Costs for Engines/Transmissions/Differential Units (County-Provided Vehicles Only). You may request for pass-through costs.

Over the last 12 months there have been no requests for major component pass-through costs.

County-provided vehicles L-312 and L-313 will not be under warranty at the start of this Contract. Vehicle L-208 is a new bus to be placed into service in December 2010. L-208 will be covered by a warranty (see enclosure H) from the date of delivery, which was November 2010.

51. **Question:** Please clarify if the fleet provided by the County meets the new CARB standards, or if the County plans on updating these vehicles to meet the new CARB regulations at the County's cost?

Response: The County-provided service vehicles (L-312, L-313, and L-208) are in compliance with CARB requirements.

52. **Question:** What is the County's current life miles goals for each of the revenue vehicles. Does the County have a vehicle replacement plan in place.

If so, please describe the planned replacement of any revenue vehicles during the proposed contract term.

Response: For cutaway buses the County has a service life goal of approximately 200,000 miles or seven years. The County may purchase new service vehicles when replacement is needed, pending available funding.

53. **Question:** For the Contractor provided spare(s), it states "shall not exceed five years – 150,000 miles." Is that for only for the first year of the contract or does it apply to the life of the contract including extensions?

Response: See Exhibit H.1 Contractor-provided Service Vehicle Requirements, which specifies that the vehicle shall be seven years old or newer with no more than 200,000 miles. This requirement applies throughout the entire contract period.

54. **Question:** Are the Road Supervisors dedicated 100 percent to the contract?

Response: The current Road Supervisor is dedicated 100 percent to this service; however, there is no requirement for the Road Supervisor to be dedicated 100 percent of the time.

55. **Question:** How are the current ten minute breaks being conducted because the layover is only five minutes?

Response: The service provider uses a relief driver during vehicle operator break and lunch periods.

56. **Question:** Is there a current graffiti problem?

Response: During the past year, there have been no graffiti problems on the exterior of the service vehicles. However, within the past year there was some graffiti on the interior of the service vehicles and required detailed professional cleaning to have it removed.

57. **Question:** Is there a current County mandated mechanic training program that the current provider is following? If so, is it included in the approximate \$600,000 to operate

Response: See Addendum 1, Section K.5 Maintenance Personnel in regards to training and testing requirements. The annual estimate of \$600,000, includes all expenses required to perform the service.

58. **Question:** The RFP requires that we submit copies of our employees Department of Motor Vehicle (DMV) licenses and DMV Medical Examination certification. We believe that this information, in particular the medical information, is confidential information protected by HIPAA that should only be provided upon successful award. In addition, since it is our stated intent to hire as many of the existing qualified employees, we do not possess their information. Please clarify.

Response: Please note Addendum I, this requirement has been changed and you don't need to provide drivers' medical information. Regarding hiring the current Contractor's employees, please note our response to Question No. 59, below.

59. **Question:** Regarding submitting driver information with the proposal. It would be our intent to hire all qualified drivers of the current Contractor (Labor Code 1070-1074) so it is difficult to submit their information, since we would not have it.

Response: When preparing your proposal, you must consider the possibility that some of the current Contractor's drivers might decide to not accept an employment offer from your firm. Therefore, in order to be fully prepared to start the contract upon award, you must prepare a work plan that includes contingency drivers for each driver needed to perform the requested service.

60. **Question:** On form LW-8, if we plan on retaining the current driver staff, are we required to give employee names and driver licenses?

Response: No, no names or driver license numbers are required on the Form LW-8, Cost Methodology; however, you must indicate each employee's Position/Title that you plan to assign to this Contract. In addition, please note our response to Question No. 59 above.

61. **Question:** Are we required to give actual driver names on the LW-8 Form being we are not the incumbent.

Response: Please see responses to Questions No. 59 and No. 60 above.

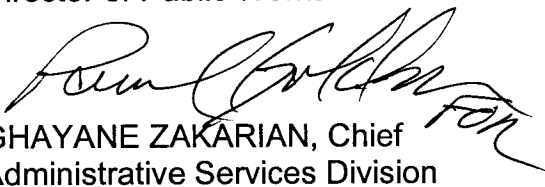
62. **Question:** PW-2 requires a contract license number and a type. We know of no such requirement for this type of work. Please clarify.

Response: Indicating the license number or type in the Form PW-2, Schedule of Prices is not required for this service. When submitting your proposals, please leave State Contractor's License Number and License Type boxes in Form PW-2 blank or mark them N/A.

If you have any questions concerning the above information, please contact Mr. Edwin Manoukian at (626) 458-4057, Monday through Thursday, 7 a.m. to 5 p.m.

Very truly yours,

GAIL FARBER
Director of Public Works


GHAYANE ZAKARIAN, Chief
Administrative Services Division

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