



January 20, 2010

Dear Potential Paratransit/Mobility Management Proposer:

**ADDENDUM #2 – OPERATION OF PARATRANSIT & MOBILITY
MANAGEMENT SERVICES – REQUEST FOR PROPOSALS**

The following is the second addendum to Marin Transit's Request for Proposals for the Operation of Paratransit and Mobility Management Services RFP. This addendum includes answers to questions since the pre-proposal conference held on January 6, 2010 that include additions, clarifications, and modifications to the RFP.

As a reminder, the deadline to submit responses to this RFP is Friday, January 29, 2010 at 3:00 PM.

The RFP, together with Addendum #1, and this Addendum #2, constitutes the entire understanding between each of the participating proposers and Marin Transit. The changes to the RFP as set forth herein shall be incorporated into your proposal where required. **Please acknowledge receipt of this addendum in your proposal.**

Proposers' Questions & Marin Transit's Responses:

1. Q: 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.

A: Any changes to compensation would be at the sole discretion of Marin Transit.

2. Q: Please clarify the amount of required insurance as information on page 62 conflicts with information on page 77. Are the insurance amounts for any subcontractors the same as the requirements for the prime contractor? Reference: P. 77.

A: The insurance coverages specified on Pages 77 & 78 apply. The insurance requirements for subcontractors are specified on P. 79.

3. Q: Please provide all proposers with the amount of revenue hours that should be priced by all bidders for the inter-county, intra-county and Novato services. Reference: P. 4.

A: This information is provided on Pages 3 & 4 of the RFP and additional projections can be found in Marin Transit's Short Range Transit Plan on Marin Transit's website.

4. Q: Please clarify exactly how the prices will be evaluated, i.e. will only the Year 1 price be considered or the full contract term cost? Reference: P. 69

A: Price is only one component of the proposal. Marin Transit will consider the reasonableness of the price for the Paratransit Costs and the Mobility Management Costs for each of the three contract years. Marin Transit will also consider estimated extension prices.

5. Q: Will the District further define the amount of service that they can adjust before a renegotiation would be called for on the rates of compensation. The RFP does not seem to put a limit on the amount of adjustments that would allow for a renegotiation of rates. Reference: P. 46

A: See answer to Question #1.

6. Q: Is the current provider acting in the capacity of an ADA Transportation Brokerage? If so, which companies are currently being used as subcontractors? Reference; P. 5

A: The current provider contracts with one taxi company and is finalizing a contract with a second taxi company to handle a small percentage of ADA trips. Company names and contact information are available for inspection at Marin Transit's office. Please make an appointment with Ann Hearty at 415-226-0862.

7. Q: Does the District envision a separate call center staff being needed to handle Mobility Management information and referrals or can the contractor use the call center staff to perform this function? Reference: P. 6.

A: The call center staff is to be cross-trained to provide the Mobility Management information and referrals. See P. 7 of the RFP.

8. Q: Please clarify if there is currently a volunteer driver program established or if this is a new aspect that the successful bidder will be responsible to implement? Reference; P. 6

A: The volunteer driver program has not yet been established or selected. Marin Transit will establish criteria, select, and fund the volunteer driver program once grant funding has been approved. See P. 8 of the RFP and Question #7 of Addendum #1.

9. Q: Does the District have any specific requirements or information they can provide bidders with regarding the development and maintenance of the website? Reference: P. 36

A: Not at this time. These will be developed as the mobility management components are implemented in consultation between Marin Transit and the Contractor.

- 10.Q: Are the current drivers/employees part of a labor union? If yes, for which service, and please provide contact name and number for the union representative.

A: No, the current contractor's drivers and employees are not represented by a labor union.

- 11.Q: Please describe the responsibilities involved with ADA Paratransit Certifications. Does the current process include in-person evaluations? Reference: P. 4

A: The selected Contractor will manage the ADA eligibility certification process as outlined on Pages 6 & 7 of the Paratransit Rider's Guide and in the RFP. This involves reviewing eligibility applications to determine if the applicants meet the ADA criteria, and determining the type of certification to be granted if any. This may involve telephone conversations with the applicants. The current process does not include in-person evaluations, but this could become part of the process at some time in the future.

12.Q: Please clarify that the revenue hour definition for each of the different services contemplated in the RFP includes standby time but excludes deadhead, rest, recovery, and spot times. Reference: P. 10

A: The revenue hour definition does not include standby time. See the answer to question #77.

13.Q: 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.

A: The only deadhead miles would be from the start and end of the routes to the operator's yard. This will vary by proposer. We will need reporting on total miles to meet FTA reporting requirements.

14.Q: Please clarify the operating hours for each of the services by day of week. This will ensure all bidders are bidding in the same manner. Reference: P. 4

A: The Novato Dial-A-Ride operating hours are specified on P. 4 of the RFP, as are the criteria for determining the hours of operation of the ADA paratransit services. Proposers are encouraged to check Marin Transit's and Golden Gate Transit's web sites for specific information on the fixed route services for which the ADA paratransit services are complementary.

15.Q: Please explain what is the current level of productivity for each of the services provided.

A: The current level of productivity for the intra-county paratransit service is 2 passengers per revenue service hour; and for the inter-county paratransit service, 1 passenger per revenue service hour. Productivity numbers are not yet available for the Novato Dial-A-Ride as a new service, however initial ridership has exceeded the District's expectations.

16.Q: Please describe the exact methodology used to determine on-time performance. For example, will sampling be acceptable or will the District require 100% verification to determine?

A: With the reporting capability provided by the Mobile Data Terminals (MDT's), the District expects to have data on the performance of each trip.

17. Q: If a passenger is picked up early, or prior to the window, is this counted against the contractor for purposes of determining on time performance?

A: If a passenger is willing to be picked up prior to the window, this will not be counted against the Contractor regarding on-time performance.

18. Q: Please clarify if billable time begins at the first pick-up, even if that pick up is a no show.

A: Billable time begins at the first pick-up, even if that pick-up is a no show.

19. Q: Decaling in 2009 was \$2,000 per vehicle, what was the cost for repainting? Is white the base color of the proposed rebrand? Reference: P. 30.

A: The cost for repainting vehicles in 2009 is not available. White is the base color.

20. Q: How many spare vehicles are currently being provided? Are they part of the 52 vehicle fleet count or should proposers factor for spares above and beyond this amount? Reference: P. 29.

A: The spare vehicles currently being provided are part of the 52 vehicle fleet count.

21. Q: Are there any other authorized fueling locations in the service area other than the Civic Center Fleet Facility that the District will pay for and allow contractors to use for fueling? Reference: P. 31.

A: No

22. Q: Is the District requiring the contractor to house all functions (operations, maintenance, mobility management) in a single facility, or will multiple facilities be acceptable? Reference: P. 43.

A: The District's primary concern is that all contracted functions operate effectively and efficiently. If multiple facilities are proposed, the Proposer will need to demonstrate that this goal will not be compromised by separating the functions.

23.Q: Does the District have new productivity and on-time performance goals it would like to reach?

A: No. See Page 33 of the RFP. The District's Board-approved productivity standard for intra-county paratransit service is a minimum of 2 passengers per vehicle revenue hour.

24.Q: Does the District plan on incorporating GFI's to capture passenger and fare data into the paratransit system?

A: Not at the present time.

25.Q: Are there any other transit related materials (fare medium) the contractor will be required to provide to the public?

A: The current contractor sells pre-paid scrip for the ADA rides. This practice or an equivalent will need to be continued, particularly in conjunction with the Ride Credit Bank. Other types of fare media or related materials may need to be instituted in conjunction with the development of future mobility management services

26.Q: Advertising for the Mobility Management Center – Who will be responsible for the costs incurred in advertising of the Mobility Management Center? Should that be something that bidders would want to put into their cost proposal, or something that Marin Transit would handle directly?

A: The Contractor will be responsible for the tasks involved in maintaining the website and providing necessary brochures, forms etc. to the public in the operation of the contracted services. Advertising of the Mobility Management Center will be coordinated and paid for by Marin Transit.

27.Q: The expense line item for "Sub Contracted Trips" in the Paratransit Cost Proposal Section is assumed for moving trips onto non-Marin Transit and non-Contractor owned services, for example taxis, PUC licensed services or other social service agencies who provide transportation...should this line item be a part of the Paratransit Cost Proposal or should it be a part of the Mobility Management Cost Proposal, or does it even matter?

A: This should be included as part of the Paratransit Cost Proposal.

28.Q: Page- 17, Section- Vehicle Maintenance Facilities and Program- Please advise if the District will allow us to submit CHP inspections from several facilities in close proximity to the operating area if our proposed facility(ies) is/are not currently operational.

- A: We need a good sampling to allow us to get an overall sense of how your company performs. A regional sampling should suffice.
- 29.Q: Please clarify the portion of work currently provided through a brokerage agreement by percentage and number of trips.
- A: Approximately 1% of the total ADA trips are provided through sub-contracted taxi trips.
- 30.Q: Please clarify whether the statistics for the Novato Dial-a-Ride's average passengers, hours, and miles found on page 4 of the RFP represents a "per day" or "per month" value.
- A: These are monthly figures.
- 31.Q: Please clarify whether the current contractor performs ADA eligibility certification or whether the certification process is handled by a 3rd party.
- A: The current contractor performs the ADA eligibility certifications for Marin Transit.
- 32.Q: Please clarify whether Marin Transit or the contractor provides Trapeze scheduling software as well as modules required to integrate with the MDT system.
- A: Marin Transit will provide the Trapeze software and the necessary modules to integrate with the MDT system.
- 33.Q: Please identify the funding source(s) for the "Ride Scholarship Fund".
- A: To be determined. This is not a Contractor responsibility.
- 34.Q: Please clarify whether the contractor is expected to provide means testing for the "Ride Credit Bank" or whether this is performed by Marin Transit or a 3rd party.
- A: Assume in responding to this RFP that the Contractor will provide a simplified means testing of applicants who request fare subsidies. However, the District must first identify funding source(s) for these low-income fare subsidies.
- 35.Q: How many vehicles have already been re-branded? Can you provide a photo of the vehicles with the new brand identification?
- A: No vehicles have been re-branded. We are currently working on the design.

36.Q: Please verify that only the Project Manager must be named in the proposal.

A: No, we are hereby changing the RFP to require the identification of the Operations Manager and Maintenance Manager in addition to the Project Manager. Their resumes must be submitted as part of the Proposer's response to this RFP.

37.Q: Please provide the address of the Marin County Civic Center Fleet facility from which we may purchase fuel.

A: The address is 6 Peter Behr Drive, San Rafael.

38.Q: Please verify that the miles/hours transporting the vehicles to the fuel depot are considered deadhead miles/hours.

A: Yes.

39.Q: Please clarify the form of billing. The Cost Proposal in Appendix F indicates a cost per hour, mile, and trip. Should the contractor offer the total cost of operation for each of the service in each of these 3 cost formats, or should certain costs be allocated to hours, others to miles, and others to trips? How does Marin Transit expect to pay for these services? Are alternative cost proposals welcomed?

A: For the paratransit services, including the Novato Dial-A-Ride, the proposer is required to provide the total cost of operation in each of the 3 cost formats. As stated on P. 19 of the RFP, Marin Transit will choose which of the cost formats will be used to pay for these services. Alternative cost proposals that meet Marin Transit's goals of reducing or maintaining costs without impacting service quality will be considered.

40. Q: Can a copy of the cost proposal forms in a Microsoft Word or Excel version be provided?

A: See attached Excel version of the Cost Proposal and Budget forms.

41.Q: Please verify that there is no Disadvantaged Business Enterprise goal established for this contract and that a good faith effort is not required. Reference: P. 58.

A: There currently is no goal, but we may request reporting.

42.Q: Please provide current rates paid to existing contractor for variable and fixed costs. Also, please indicate the total amount paid to contractor for fiscal year 2007/2008.

A: For intra-county paratransit service the current contractor is paid \$29.16 per total hour of service plus an annual administrative fee of \$1,320,960. For inter-county paratransit service, the current contractor is paid \$32.07 per total hour of service plus a monthly administrative fee of \$32,878. For the Novato Dial-A-Ride service, the current contractor is paid \$61.00 per vehicle service hour.

The total amount paid to the Contractor in fiscal 2007/2008 for intra-county and inter-county paratransit service was: \$3,572,071. This figure does not include the Novato Dial-A-Ride service, as this service was not operational in 2007/2008.

43.Q: Please provide copies of the last three months of management reports and invoices from the Contractor for this contract.

A: Invoices and management reports are available for inspection at Marin Transit's office. Please make an appointment with Ann Hearty at 415-226-0862.

44.Q: Does 5333(b) of Title 49, regarding Transit Labor Protection (formerly Section 13(c) apply to this contract?

A: No

45. Q: How many dispatchers, schedulers and reservationists is the current contractor using each day of week? Reference; P. 5

A: Dispatchers: one each in the AM and PM. Schedulers/reservationists: five to six depending on service demand.

46.Q: Can the District please provide all bidders with a copy of the master lease for the 4 wheelchair accessible taxicabs being leased to On The Move, Inc. and identify the costs all bidders must account for in their bids for this item. Reference: P. 35

A: The master lease with On The Move, Inc., expires on June 30, 2010. Marin Transit will work with the Contractor to negotiate a new lease or extension with this sub-contractor. Lease fees will be passed through to Marin Transit. The Master lease is available for inspection at Marin Transit's office. Please make an appointment with Ann Hearty at 415-226-0862.

47.Q: What costs have been incurred by the District for the past 12 months to maintain and distribute the Marin Transit Paratransit Rider's Guide. Reference: P. 36

A: The Paratransit Rider's Guide is a living document that is updated as needed at no cost. It is available online. Minimal costs are incurred in copying and distributing this document.

48. Two related questions:

- a) Q: 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.
- b) Q: We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, 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.

A: See attached spreadsheet.

49. Q: Please provide information regarding the current rates/benefits of the current employees. Please include specific regarding co-pays, dependant coverage and amount of premium paid by employer.

A: The current contractor pays employee benefits at an average of 24.1% of salary. Specific information about the nature of the benefits paid is not available.

50. Q: Has service experienced problems due to driver shortages? If so, please explain.

A: In recent years, the service has not experienced problems due to driver shortages.

51. Q: Please provide a copy of the current pull out times and return to yard times for each of the routes.

A: This information is contractor specific and variable. Proposers should factor in dead time and miles to their proposed facilities and include these assumptions in their costs.

52. Q: 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. Reference: P. 3

A: See the second table in the answer to Question # 54.

53.Q: Please provide information regarding the number of extended service area trips that were referred to taxi cabs or other providers by month for a 12 month period. Please identify which company (ies) the riders were referred to? Reference; P. 3

A: Currently, approximately 1% of all ADA trips are referred to taxi cab providers. The data is available in the current contractor's reports. See the answer to Question #6 regarding scheduling an appointment to review this information.

54.Q: Could we receive the following data (in an electronic format) for a recent seven-day period for the inter-county, intra-county and Novato service? Is it possible to use our own copy of Trapeze to evaluate this data? We can provide (at the County's request) a query that will extract the requested data in a Trapeze-compatible format.

- a) Origin and destination latitude and longitude coordinates for each scheduled trip
- b) Final status of each scheduled trip, e.g. whether the trip was provided, cancelled or no-showed
- c) Scheduled and actual pick-up and drop-off times for each performed and no-showed trip
- d) Passengers transported, broken down by riders, attendants, companions, children and any other passenger categories tracked by the system
- e) For each trip, whether the rider used a mobility device, service animal or any other equipment codes
- f) Number of trips denied, broken down by capacity, eligibility and rider refusals as well as by any other category currently tracked
- g) Number of complaints received

Reference: P. 3

A: The 2008-09 annual summary of paratransit data is attached.

The following table represents the annual average per day of passengers in fiscal year 2008-09 for inter-county (IC), intra-county (Loc) and the predecessor of the Novato Dial-A-Ride, the EZ Rider (DAR). In addition, proposers are referred to the ridership by time of day data included as part of Addendum #1.

Passengers	IC	Loc	DAR
Weekday	43	341	25
Saturday	20	155	24
Sunday/Holiday	15	112	12

The following table represents the average maximum number of vehicles in service for the 3 types of service during 2008-09:

Vehicles	IC	Loc	DAR
Max Weekend Service	6	13	1
Max Weekday Service	14	29	1

55.Q: Please describe the District's desired fare procedures to include reporting, collection and accounting. Reference; P. 33

A: The current contractor records and documents fare income and pays the total by check (with separate checks for intracounty, intercounty, and Novato DAR) to Marin Transit quarterly. Proposers may submit alternative methods.

56.Q: Please describe the District's desired telephone monitoring tools? Does the District desire playback and recording capabilities on the contractor's proposed telephone system?

A: Contractor shall provide standard call center telephone monitoring tools. Yes, the District desires playback and monitoring capabilities on the telephone system and if proposed, please specify costs attributed to this enhancement.

57.Q: Please clarify if the 40 hours of required driver training are inclusive of the CPR and First Aid training. Please clarify what training must be completed at the start of service and what training/requirements must be completed within the first three months. Reference: P. 18

A: As stated on P. 18 of the RFP, "Contractor shall provide at least 40 hours of training to each driver . . ." to include all the topics listed. Training that must be completed at the start of the service is all training needed to satisfy all the legal requirements for an individual to be licensed to drive the in-service vehicles.

58.Q: Please clarify if the Project Manager must be 100% dedicated to this service. In addition, please clarify if the Operations Manager and the Maintenance Manager must be 100% dedicated. Reference: P. 24

A: Because this RFP requires the Contractor to Recruit and Maintain a Provider Network (P. 34) and Develop and Coordinate Transportation Services (P.8) while maintaining a quality paratransit operation, Marin Transit expects that the Operations Manager will be 100% dedicated to this contract. The Project Manager may be 100% dedicated depending on the proposed contract management structure. The Maintenance Manager

will not be required to be 100% dedicated to this service as long as the mechanics to vehicle ratio specified in the answer to Question #59 is met and vehicle maintenance standards are met.

59.Q: Does the District have a desired mechanic to vehicle ratio that it would like all bidders to adhere to? Reference: P. 25

A: Yes, ten vehicles per mechanic is the minimum standard, although the District would prefer a lower ratio.

60.Q: Does the District have a desired Road Supervisor to driver in service ratio that it would like all bidders to adhere to? Reference: P. 26

A: Road supervisor coverage should a) ensure quality service delivery on a regular basis; b) provide field support in an effort to minimize service interruption; c) address specific service problems and service interruptions; and d) complete specific projects as requested. To provide this coverage, it is expected that road supervisor(s) are always available for support when needed and for routine checks.

61.Q: Please clarify if contractor must conduct 100% trip edits (or the equivalent) for the paratransit service. If not, please clarify the expectations of the contractor relative to trip edits.

A: See the answer to Question # 16. In addition, the Contractor will be responsible to account for denials, no-shows, late cancellations, etc.

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

A: See P. 31 of the RFP. In addition, TDD capability is required.

63.Q: Please provide details and amounts of all penalties assessed to the current contractor in the last twelve months. Please clarify if the penalties for this new RFP differ from the current contract. Reference: P. 44.

A: There have been no penalties assessed to the current contractor in the last 12 months, as they have met all performance standards. The standards and penalties listed on Pages 45 and 46 of the RFP are more extensive than those in the current contract.

64.Q: What type and number of support vehicles are currently being provided by the current contractor. Does the District have any requirements or specifications regarding any specific age, model or fuel requirement or preferences for such vehicles? Reference: P. 28.

A: The Contractor needs to have reliable vehicles to ensure all road calls and support roles can be completed. The District does not have specific requirements. The District does not have this information for the current contractor.

65. Q: What type and number of in service vehicles are currently being provided by the current contractor. Does the District have any requirements or specifications regarding any specific age, model (sedans, minivans, cutaways) or fuel requirement or preferences for such vehicles? Please clarify since the vehicles will be branded that they will be 100% dedicated to these services. Reference: P. 29

A: The in service vehicles provided by the current contractor are identified in Marin Transit's Short Range Transit Plan. The District is willing to consider proposers' vehicle specifications. Vehicles that are to be 100% dedicated to these services must be branded with the District's brand. In implementing the ADA Brokerage aspect of this contract, Marin Transit understands that brokered vehicles, if not 100% in Marin Transit service, will not be branded with Marin Transit designs.

66. Q: Please provide information on the District 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 fareboxes, radios, or any other item on the vehicle for service. Are there required specifications for contractor provided vehicles, in terms of age, type, capacity, miles, etc.? Reference: P. 28

A: See attached for information on the District's fleet. Regarding contractor-provided vehicles, we would like to have vehicles similar in type, capacity, age and miles to the District's fleet.

67. Q: Please provide the last 12 months of history for major component replacement and repair for the District provided fleet for this contract. Reference: P. 28

A: Transmissions: two in March 2009 and one in July 2009. Engines: none during 2009.

68. Q: Please clarify if the fleet provided by the District meets the new CARB standards, or if the District plans on updating these vehicles to meet the new CARB regulations at the District's cost? Reference: P. 28

A: All vehicles in the Marin Transit fleet were purchased off the State Contract, therefore they are in compliance with CARB standards.

69.Q: What is the District's current life miles goals for each of the revenue vehicles. Does the District have a vehicle replacement plan in place. If so, please describe the planned replacement of any revenue vehicles during the proposed contract term. Reference: P. 28.

A: The District follows FTA regulations and schedules for vehicle replacement. The following is the District's current vehicle replacement schedule for the paratransit fleet:

Paratransit Vehicle Replacement Schedule

Fiscal Year	Replacements	Total Cost	Marin Transit's Share	Vehicle Type	Seating Capacity	Wheelchair Capacity
FY09/10	10	\$623,150	\$73,669	4 Minivans, 6 Cutaways	3, 8	1, 2
FY10/11	2	\$128,369	\$15,176	Cutaways	8	2
FY11/12	7	\$545,931	\$59,306	Cutaways	3	6
FY12/13	2	\$136,187	\$16,100	Cutaways	7	2
FY13/14	10	\$701,361	\$82,915	4 Minivans, 6 Cutaways	3, 8	1, 2
FY14/15	9	\$650,161	\$76,862	Cutaways	8	2
FY15/16	4	\$297,629	\$35,186	Cutaways	8	2
FY16/17	4	\$306,558	\$36,241	Cutaways	8	2
FY17/18	10	\$789,388	\$93,321	Cutaways	8	2
FY18/19	10	\$813,069	\$96,121	Cutaways	8	2

70.Q: Please clarify that the District will be responsible for engine and transmission overhauls for the District provided revenue fleet and that bidders should not include in their pricing? Also, please clarify that the contractor is responsible for engine and transmission overhauls for the vehicles they provide. Reference: P. 38.

A: See "Unforeseen Major Repairs on P. 38. The District will not be responsible for any maintenance on Contractor-owned vehicles.

71.Q: Do any of the District provided vehicles have remaining or extended warranty on any of the components? Reference: P. 38.

A: Yes, and 18 of the vehicles are only 1 year old. All warranties will be transferred to the new contractor. There are no extended warranties.

72.Q: Please clarify if the District will provide a radio base station and in vehicle radios for all service vehicles or if this is a contractor responsibility. If client provided, please specify make and model of the units so that we may appropriately factor for proper maintenance and upkeep. Do any of the radios have remaining warranties? If the contractor is responsible for providing radios, does the District have any preference to hand held or in vehicle mounted radios? Reference: P. 31

A: The District will provide the radio base station and in-vehicle radios and will pay for the service.

73.Q: Please clarify if the District will provide the Mobile Data Terminals for all service vehicles or if this is a contractor responsibility. If client provided, please specify make and model of the units so that we may appropriately factor for proper maintenance and upkeep. Do any of the MDTs have remaining warranties? Reference: P. 31

A: The District will provide MDTs for all service vehicles. The MDTs are new and have warranties.

74.Q: Given the scope of work and requirements to develop this proposal, would Marin Transit consider extending the proposal deadline by 2-3 weeks?

A: No. In order to award the contract and begin the service July 1, 2010, we must adhere to a strict schedule.

75.Q: Please provide operating reports for the past 12 months for this service.

A: Management reports are available for inspection at Marin Transit's office. Please make an appointment with Ann Hearty at 415-226-0862.

76.Q: Would Marin Transit consider allowing an automated telephone answering system for initial weekend reservation calls?

A: No. Marin Transit desires that its customers be able to speak to a live reservationist.

77.Q: Please verify that Standby Hours are considered revenue hours and are paid at the regular rate.

A: As the definitions of Standby Hours and Standby Miles on P. 10 conflict with the Cost Proposal Breakdown on P. 19, the definitions of Standby Hours and Standby Miles are now deleted from this RFP.

78.Q: Please provide the current cost of the radio service to be acquired through Marin County.

A: See the answer to Question #72.