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**REQUEST FOR PROPOSALS
FOR
OPERATION OF MARIN TRANSIT'S
RURAL AND SEASONAL TRANSIT
PROGRAM**

ADDENDUM 3

board of directors

September 22, 2011

susan l. adams
president
supervisor district 1

Dear Transit Operator,

Attached please find the questions and answers from the pre-bid meeting held on September 9, 2011.

steve kinsey
vice president
supervisor district 4

The draft schedules for the West Marin Stagecoach Routes 68 and 61 have been corrected.

barbara heller
2nd vice president
city of san rafael

The corrections to Route 68 include the time points listed for Westbound, Monday-Saturday, for the trip beginning at the San Rafael Transit Center at 3:22 PM.

judy arnold
director
supervisor district 5

The corrections to Route 61 pertain to the highlighted trips for Westbound and Eastbound on Weekends and Holidays. The highlighted trips operate between the 2nd Sunday in March and the 2nd Saturday of October.

harold c. brown, jr.
director
supervisor district 2

Note that these are draft schedules, subject to changes resulting from community workshops and a public hearing scheduled for October 17, 2011.

madeline kellner
director
city of novato

Please continue to check the Marin Transit website for future addendums. Proposers must acknowledge receipt of all addendums in their proposals.

kathrin sears
director
supervisor district 3

Sincerely,

Amy Van Doren
Director of Operations

**West Marin Stage and Muir Woods Shuttle
Pre Proposal Conference
September 9, 2011**

- 1. On Page 8 of the RFP, it states there may be up to 8,500 additional hours added during the contract term. How will those be allocated?**

The 8,500 hours represent a series of service hours that Marin Transit may introduce during the term of the contract. The hours will be allocated in a manner that allows for optimal utilization of revenue vehicles, such as Muir Woods Shuttle vehicles not scheduled to be in service.

- 2. Will proposers have an opportunity to inspect the vehicle to be operated under this contract?**

Five of the vehicles to be operated under this contract are new and have not yet been delivered. A vehicle inventory has been provided in the RFP on page 9. Should these vehicles arrive prior to the RFP submission date, Marin Transit will make them available for viewing.

- 3. On Page 27 of the RFP, you refer to a data monitoring process. If a proposer has a data management system that collects the required data, can the reports be produced as a flat file for submittal to Marin Transit?**

Yes, if this system collects all data specified in the RFP and if proposers provide information on their systems.

- 4. How will the ADA mandated demand response service be delivered?**

The Stage vehicles provide their own complementary paratransit service. The maximum deviation is $\frac{3}{4}$ miles from the route as mandated under the Americans with Disabilities Act. The minimum provided service is curbside to curbside, but some customers have required door-to-door service. The Muir Woods Shuttle does not require complementary paratransit.

ADA eligible riders may schedule deviations (off-route pickup and drop-offs) within ¾ miles of the Stage routes by calling the Stage call center staff. Riders need to be verified in the ADA eligibility system. If they are not currently listed as ADA eligible, the Stage call center are required tell them to contact Marin Senior Coordinating Council (Marin Access paratransit) to request an ADA eligibility application for transportation or a consumer guide. If ADA eligible, the Stage dispatcher arranges a connection for the passenger with Marin Access paratransit to destinations outside of the Stage service area in eastern Marin.

No route deviations will be made on the weekends on the South Route of the Stage. Instead, customers need to contact Marin Access scheduling directly to book a trip.

5. Will Marin Transit award only one contract for its Rural and Seasonal Service Program or consider possibly splitting the award to multiple contractors?

Only one contract will be awarded, though proposers may propose subcontracted options. Any proposal that includes a sub-contractor(s) must clearly identify the prime contracted and subcontracted responsibilities and roles

6. Can Marin Transit clarify the days of operation for the West Marin Stagecoach routes?

Revised Stage schedules will be posted as part of this Addendum on the Marin Transit Website. Please look for Appendix I. Route 61 and 68 operate on both weekdays and weekends. Holidays are listed in the RFP on page 30.

7. Can Marin Transit provide clarification on the transit vehicle to be provided and anticipated dates of delivery for these vehicles?

Three new Stage vehicles are anticipated to be delivered in November 2011. An additional Stage vehicle is anticipated to be delivered by the end of December 2011. For the Muir Woods Shuttle, five vehicles will be provided initially at the start of the contract, three of which are new as of September 2011. Marin Transit intends to provide up to five (5)

more vehicles for this service during the term of the contract. If these five vehicles are not available for the first year of service under this contract, Marin Transit will lease five additional vehicles with the awarded contractor.

8. Will the Stage and MWS vehicles be used interchangeably?

It is possible that Muir Woods Shuttle vehicles may be used for Stage service (and potentially other service to be identified); however Stage vehicles do not have enough capacity to provide service for the Muir Woods Shuttle program. Marin Transit will direct the awarded contractor on when and how these vehicles are to be operated.

9. Can Marin Transit clarify what “unique approach” is being sought on Page 14 of the RFP?

Marin Transit is interested to see why your company’s proposal is unique and how you will add value to the Rural and Seasonal Service Program.

10. What are the biggest current challenges on both the Stagecoach and the Muir Woods Shuttle?

The biggest challenge facing Marin Transit on the Muir Woods Shuttle service is the continued high demand, especially on holiday weekends. This season, there were several reports of over 100 patrons waiting in line for the Shuttle. Together with our partner, the Golden Gate National Recreation Area, Marin Transit will look at how to improve upon this popular service.

The biggest challenge facing Marin Transit on the Stage service is to meet the rural community needs while also providing for the seasonal tourist ridership and those who travel to West Marin for work. This service has also enjoyed continued ridership growth and Marin Transit intends to work with the awarded contractor to meet this demand.

11. Does the contractor’s proposed facility have to have a paved surface?

Yes. However, Marin Transit will be flexible as to whether this is concrete or asphalt, so long as the surface does not negatively impact the condition of the transit fleet.

12. The RFP states that a contractor's facility must be located a "reasonable distance" from the service area and later states that Marin Transit's goal is within 15 miles of the service area. Which does Marin Transit prefer?

The 15 mile distance is just a goal. While Marin Transit desires a facility that is close enough to the service area (within 15 miles) to reduce excessive deadhead, we are open to the proposer's submittals of high quality facilities located beyond the RFP goal.

13. Will Marin Transit make available the assessment of penalties for the last 12 months?

There were no penalties charged to either of the service providers of the Rural and Seasonal Service Program during the last twelve months.

14. Is the assessment of penalties verified through information held in TransTrack, customer complaints or other observations?

We use TransTrack and Syncromatics to track customer complaints, compliments, real-time vehicle location, and other performance measures. The Contract Manager works closely with the Operator to weigh the validity of customer complaints, and takes all other variables into consideration before levying penalties.

15. May proposers submit their self-insured status in place of the RFP required insurance levels?

Yes, as long as the self insurance levels satisfy the RFP requirements. The level in the RFP is specified as \$5 million for Combined Single Limit per accident for bodily injury and/or property damage and no less than \$1 million for Workers' compensation limits as required by the Labor Code of the State of California and Employers Liability per accident.

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