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

ADDENDUM 5

board of directors

September 30, 2011

susan l. adams
president
supervisor district 1

Dear Transit Operator,

steve kinsey
vice president
supervisor district 4

This addendum provides a complete list of answers to RFP questions submitted to Marin Transit by September 16, 2011. Five additional attachments are included with this addendum; however, reference is made to the two attachments provided with Addendum 4 (posted on Wednesday, September 28, 2011).


barbara heller
2nd vice president
city of san rafael

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

judy arnold
director
supervisor district 5

Sincerely,

harold c. brown, jr.
director
supervisor district 2


Amy Van Doren
Director of Operations

madeline kellner
director
city of novato

kathrin sears
director
supervisor district 3

**Complete list of RFP questions and answers
(received verbally and in writing)**

**Operation of Marin Transit's Rural and Seasonal Transit
Program**

September 30, 2011

1. Who is in charge of marketing? Can we have copy of marketing plan?

Marketing is the responsibility of Marin Transit. Marin Transit did a Strategic Marketing Plan in 2008, which is available on our website under transit planning/completed projects. Marin Transit will initiate a county-wide transit market assessment in 2012.

2. In the new contract, will Marin Transit continue to staff two people at the Pohono Street Park & Ride shuttle stop?

The new contract will include temporary employment of up to two people for the duration of the Muir Woods Shuttle operation. Non-peak season shifts are 10AM to 2:30PM. Peak season shifts are 10AM to 2:30PM and 11AM to 4PM.

3. Will NPS continue to activate signs along Highway 101 as part of a marketing plan for Muir Woods Shuttle program?

The Changeable Message Signs are managed and funded as a joint partnership between Marin Transit and NPS. The signs will continue to be provided for the duration of the Muir Woods Shuttle service.

4. Can we get copies of the last 12 months invoices from Golden Gate and MV?

Sample invoices and reports are provided as Attachment 3.

5. Does Marin Transit want proposers to list all of the vehicles they have in stock (coaches, shuttles, limo, etc.)?

Not unless a Proposer intends to use these vehicles as support vehicles as part of this contract.

- 6. Provide a list of all vehicles that Marin Transit intends to use for the services in this contract. Please include intended vehicle purchases and leases.**

Page 9, table 2 provides a list of all vehicles intended for use in this service. In addition to the listed vehicles Marin Transit intends to lease or buy an additional 4 to 5 vehicles for use in delivering the Muir Woods Shuttle service, which will be coordinated with the awarded contract.

- 7. What kind of information is Marin Transit looking for in terms of accident and industrial injury information?**

See page 17 of the RFP. Marin Transit is looking for a company-wide accident rate per 100,000 miles for the last three years, as well as the total accidents and total revenue miles for at least three previous or current contracts of similar size and service type also for the last three years. Accident information may be separated into preventable and non-preventable accidents. Industrial injury information may be presented in any way that portrays your organization's recent experience (prior three years) with industrial injuries.

- 8. Regarding annual report submission, may we submit one original audited financial statement under separate envelope with our pricing?**

Yes.

- 9. What is the historic trend of the current contractors' liquidated damages and incentives over the past year?**

Marin Transit has not imposed any liquidated damages over the past year under the current Stage contract. Regarding incentives, only fuel escalator adjustments occurred over the past year. The current Muir Woods Shuttle agreement does not include liquidated damages and incentives.

- 10. The proposal deadline is identified as Wednesday, October 14. October 14 is a Friday. Does Marin Transit want the proposals submitted on the 12th or 14th of October?**

Proposals are due on Friday, October 14, 2011.

Yes. Please see response to question 11 above.

- 11. What are the seniority, pay rates, and benefit levels/coverage for the current staff and drivers?**

See Attachment 2 to Addendum 4.

- 12. What are the current staffing levels?**

See Attachment 2 to Addendum 4.

- 13. Is there any issue with sharing dispatch functions between the two services and radio channels?**

Marin Transit anticipates that combining the dispatch functions between the two services should lower costs and improve communications.

- 14. Page 25 states that the Contractor will be required to work with Marin Transit to maintain the AVL system. Does this mean the contractor is financially responsible for repairs/replacement for the system and its components?**

Marin Transit will not be responsible for costs associated with repairs/replacement found to be associated with operator negligence for the AVL system and components.

- 15. What is the current billing rate for the Stagecoach service, and what is the allocated cost charged for the Muir Woods Shuttle operated by Golden Gate Transit?**

Please refer to the most recent invoices samples and the operation agreements provided as part of this addendum (Attachments 3 and 4, respectively).

- 16. Regarding the farebox revenue collection, GFI farebox probing, and vault collection coordination with the Marin Transit Community Shuttle operator, is that Golden Gate Transit or another contractor?**

The current farebox revenue depositing and GFI farebox probing for the West Marin Stagecoach is coordinated in the following way: a Stage road supervisor pulls the farebox cash boxes (amongst the four spare cash boxes) twice per week during service operations along the route and then brings the revenue boxes to Marin Airporter, which is the contractor for the Marin

Transit Community Shuttles program. At Marin Airporter, the road supervisor deposits the revenue for counting by Marin Airporter staff. A laptop is also shared between the two operators for probing of the farebox machines, which is performed by the road supervisor, and returned to Marin Airporter for probing of the Community Shuttle buses.

Marin Transit is interested in hearing whether Proposers are able to perform this function at their proposed facility in place of the current procedure. If this cannot be accommodated, Marin Transit will pursue procurement of any additional fareboxes, fare revenue collection equipment, and data probing equipment necessary for the awarded contractor to assume this function.

- 17. Regarding the key management staff (Project Manager, Maintenance Manager, and Safety and Training Manager), what percentage of their time must be committed to the operation, maintenance and management of the Muir Woods Shuttle and West Marin Stagecoach services?**

Marin Transit expects 100% coverage of the Rural and Seasonal Transit Program operations by key staff members. It is the contractor's responsibility to demonstrate that they can provide full coverage to meet the operations requirements.

- 18. Regarding operations support staff, are dispatchers and supervisors 100% committed to the Muir Woods Shuttle and West Marin Stagecoach services?**

While Marin Transit would prefer 100% dedicated staff in these key areas, we understand that some economies of scale can be achieved by sharing these specific resources. Proposers must specify the percentage of time committed to all of these services and will be required to commit to these percentages throughout the term of the contract.

- 19. Please provide a copy of the current operations contracts for both services, including all compensation rates, amendments and extensions.**

Current contracts are provided as Attachment 4.

- 20. It is understood that both these services as operated under prior contract, do not match the exact operations as**

described in the current RFP due to planned operational changes. However, as historical information, please provide copies of both current contractors monthly invoices and service reporting for the most recent 12 months of the current operations, to include essential operating statistics such as deadhead miles and hours, revenue miles and hours, and other NTD reporting data as appropriate.

Attachment 5 includes copies of service statistics for the Stage and a summary of the Muir Woods Shuttle reports. However, proposers should refer to the Reporting Performance section beginning on page 34 of the RFP for the most accurate description of required reporting. **Please note that Marin Transit requires the contractor to provide both revenue and non-revenue (deadhead) miles and hours.**

21. What kind of litigation is Marin Transit interested in the proposer's identifying (Page 16)?

Marin Transit is interested in receiving information on litigation that would impede a proposer's ability to provide the service requested in the RFP. For those proposers that have multiple transit contracts, and/or operate multiple modes of transit service (i.e. bus, rail, ferry, etc.), we are interested in any pending litigation that would affect to the provision of bus service.

22. Please provide more specifics regarding the possible provision of additional fixed route service during off peak hours (approximately 8,500 additional hours) as described on Page 8. Is this an annual number? Is it limited to off-peak hours? Is it for "shuttle" type service?

Addendum 3, Question 1 response: The 8,500 hours represent a series of service hours that Marin Transit may introduce during the term of the contract (3 years plus 2 optional years). 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.

With regard to type of service, the awarded contractor will, at a minimum, be required to provide regular fixed routing and scheduling types of service within the 8,500 additional hours.

23. What does "Maintain the AVL system on all buses" entail? (Page 25)

It is the responsibility of the Contractor to ensure that the AVL system components such as the Mobile Data Terminals, the automated passenger counters, and electrical connections to the system are equipped on the buses in good operating condition. Also see response to question 14 above.

24. Please clarify what is required when "monthly maintenance reports" are requested. (Page 28).

Please see Section E of the Scope of Work in the RFP (pages 37-46) for more detail on expectations on what should be included in the monthly maintenance reports.

25. Can required documentation requested on Page 27 be produced as a flat file rather than a direct input?

Addendum 3, Question 3 response: Yes, if this system collects all data specified in the RFP and if proposers provide information on their systems.

For clarification, the following excerpted from Page 27 can be provided as a flat file.

- Management of the project's accounts and operating records;
- Preparation and submission of a monthly TransTrack invoice that will document all charges, any possible penalties, and missed or incomplete service;
- Preparation of monthly operating reports as defined in the reports section below;
- Preparation of monthly summaries of operations data on a run-by-run basis;
- Daily monitoring of ridership and the collection of all fares;

Note: detailed customer comments/complaints are a required TransTrack input/output.

26. What flexibility in scheduling will Marin Transit allow so that schedules can be developed that comply with State

requirements for meal breaks, etc.? How can we best work collaboratively to achieve this standard?

Marin Transit will work with the selected contractor to develop schedules that balance efficient operator run-cutting with the needs of passengers. This includes the option of extended recovery time for wage order 9 meal breaks, fueling, and vehicle cleaning.

27. What is a reasonable response time for the emergency situation service described on Pages 32 and 33?

Marin Transit expects the Contractor to meet emergency response needs to the best of their ability.

28. How does the demand responsive service request work? (Page 29). How does it work now?

See response provided as Addendum 3, Question 4.

29. Is there any additional score allowed for women owned business, small business or DBE?

No. However Marin Transit requires proposers to include information on any DBE firms with whom they will be subcontracting, or on their own DBE status if relevant. Additionally Marin Transit requires ongoing reporting on the use of DBE vendors to meet federal regulations.

30. What is the current total program budget?

The current budget for the total program is based on the FY11/12 budget most recently approved by the Marin Transit Board of Directors. The total budget for operation of the West Marin Stagecoach is \$766,753 (allows for up to 11,657 hours). The operations budget for the Muir Woods Shuttle is \$258,082. This budget does not include expenses that are outside of the contract for the Muir Woods Shuttle but are part of the operating costs such as leasing vehicles (\$55,000), renting portable toilets at the Pohono bus stop (\$5,000), and renting changeable message signs along Highway 101 (\$20,710), which Marin Transit is responsible for. Marin Transit has a 50/50 joint

operating agreement with the National Parks Service (NPS) for the operation of the Muir Woods Shuttle.

31. Would Marin Transit consider including fuel escalator in contract?

Since Marin Transit will be paying the actual cost of fuel there is no need to include a fuel escalator in this contract. See page 18 of the RFP.

32. Any preference given to alternative fuel powered vehicles?

If the question pertains to support vehicles to be provided by the contractor, no preference is given to alternative fuel powered vehicles. However, they are not discouraged.

33. Any preference for local hires?

Marin Transit encourages the employment of Marin County residents. However, we understand the fluidity of employment and the challenges this may pose for contractors.

34. 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.

In the event of unanticipated laws and regulations Marin Transit will work with the selected contractor to determine whether additional compensation is warranted.

35. At this time, there remains 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?

Proposers should base their proposals on the currently known costs of the new health care regulation.

- 36. Please indicate the anticipated delivery date for the seven (7) new vehicles. How many vehicles will be made available to an incoming contractor for the Muir Woods Shuttle Service to perform training during the start-up period?**

Marin Transit anticipates that the vehicles for the Stage service will be delivered by December 2011. The Muir Woods Shuttle vehicles were delivered in September 2011. All Muir Woods Shuttle vehicles listed in Table 2 of the RFP will be available for training during start-up.

- 37. Please clarify whether the contractor will be required to provide interim vehicles if the seven (7) new vehicles are not delivered in time to be available for start of revenue service.**

The contractor will not be required to provide interim vehicles. It should be noted that operation of the Muir Woods Shuttle program will require additional leased vehicles in the first year of operation as described on page 9 and 10. In the event that vehicle leasing requires the contractor to incur additional costs, these costs will be negotiated and directly reimbursed by Marin Transit.

- 38. Please clarify whether Marin Transit will provide the Urea required for the new Model 2011 Diesel - Urea fueled buses. Please clarify if the fleet provided by Marin Transit meets the new CARB standards, or if Marin Transit plans on updating these vehicles to meet the new CARB regulations at Marin Transit's cost?**

The diesel vehicles to be provided as part of this contract meet CARB standards. It will be the responsibility of the awarded contractor to supply the Urea necessary for the new

diesel vehicles equipped with the Urea emissions after-treatment system.

- 39. Currently, our company installs Drive Cam (an event triggered device that records sudden stops, aggressive turning, or an accident) on all vehicles to manage unsafe driving habits and minimize accidents. Would the County object to the contractor installing Drive CAM on the new vehicles provided by County?**

Marin Transit will not object to the installation of Drive CAM as long as it does not degrade service delivery or result in one-time or on-going additional costs to Marin Transit. Should there be any one-time or on-going costs with the installation of these systems, please delineate these in the proposal cost sheets.

- 40. Please confirm that the contractor will have to provide a radio communication system.**

Marin Emergency Radio Authority (MERA) radios are provided for Stage operations but not Shuttle operations. As stated on page 9 of the RFP, there is the possibility that additional MERA radios can be acquired for Shuttle operations; however the Contractor should assume that they will be required to provide a two-way communication system for all Shuttle operations.

- 41. Due to a very limited availability of facilities that meet the parameters outlined in the RFP, please clarify whether Marin Transit would be willing to consider alternative options.**

Yes, Marin Transit is willing to consider alternative facility options.

- 42. Please provide a current organizational chart or listing of positions that is being provided for the Muir Woods Shuttle contract by the current contractor. Please indicate the percent that these positions are dedicated to this contract.**

As these positions and percentages are relevant to the previous Contractor's operations, Proposers are being asked to provide information on how they intend to meet the requirements of the RFP.

- 43. Does 5333(b) of Title 49, regarding Transit Labor Protection (formerly Section 13(c)) apply to this contract? Please provide all bidders with the necessary documentation to comply with 13(c) regulations. Please provide a copy of the letter of certification from the U.S. DOL to FTA applicable to the FTA Recipient's project for which Federal assistance is provided to support work on the underlying contract.**

Marin Transit currently receives FTA section 5311 funds to operate services provided under this contract. Some vehicles used in the contract were acquired with 5311(f) funds, and Marin Transit is currently in the process of procuring the additional vehicles with ARRA (5307) funds passed through from Golden Gate Bridge, Highway and Transit District (GGBHTD). During the term of this contract, Marin Transit may apply for and receive additional FTA funding. See Appendix H of the RFP under "Transit Employee Protection Agreements" for further information. Marin Transit's 13(c) agreements are provided as Attachment 6. The current contract for Muir Woods Shuttle expired on Sunday, September 25, 2011. The current contract for the West Marin Stagecoach will expire prior to the beginning of this contract service.

- 44. Consistent with California Labor Code 1072, please provide specific information regarding the current wages for all employees currently involved in the Muir Woods Shuttle service. Please also provide detailed information regarding all benefits for the current employees. For insurance programs, please include specifics regarding co-pays, dependent coverage and amount of premium paid by employer.**

See Attachment 2 of Addendum 4.

- 45. We intend to hire as many of the existing employees as possible for the Muir Woods Shuttle contract. 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.**

For the purposes of this RFP, Proposers are being provided with the ranges and benefits of nine full time operators, which represent the number of operators used by GGBHTD last season in the provision of the Muir Woods Shuttle. See Attachment 2 of Addendum 4. No other GGBHTD personnel are included and the availability of this personnel for consideration by an outside employer for provision of this service shall be at the sole discretion of GGBHTD. The current contract for Muir Woods Shuttle expired on Sunday, September 25, 2011.

- 46. Our firm uses Fleet Focus to monitor parts inventory, vehicle repairs, PM schedules, etc. Are all bidders required to provide a maintenance software program?**

Proposers are required to have a means of maintaining information on parts inventory, vehicle repairs, PM schedules, etc so that they can provide the reports and information to Marin Transit as defined in the RFP. Marin Transit will not provide maintenance software and does not require the use of a specific maintenance software program.

- 47. Based on the service area and requirements, the Stagecoach contractor may be required to spend a large amount of money on replacement suspension components and tires. Will Marin Transit consider reimbursing the Contractor for these repair costs?**

The Contractor should take into account the maintenance costs associated with the specific operating environment when preparing their proposals.

- 48. Do any of the provided Muir Woods Shuttle buses have remaining or extended warranty on any of the components?**

The three new vehicles have full warranties as they have not been placed into service. The older of the five vehicles have a year remaining on an extended warranty.

- 49. Please clarify whether there are pages missing as pages 1 through 51 are described as "..of 57" but that page sequence ends at page number 51.**

There are no pages missing.

- 50. Please clarify if proposers will be required to sign the Short Form Contract being returned with the proposal. Please provide all proposers with the cost proposal forms electronically, preferably in Excel Format.**

The Short Form Contract does not need to be submitted with the proposal. It is provided to ensure that proposers are aware of the contract terms to which they will be subject to in the event they are the successful proposer. Cost Proposal forms are provided as Attachment 7.

- 51. Please confirm that all bidders must price for 10,528 West Marin Stagecoach revenue vehicle hours and 2,030 Muir Woods Shuttle revenue vehicle hours in each of the years contemplated including base and option years.**

Yes, hours listed are confirmed.

- 52. 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 the Muir Woods Shuttle services.**

See Attachment 5. Please note that deadhead hours and miles are unique to the incumbent contractors.

- 53. Please clarify exactly how the prices will be evaluated, i.e. will only the Base Year pricing be considered or the Base Years and Optional Years?**

All years (base and optional) will be included in the price evaluation.

- 54. The RFP states that the contractor is responsible for all licensing, permits and taxes. Can Marin Transit provide the current year's or last year's cost associated with these licenses and taxes for the Muir Woods Shuttle service?**

This information is not provided to Marin Transit from the current contractor. Proposers should base their proposals on their own experience with these items from other contracts.

55. Is there an approved equal for the operator log book described on Pages 37-38?

Proposers may provide a sample alternative to the operator log book as part of their proposal.

Marin Transit requires a log system which tracks all individual driver maintenance defect write-ups and the actions taken by maintenance personnel to address the reported defects. If a proposer has an electronic methodology and/or software that is currently being used by that proposer, which accomplishes the intended purpose of this RFP requirement, then proposers should provide sufficient detail and sample information for an approved equal in the proposal.

56. How far in advance would a decision be made by Marin Transit for "tentative holiday service"?

As stated on page 30 of the RFP, Sunday service is tentatively scheduled for New Year's Day, Thanksgiving, and Christmas Day. Marin Transit expects to provide revised schedules for the Stage service after a series of community meetings in October 2011. This process will help determine the final days of service operation, including holiday service.

57. Please verify whether the section at the bottom of Page 30 that indicates "West Marin Stagecoach" pertains to that service or the Muir Woods service.

Yes, page 30 of the RFP should have one heading for "West Marin Stagecoach." The second heading should be "Muir Woods Shuttle."

58. Please clarify the Route 68 schedule shown in Appendix 1. There are inconsistencies in what can be operated given the times shown.

Changes to Route 68 were posted as Addendum 3 on the Marin Transit website.

59. Also for Route 68, the schedules shown do not indicate if select trips operate Tuesday, Thursday, and Saturday as in the current schedule. Please confirm that all trips

shown will operate Monday through Friday during the entire year, and whether there is any "seasonal" service.

Changes to Route 68 were posted as Addendum 3 on the Marin Transit website.

- 60. Table #4 Operating Performance Penalties, Item #7, specifies a per occurrence penalty for HV AC system failures. Does this penalty apply to new equipment that is covered under manufacturer warranty?**

It is the Contractor's responsibility to resolve equipment failures. The factors that Marin Transit staff consider when evaluating the above referenced performance penalty include, but are not limited to, whether a vehicle was knowingly released into revenue service without a functioning HVAC system, if the said vehicle was repeatedly released into revenue service with a nonfunctioning HVAC system, or if the failure of the HVAC system was preventable or not.

- 61. Table #4 Operating Performance Penalties, Item #18, specifies a per occurrence penalty for ADA equipment failures. Does this penalty apply to new equipment that is covered under manufacturer warranty?**

As stated above, it is the Contractor's responsibility to resolve equipment failures, especially if involving ADA equipment. See the response provided to question 60 above for examples of factors staff considers prior to issuing system failure performance penalties.

- 62. Table #5 Maintenance Performance Penalties, Item #25, specifies a per day penalty for delay in completing mechanical repairs due to insufficient inventory of spare parts on hand. Is the required inventory based on the OEM recommended spare parts lists or just the general description of ample inventory provided on Page 38 of the RFP document?**

This performance measure evaluates a contractor's ability to have vehicles available for service, and not the specific size of the inventory. It shall be the Contractor's responsibility to determine the appropriate size of the inventory, including what is required for OEM.

- 63. Page 44 of the RFP document requires cleaning of the shuttle vehicle diesel particulate filters (DPFs) every twelve months. According to Table #1, Baseline Revenue Hours and Miles, the expected annual mileage for each of the nine shuttle vehicles is 4,307. Is Marin Transit willing to consider extending the DPF cleaning interval in light of the very low annual mileage for each vehicle?**

Yes, as long as the cleaning interval is pre-approved by Marin Transit and meets manufacturer specifications.

**Questions & Answers posted as Addendum 4 on
Wednesday, September 28th**

- 1. Will proposers have access to the current maintenance records, costs, and vehicle inspection reports for 2010?**

Records are provided as Attachment 1 from the most recent maintenance sections for the vehicles being provided for the West Marin Stagecoach and Muir Woods Shuttle.

- 2. Proposers would like a copy of assessment of penalties over the past year.**

Addendum 3, Question 13 response: There were no penalties charged to either of the service providers of the Rural and Seasonal Service Program during the last twelve months.

- 3. What entity is responsible for route signs on buses and repair of signs?**

Contractor is responsible for programming and maintaining destination signs. See page 45 of the RFP, Programming/Repair of Destination Signs for specifics.

The Contractor is responsible for the operation and maintenance of the electronic destination signs. The contractor is also responsible for the maintenance of the curtain (scroll) style destination signs. Marin Transit will assist the contractor with programming of electronic destination signs and assume the cost for replacing worn or outdated curtain destination signs.

- 4. Will frequent rider programs stay the same with new contract? Will they apply to Marin County travel only or will they be expanded beyond the county in the future?**

Marin Transit has a student pass program, which remains valid with this contract. The contract is specific to the West Marin Stage and Muir Woods Shuttle services only. Marin Transit also has a day pass (issued onboard the bus), a weekly pass, and a monthly pass. These fare instruments are subject to change with Marin Transit assisting the awarded Contractor, should changes occur.

- 5. What is the benefit program for Marin Transit current operators?**

See Attachment 2 for current wages and benefits.

6. Are the current employees union? Can we have a copy of the current union agreement, rates of pay and current benefits?

Employees for the West Marin Stagecoach, operated by MV Transit, are part of Teamsters-Local 624. Employees for the operation of the Muir Woods Shuttle Program, operated by Golden Gate Transit, are part of Amalgamated Transit Union (ATU). As the current union agreements for both contractors have been established on terms between their employees and themselves, Marin Transit has not included copies of agreements. Wages and benefits are provided in Attachment 2 to Addendum 4. MV and Golden Gate Transit have not provided Marin Transit with copies of their union agreements.

7. The insurance language in Appendix E is silent on the issue of coverage for physical damage on the Marin Transit vehicles. Please advise the extent and type of physical damage coverage that Marin Transit requires for the proposed vehicles as well as an estimate of the total insured value (TIV) of the fleet for costing purposes.

Marin Transit requires physical damage coverage for Vehicle Physical Damage.

Comprehensive and collision coverage for fair market value cost for all vehicles set forth on page 9 of the RFP is required and for any subsequently owned Marin Transit vehicles used under this contract with an insurance company or self-insurance.

The TIV of the fleet for costing purposes is shown in the updated table below from page 9 of the RFP.

Table 2 Marin Transit-Owned Vehicles

West Marin Stagecoach					
Vehicle #	Make/Model	Model Year	Mileage(as of 06/30/11)	Fuel Type	Current Value (6/30/11)
616	Chevy Aero Elite 290	2008	112,860	Unleaded	\$60,000
617	Chevy Aero 290	2008	115,024	Unleaded	\$60,000
1134	Chevy Aero Elite 320	2008	161,886	Unleaded	\$58,000
XXXX	Ford Aero Elite 320	2011	0	Unleaded	\$106,000
XXXX	Ford Aero Elite 270	2011	0	Unleaded	\$103,000
XXXX	Ford Aero Elite 270	2011	0	Unleaded	\$103,000
XXXX	Ford Aero Elite 270	2011	0	Unleaded	\$103,000
Muir Woods Shuttle					
Vehicle #	Make/Model	Model Year	Mileage(as of 6/30/11)	Fuel Type	Current Value (6/30/11)
3060	El Dorado XHF – 35'	2008	13,698	Diesel	\$279,826
3061	El Dorado XHF – 35'	2008	9,770	Diesel	\$279,826
3062	El Dorado XHF – 35'	2011	0	Diesel - Urea	\$370,000
3063	El Dorado XHF – 35'	2011	0	Diesel - Urea	\$370,000
3064	El Dorado XHF – 35'	2011	0	Diesel - Urea	\$370,000

8. **What type and number of support vehicles are currently being provided by the current contractor for the Muir Woods Shuttle service? Does Marin Transit have any requirements or specifications regarding any specific age, model or fuel requirement or preferences for such vehicles?**

The incumbent Stagecoach contractor uses one support vehicle for driver relief, field supervisor, and road responses. In addition, one to two maintenance support vehicles are utilized on

this contract and another contract operated by the incumbent. The previous contractor for the Muir Woods Shuttle shared support vehicle resources between their own service, their contracted services for Marin Transit local service, and the Muir Woods Shuttle. Marin Transit is interested in having newer vehicles (post 2008) provide support to both services with no preference to fuel type or model. The vehicles must be able to handle the duty cycle and terrain of these services.

Questions & Answers from Pre-Bid meeting, posted as Addendum 3 on Friday, September 16th

- 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, Marin Transit 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 curb to curb, 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 $\frac{3}{4}$ 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 Marin Transitr company’s proposal is unique and how Marin Transit 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, as 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 entered into TransTrack, customer complaints, or other observations?

Marin Transit uses TransTrack and Syncromatics to track on time performance, 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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