

**POMONA VALLEY TRANSPORTATION AUTHORITY  
GET ABOUT MANAGEMENT SERVICES  
REQUEST FOR PROPOSALS**

**TABLE OF CONTENTS**

	<b><u>Page #</u></b>
<b>REQUEST FOR PROPOSALS NOTICE</b>	1-2
<b>I. GENERAL INFORMATION</b>	
A. Introduction	3
B. Goals of the Procurement	4
C. Service Descriptions	5
D. Vehicle Fleet	7
E. Administration and Funding	8
F. Pending Issues	8
<b>II. INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS</b>	
A. General Information	9
B. Race-Conscious Disadvantaged Business Enterprises	9
C. Notice of Federal Participation	10
D. Submission of Proposals	10
E. Public Records and Confidentiality	11
F. Tentative Schedule	12
G. Pre-Proposal Conference and Questions	13
H. RFP Addenda	13
I. Verbal Agreement or Conversation	14
J. Screening, Selection and Award	14
K. Attempt to Influence Officials	15
L. Exceptions	15
M. Evaluation Criteria	15
N. Alternatives	16
O. OFFEROR'S Representations	16
P. Pre-Contractual Expenses	17
Q. Compliance with Laws and Requirements	17
R. Interpretation	17
S. Execution of the Agreement	17
<b>III. PROPOSAL REQUIREMENTS</b>	
A. Cover Letter	18
B. Experience, References and Financial Viability	18
C. Proposed Personnel and Management Plan	18
D. Operations	20
E. Reservation, Scheduling & Dispatch System	20
F. Coverage and Driver Resourcing Plan for Supplemental & On Demand Services	21

G. Reporting and Accounting	21
H. Insurance and Indemnity	22
I. Facility and Maintenance Program	22
J. Transition Plan/Time Schedule	22
K. Cost Reduction, Service Improvement and Optional Proposals	23
L. Cost Proposal and Required Exhibits	23
<b>IV. PROTESTS</b>	<b>23</b>
A. Submittal Procedures	24
B. Protests of the Solicitation Process	25
C. Protests of the Evaluation Process	26
D. Evaluation of Protests	27
E. Decision	27
F. Appeals	28
G. Record of Protest	28
<b>V. COST PROPOSAL</b>	<b>29</b>
A. Basis for Compensation	29
A.1- Dedicated Vehicle Services	29
A.1.1- Fixed Fee	
A.1.2- Fixed Hourly Rate	
A.1.3- Extra Services	
A.2- Demand & Supplemental Services	30
A.2.1- Per Passenger Trip Compensation	
B. Cost Proposal	30
C. Compensation in Option Periods	31
<b>EXHIBIT A: SCOPE OF WORK [detail to be added later]</b>	<b>32</b>
1.0 – Definitions	32
2.0 – PVRTA Duties & Responsibilities	34
2.1- Management	34
2.2-System Planning, Administration, Marketing	35
2.3- Equipment	35
2.3.1- Vehicles	
2.3.2- Radios	
2.3.3- Communications System	
2.3.4- Phone Call Director	
2.3.5- Computer Hardware and Software	
3.0 – Contractor Duties and Responsibilities- Operations	36
3.1- General Overview	36
3.1.1- General Overview- Dedicated Vehicle Service	37
3.1.2- General Overview- Supplemental and Demand	38

	Response Services	
3.2-	Supplemental and Demand Response Operations	39
3.2.1-	Driver Training	
3.2.2-	Accidents	
3.2.3-	Collection of Fares	
3.2.4-	Drug and Alcohol Testing	
3.2.5-	Complaints	
3.2.6-	Vehicles	
3.2.7-	Vehicle Standards	
3.2.8-	Dedicated Drivers and Vehicles	
3.3-	Service Standards	43
3.4-	PVTA Transportation Services Operating Standards	44
3.5-	PVTA Incentive Program Dedicated Vehicle Services	45
3.6-	Operations- Program Management and Personnel	46
3.6.1-	Training Program	
3.6.2-	Personnel Management	
3.6.3-	Union Representation	
3.6.4-	Project Manager	
3.6.5-	Operations Manager	
3.6.6-	Reservation and Dispatch Personnel	
3.6.7-	Driver Standards and Duties	
3.6.8-	Dedicated Vehicle Service Drivers	
3.7-	Ride Reservation, Vehicle Scheduling and Dispatch System	53
3.8-	Telephone Reservation and Information System	54
3.9-	Fare Policy Handling	54
3.10-	Safety Program	55
3.11-	Road Supervision	55
3.12-	Accident, Incident, and Complaint Procedures	55
3.13-	Emergency; Natural Disasters	56
3.14-	Operations and Maintenance Facility	56
4.0 –	Contractor’s Maintenance & Responsibilities	57
4.1-	Maintenance- General	57
4.2	Maintenance Management and Personnel	57
4.2.1-	Maintenance Management	
4.2.2-	Maintenance Personnel	
4.3-	Preventative Maintenance	58
4.3.1-	Preventive Maintenance Requirements for PVTA and City of Claremont Vehicles	
4.4-	General Maintenance Policies	59
4.5-	Daily Vehicle Servicing and Safety Checks	60
4.6-	Maintenance Evaluations and Random Vehicle Safety Inspections	61
4.7-	Vehicle Cleanliness, Aesthetics Requirements	62
4.7.1-	Cleaning of PVTA and City of Claremont Vehicles	
4.8-	Fuel	63
4.9-	Road Calls and Towing	63

4.10- California Highway Patrol Inspection	63
4.11- Receipt and Return of Vehicles	63
4.12- Emissions Control Programs	64
4.13- Out-of-Service Designation	64
4.14- Maintenance Records and Reports	65
4.15- Vehicle Maintenance Record Keeping	66
4.16- Environmental Compliance	67
5.0 – Legal and Regulatory Requirements	67
5.1-Comliance with Federal Transit Administration Requirements	
5.2- Americans with disabilities Act	
5.3- Department of Motor Vehicles Pull Notice Program	
5.4- Drug & Alcohol Testing	
6.0 – Records & Reporting	68
6.1- General Provisions	69
6.2- Operational Data	69
6.3- National Transit Database	70
6.4- Daily Records	70
6.5- Monthly Summaries	71
6.6- Accounting	71
6.7- Daily Operating Summary	71
6.8- Reporting Requirements for FTA 5310 Vehicles	72
7.0 – Service Transition	72
<b>EXHIBIT B: DRAFT SERVICE AGREEMENT</b>	<b>74</b>
<b>EXHIBIT C: COST PROPOSAL FORM AND PROPOSAL CHECKLIST</b>	<b>105</b>

## **ATTACHMENTS**

1: Required Federal Contracting Clauses	1
2: Required Forms	
Form 1: Certification Regarding Lobbying	8
Form 2: Certification of Lower Tier Participants Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusion	9
Form 3: Drug-Free Workplace Act Certification	10
Form 4: Bidder DBE Commitment	11
Form 5: DBE Bidders List	13
Form 6: DBE Good Faith Efforts	16
3: Current Labor and Benefit Summary	19
4: PVTA Fleet Schedule and Equipment List	21
5: Scheduling and Dispatch Software System Desired Attributes	23
6: DBE Payments	32
7. DBE Final Report	33
8. RC-DBE Instructions	34

## **DOCUMENTS TO BE POSTED ON PVTA WEBSITE**

- 1 – Word and Excel Versions of Cost Proposal and Required Forms
- 2 -- Current PVTA/First Transit Contract and Amendments
- 3 – Last 3 Years' Operating Data Summaries
- 4 – Sample Monthly Management Reports and Invoices, Last 3 Months
- 5 -- Current Union Contract First Transit and ATU