

**ADDENDUM NO. 3
TO
POMONA VALLEY TRANSPORTATION AUTHORITY
REQUEST FOR PROPOSALS
MANAGEMENT, OPERATIONS AND MAINTENANCE
SERVICES FOR PVTA TRANSPORTATION SERVICES**

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made part of the above entitled specifications from the Pomona Valley Transportation Services. Each Proposer shall acknowledge receipt of this addendum in their submitted proposal.

CHANGES TO RFP SPECIFICATIONS

1. RFP p.30-31, Notice of Request For Proposals, Section A.1.2 is revised to read:

“On a monthly basis, Contractor shall be paid a Fixed Hourly Rate for each documented Vehicle Revenue Hour of service operated in Dedicated Vehicle Service during that month, within the authorized service levels specified in this agreement. Such costs shall include, but are not limited to, the wages and benefits of vehicle operators, maintenance parts and supplies, outside repairs, overhead and related profit or fee.

For each fiscal year of the Base Term of this contract, Contractor shall assume the operation of 25,000 annual Vehicle Revenue Hours of Dedicated Vehicle Service.” [changes underlined]

2. RFP p.32, Notice of Request For Proposals, Section B. Cost Proposal paragraph 3 is revised to read:

For the Demand and Supplemental Services, Offeror’s Cost Proposal must provide a proposed price per passenger trip for each of the services listed in Section V.A.2.1 of this RFP for first 8 months of the Base Term and a flat fee and mileage price for the One Step Over the Line program for the first 8 months of the Base Term. [changes underlined]

3. RFP P.50, Notice of Request For Proposals, Section 3.6.2 Personnel Management Paragraph 1 is revised to read:

CONTRACTOR shall make all reasonable efforts to ensure that employees having contact with the public in the course of their duties are of good moral character. ~~Any such employee who is convicted of a felony or a crime involving moral turpitude before or during the time of his/her employment shall not be permitted to continue to hold a position of employment involving contact with the general public.~~ [changes underlined]

4. RFP p.90, Notice of Request For Proposals, Section 10.1.7. Garagekeepers Legal Liability Insurance will be removed from the Draft agreement. It read as followed:

~~**10.1.7 GARAGEKEEPERS LEGAL LIABILITY INSURANCE** with a limit of not less than five hundred thousand dollars (\$500,000) per occurrence.~~ [changes underlined]

5.RFP p. 106, Notice of Request For Proposals Exhibit C: Cost Proposal has been altered to reflect changes throughout the solicitation.

Except for the changes noted above, all other requirements and specifications in this Request for Proposals remain unchanged.



Nicole Carranza, PVTA CEO

Issued July 3, 2024

RESPONSE TO SUBMITTED QUESTIONS

Q1. What is the budget for this project, for year one and subsequent years?

[RESPONSE:](#) The budget will not be released.

Q2. Which software is used by PVTA for paratransit services?

[RESPONSE:](#) Ecolane

a. What are the issues/challenges, if any, with the current software?

RESPONSE: Transdev is currently utilizing Ecolane. Issues we have had since implementation have been reporting, scheduling group trips, app for passenger self scheduling, open source software easy to integrate with others like Uber.

b. What are the software modules that are to be purchased from the current software provider?

RESPONSE: App for passenger self scheduling.

Q3. Who is the current vendor for the services listed in this RFP?

RESPONSE: Transdev

a. Are there any limitations or issues with the existing vendor?

RESPONSE: Disconnect between corporate and local team. We would like to see more support from corporate to resolve technical issues especially software issues that can cause delays in reporting on time and accurate data.

Q4. Does the Agency require White labeling for the software?

RESPONSE: It is not required, but it will be taken into consideration.

Q5. What is the anticipated date for Go-Live?

RESPONSE: We are expecting the new contractor to take over by November 1st. PVTA does not expect an immediate switch to the new software, PVTA will be prepared to continue to use the current Ecolane software until a seamless transition is available.

Q6. Does the Agency require Driver Apps for this project?

RESPONSE: The only app that is required by PVTA for the drivers is whichever app is associated with the scheduling software that allows them to see their manifest.

Q7. Is there a DBE goal for this project?

RESPONSE: 3.01%

a. If yes, do vendors need to be DBE certified in California to submit a bid?

RESPONSE: A DBE must be a small business firm defined pursuant to 13 CFR 121 and be certified through the California Unified Certification Program (CUCP).

Q8. Does the Agency require MDTs for this project?

RESPONSE: Drivers have traditionally had a tablet to view their manifest.

a. Is the Agency willing to buy the MDTs from the vendor?

RESPONSE: MDT's are not required. PVRTA is open to MDT purchase recommendations.

Q9. Can vendors also submit their own pricing format along with the one required by the Agency?

RESPONSE: Pricing in the requested format is required, PVRTA will consider alternate pricing that is more advantageous to the agency.

Q10. Will a recording of the June 20 th Pre-Bid Conference be made available to vendors?

RESPONSE: The recording will be posted on the website.

Q11. Will the Agency accept electronic signatures on the forms, cover letter?

RESPONSE: Yes.

Q12. To facilitate submission and reduce paper usage, can vendor proposals be submitted electronically or via a portal?

RESPONSE: Please refer to page 11 in the RFP for instructions on submission.

Q13. In order to allow bidders to prepare a more customized and informed response to this RFP, can the Agency please provide an extension for the submission of proposals?

RESPONSE: An extension will not be provided at this time.

Q14. Will PVRTA allow electronic submission of the proposal instead of hard copy?

RESPONSE: Refer to question 12

Q15. Will PVRTA accept electronic signatures on the forms and cover letter?

RESPONSE: Refer to question 11

Q16. Does the price proposal need to be in a separate document/envelope from the technical proposal?

RESPONSE: Yes, the pricing proposal needs to be separate in both the hard and electronic copy.

Q17. Does PVRT assume the vendor will bring in additional vehicles on top of the 33 vehicles PVRT is already providing?

[RESPONSE:](#) PVRT provides a dedicated vehicle fleet.

Q18. Can PVRT confirm that the necessary in-vehicle hardware (Samsung Tablets) will be provided from Pomona Valley for the existing vehicles? If additional vehicles are provided by the vendor, is the vendor responsible for equipping the additional vehicles?

[RESPONSE:](#) PVRT does not own the tablets or computers for staff. Any required equipment would need to be purchased by the contractor.

Q19. Can PVRT clarify the weighting for the evaluation criteria?

[RESPONSE:](#) The criteria are provided in descending order of importance.

Q20. Can PVRT confirm the number of zones in which these services would operate?

[RESPONSE:](#) Please refer to [PVRT Website](#) for more information on zones and boundaries of different services.

Q21. What is the anticipated launch date of the project?

[RESPONSE:](#) Refer to page 13 of the RFP.

Q22. Can the bidder attach a separate pricing sheet (showing the breakdown of itemized costs) along with the one provided in the RFP?

[RESPONSE:](#) Bidders may submit a separate sheet as long as the pricing sheet in the format we require is provided as well.

Q23. How many in-office users will PVRT have?

[RESPONSE:](#) As of now, Ecolane has 21 users, which include dispatchers, managers and PVRT staff.

Q24. Are you willing to consider taxicab services instead of TNC services?

[RESPONSE:](#) PVRT is willing to include taxicab services as additional support to supplemental/demand response services currently serviced by TNC's.

Q25. How many taxis are part of the San Dimas DAC program?

[RESPONSE:](#) Currently we do not utilize taxis for San Dimas DAC.

Q26. The commercial auto insurance limits of \$1,000,000 is industry standard for taxicab services. We want to confirm that this will be acceptable?

[RESPONSE:](#) Yes

Q27. *Page 3, Introduction:* This section states that one or more Transportation Network Companies (TNC) subcontractors may be used. Please confirm that Uber is the only TNC currently providing service. If there are others, please identify by provider name and the component they provide. Additionally, which supplemental/demand response service components use Uber currently?

[RESPONSE:](#) Currently, the contractor subcontracts only with Uber TNC platform. Uber is currently being used on Get About, Claremont Dial A Ride, San Dimas Dial a Cab, Ready Now & One Step Over the Line.

Q28. *Page 4, Introduction:* Can PVRTA clarify which of the seven service components listed in this section are directly operated by the current provider vs. using Uber? If some of the service components are operated using a mix of directly operated and TNC service, please provide an estimate of the percentage of service operated by each.

[RESPONSE:](#) Get About dedicated service, Claremont and Pomona Group services are operated by Transdev only. All other services are operated by both Transdev and Uber.

Q29. *Page 4, Introduction:* Please provide origin and destination for trips, by service type, within the last three (3) months for all services being procured in this RFP. This information is necessary to be able to cost out the trips.

[RESPONSE:](#) This will be posted on the PVRTA website. [PVRTA RFP Docs](#)

Q30. *Page 4, Goals for the Procurement:* Can you provide more detail on current service levels and overall service that have declined recently?

[RESPONSE:](#) PVRTA saw a large decrease in ridership during Covid. Since then PVRTA has slowly seen service levels slowly increase. On demand services have seen the slowest increase in service levels. We are looking to increase ridership on Claremont Dial a Ride, Ready Now and San Dimas Dial a Cab.

Q31. *Page 5, Service Description:* Can PVRTA clarify the TNC straight pass-through. Will the UBER Trips be billed directly to PVRTA or is the contractor required to cover the costs prior to reimbursement?

[RESPONSE:](#) The TNC is a subcontractor of the primary contractor. Currently Transdev holds the contract with Uber and covers the cost. PVRTA is then sent all bills combined every month.

Q32. Page 5, Service Description: The RFP says, “We have estimated the number of rides and created a placeholder value applicable to all offerors for administrative purposes only.” Please provide the Excel document to include that placeholder.

RESPONSE: [Refer to Cost Proposal page 108 in the RFP.](#)

Q33. Page 5, C. Service Descriptions, General Information: This section states that TNC costs will not be subject to price competition. Can you clarify the meaning of “price competition” as it appears that the pricing pages require us to provide costs for this service. If the bidder has to enter TNC costs, will that be factored into the price evaluation? Alternately, can PTVTA provide a placeholder value that all bidders should use for TNC costs?

RESPONSE: [The contractor will pass the cost over to PTVTA, Uber invoices the contractor and the contractor will invoice PTVTA for said cost.](#)

Q34. Page 8, E. Administration and Funding: This section states that the initial contract term is 20 months beginning November 1, 2024 through June 30, 2026. Page 10 mentions up to four one-year option periods. However, page 31 of Section V. Cost Proposal, A.1.2 Fixed Hourly Rate references “for each 12 month period of the base term of this contract...”. Page 32, Section B. Cost Proposal references a four year base term. Please clarify.

RESPONSE: [Page 8 and 10 are correct. As for Page 31 and page 32 they will be updated, provided to everyone, and posted on the \[PTVTA website\]\(#\).](#)

Q35. Page 10, Race-Conscious Disadvantaged Business Enterprises: Please provide a list of current DBE subcontractors and the services they provide so that bidders can outreach to these firms to avoid displacing any current disadvantaged subcontractors.

RESPONSE: [Blue Goose Uniforms.](#)

Q36. Page 12, D. Submission of Proposals: Will PTVTA please reconsider the requirement to include divider and cover pages in the 75-page limit? These pages are simply there for organizational purposes. It would be helpful if these were excluded from the 75-page limit so bidders can maximize the page limit for valuable proposal information, while still providing a well-organized and easy-to-navigate proposal.

RESPONSE: [Yes, dividers for organizational purposes will be excluded.](#)

Q37. *Page 12, D. Submission of Proposals:* Please confirm the bidder's Table of Contents does not count towards the 75-page limit.

RESPONSE: The bidder's table of contents will not count towards the 75 page limit.

Q38. *Page 13, Tentative Schedule:* With an award on September 11, 2024 and initiation of services on November 1, 2024, the selected contractor will have less than two months to transition services. Given the need to prepare a facility, implement software, potentially procure vehicles, etc. will PVTa be open to a later service initiation date?

RESPONSE: We are not able to accommodate a more extensive transition period but will take extraordinary measures to facilitate the transition. Please note that the software integration does not need to go live on November 1st.

Q39. *Page 14, G. Pre-Proposal Conference and Questions:* This section states that all written questions and comments must be submitted by 3pm on June 26, 2024. However, on page 13 under section F. Tentative Schedule, the questions deadline is listed as June 21, 2024. Please confirm when all written questions are due to PVTa.

RESPONSE: This question was addressed during the pre proposal conference. The deadline was June 21, 2024.

Q40. *Page 14, G. Pre-Proposal Conference and Questions:* This section states that a written response to questions is expected to be sent by or before June 28, 2024, as an addendum to the RFP. However, on page 13 under section F. Tentative Schedule, it is listed that the final addenda and answers will be issued on July 3, 2024. Please confirm when bidders can expect the final addenda and answers to questions.

RESPONSE: Final addenda and questions will be sent out by July 3, 2024.

Q41. *Page 17, M. Evaluation Criteria:* Please provide more detail regarding the weightings of each evaluation criteria.

RESPONSE: Refer to question and response 19.

Q42. *Page 17, M. Evaluation Criteria:* Please confirm that this procurement is an FTA Best Value Procurement and is not solely price driven?

RESPONSE: Yes, this is a best value competition.

Q43. Page 19, III. Proposal Requirements: Please confirm that any required ancillary documents in this section can be included as appendices/attachments and do not count toward the 75-page limit (i.e., financial statements; resumes; reservation, scheduling, and dispatch system implementation schedule; sample reports; insurance documentation; statement of loss experience; facility documentation; evidence of operational safety record; transition plan/time schedule; etc.).

[RESPONSE:](#) Yes, ancillary documents are not considered within the page limitation.

Q44. Page 19, A. Cover Letter: Please confirm the two-page cover letter does not count toward the 75-page limit.

[RESPONSE:](#) The cover page does not count towards the page limit.

Q45. Page 22, E. Reservation, Scheduling & Dispatch System. The RFP mentioned the Uber technology and not wanting to switch passengers off that system for TNCs. Is there a similar mobile app available for other services that PVTA would like to keep in place for services?

[RESPONSE:](#) No, PVTA is only requesting that Uber continues as a TNC provider.

Q46. Page 36, 2.3 Equipment: Are any of PVTA's vehicles equipped with cameras? If so, please specify the make and model, and clarify if the contractor will have access to the footage. If not, is the contractor allowed to install cameras on PVTA-owned vehicles?

[RESPONSE:](#) All Vehicles are equipped with cameras owned by Transdev and footage is available.

Make - LYTX DriveCam

Model # - DC-6000-001

Q47. Page 36, 2.3.1 Vehicles: Can PVTA please provide a vehicle replacement plan/schedule for the PVTA-owned fleet? What are the life mile goals for each vehicle type?

[RESPONSE:](#) Refer to the RFP post on the [PVTA Website](#) for this document.

Q48. Page 36, 2.3.1 Vehicles: Please clarify that sufficient vehicles are provided by PVTA for contractor to perform the dedicated services, or if additional vehicles are needed to be provided there. Our assumption is enough vehicles

are provided to perform the dedicated portion but Contractor would need to provide vehicles for the supplemental service.

RESPONSE: This is correct, there are enough PVTA owned vehicles to provide the dedicated service.

Q49. *Page 36, 2.3.1 Vehicles:* Regarding additional vehicles required to supplement the PVTA provided fleet:

a. Can PVTA clarify the number and type of additional vehicles the current provider is using to supplement the PVTA-provided fleet to perform the Dedicated Vehicle Services?

RESPONSE: Transdev is currently utilizing Uber as needed.

b. Does PVTA think the current supplemental fleet is sufficient for service demand?

RESPONSE: PVTA would like to see On Demand Services grow in this next contract which might require additional sub contractors to be able to meet the demand.

Q50. *Page 36, 2.3.1 Vehicles:* Will PVTA make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?

RESPONSE: Yes, PVTA will work on making a vehicle available for training purposes as long as it does not affect the on going service.

Q51. *Page 36, 2.3.1 Vehicles:* Please provide a list of the ITS equipment installed in fleet vehicles. If these systems require special tooling or software to maintain, does the city provide them?

RESPONSE: ITS is not installed in any PVTA vehicles.

Q52. *Page 36, 2.3.1 Vehicles:* What is the current vehicle spare ratio?

RESPONSE: 20%

Q53. *Page 36, 2.3.1 Vehicles:* Does PVTA intend to use a third party to perform a fleet inspection if the contract is awarded to a new contractor? Alternatively, will the incoming contractor have the opportunity to inspect the fleet with PVTA and

the incumbent provider to review any damage and ensure repairs are completed before the new contractor takes over services?

RESPONSE: [PVTA will hire a third party to inspect all vehicles and provide a full report.](#)

Q54. *Page 42, 3.2.6 Vehicles:* The contractor is responsible for supplying all vehicles for the Supplemental and Demand Response services, but this section states that the contractor may utilize the PVTA-provided vehicles to partially meet these requirements. How many PVTA-provided vehicles are used for the Supplemental and Demand Response services currently?

RESPONSE: [If the contractor will be including additional subcontractors that are not TNC, the subcontractor with the permission of PVTA is able to allocate vehicles to the subcontractor used for supplemental and demand response services. Currently, all supplemental/demand response services are being serviced by Transdev and Uber. Uber drivers currently provide their own vehicles.](#)

Q55. *Page 42, 3.2.6 Vehicles:* Does the fleet provided by PVTA meet CARB standards? If no, does PVTA plan to update these vehicles at PVTA's cost?

RESPONSE: [PVTA has submitted a ICT Roll out plan to CARB. All purchases towards satisfying the regulatory requirements will be PVTA's cost.](#)

Q56. *Page 42, 3.2.6 Vehicles:* Does PVTA have any remaining or extended warranties that apply to the provided fleet?

RESPONSE: [Vehicle 156 still holds a factory warranty.](#)

Q57. *Page 42, 3.2.6 Vehicles:* Please provide the number of vehicles used at peak time. If this information is available by day of week, please provide it in that format.

RESPONSE: [Refer to the fleet utilization form on the PVTA Website .](#)

Q58. *Page 44, 3.3 Service Standards:* Please provide all Liquidated Damages and Incentives paid out to the current contractor for each month over the past year, specified by category or type.

RESPONSE: [There have been no liquidated damages. Incentive payouts will be posted on the PVTA Website.](#)

Q59. *Page 44, 3.3 Service Standards:* Would PVTA consider waiving all liquidated damages for the first three months of operation in the event a new contractor is selected?

RESPONSE: The waiver of liquidated damages would be considered on a case-by-case basis.

Q60. *Page 59, 4.0 Contractor's Maintenance Responsibilities:* Does PVTA cover major component failures such as engines and transmissions?

RESPONSE: Currently, the contractor provides all minor and major repairs.

Q61. *Page 59, 4.0 Contractor's Maintenance Responsibilities:* Please provide all bidders with the history of major component replacement and repair for the provided fleet over the past 12 months.

RESPONSE: No major repairs reported in the last 12 months.

Q62. *Page 62, 4.5 Daily Vehicle Servicing and Checks:* Is this section referring to the DVIR or is this a separate inspection that is to be performed daily for all vehicles by maintenance personnel?

RESPONSE: This section is referring to the DVIR.

Q63. *Page 87, Exhibit B Draft Agreement, 10. Insurance:* Item 10.1.6 states that the Contractor must secure Collision and Comprehensive insurance, with deductibles of not more than \$5,000, and name PVTA as loss payee. If a bidder self-insures physical damage on all units, with coverage currently provided at a \$2 million limit subject to a \$2 million deductible, will that be acceptable to meet the collision and comprehensive insurance coverage requirement?

RESPONSE: Any self-insurance retention in excess of \$100,000 will be subject to discretionary approval by PVTA.

Q64. *Page 87, Exhibit B Draft Agreement, 10. Insurance:* Will PVTA agree to waive the Garagekeepers Liability requirement? We do not believe this coverage is necessary based on the scope of the contract.

RESPONSE: Yes, this will be removed and the updated page of the agreement will be sent out and posted.

Q65. *Page 106, Exhibit C, Cost Proposal Form:* Assuming the base term of the contract is 20 months, please provide revised pricing sheets that align with a 20-month base term and clearly delineate the timeframe for Year 1 and Year 2.

On the current pricing sheet, the estimated annual trips are consistent for Year 1 and Year 2, but we assume one of those “years” should actually be 8 months and a lesser trip volume?

[RESPONSE:](#) Cost proposal will be updated, sent out and posted on the [PVTA website.](#)

Q66. *Page 106, Exhibit C, Cost Proposal Form:* The pricing sheet only calls our 35,000 VRH for the Dedicated service but page 4 of the RFP calls out 37,000 VRH. Please clarify the hours that should be used on the pricing sheet.

[RESPONSE:](#) The correct VRH is 37,000 in Exhibit C page 106. The updated Exhibit C will be added to addendum #3 and sent out as well as posted on the [PVTA Website .](#)

Q67. *Page 106, Exhibit C, Cost Proposal Form:* For the supplemental service, please clarify billing for these trips. It is our understanding that if a dedicated driver performs these trips, compensation would be based on the per hour rate in line item 6. If the trip is subcontracted (other than TNC), contractor would be compensated on the per trip rate proposed.

[RESPONSE:](#) Refer to page 31 of the RFP. Supplemental services will be paid on a per passenger trip rate.

Q68. *Page 112, Exhibit C, Proposal Form Checklist:* Please confirm that requirements “4. Description of Operations” and “8. Description of Proposed Operations” are both satisfied by the bidder’s response to the proposal requirement “D. Operations” as outlined on page 21.

[RESPONSE:](#) Yes, they will both be satisfied by the proposal requirement “D. Operations” on page 21.

Q69. *Page 112, Exhibit C, Proposal Form Checklist:* Please confirm that requirements “6. Description of Insurance (including loss experience and pending claims)” and “12. Insurance and Indemnity” are both satisfied by the bidder’s response to the proposal requirement “H. Insurance and Indemnity” as outlined on page 23.

[RESPONSE:](#) Proposal requirement H incorporates section 10. Section 10 describes minimum required insurance. Checklist item 6 requires information on policies held and claims. Checklist item 12 will be satisfied by responses to these requirements.

Q70. ATU Agreement: The CBA provided with the RFP expired on December 31, 2022. Please provide a copy of the current union agreement including any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor

RESPONSE: [The new 2024 contract has been added to the PVRTA website .](#)

Q71. Attachment 3: Please provide a copy of the Kaiser contract and benefit plan document.

RESPONSE: [Refer to the new CBA 2024 contract and Labor code 1070 document that is in the PVRTA website .](#)

Q72. Attachment 3: Please confirm that the new CBA has added Veteran's Day (2025) and has removed Thanksgiving Day and Christmas Day, as these were included in the provided expired CBA.

RESPONSE: [Refer to the new CBA 2024 contract that is on the PVRTA website .](#)

Q73. Attachment 5: Regarding the Scheduling & Dispatching Software System Desired Attributes, does the current system directly integrate with Uber in any way? Is that a desired or required functionality?

RESPONSE: [Currently, the integration with Uber and our scheduling software, Ecolane, is not functioning properly. Most information is being transferred manually from Uber to Ecolane. Integration that provides accurate information is a desired functionality.](#)

Q74. Attachment 5, 11 Rider Application: Is there a rider application in place today? If so, please provide details on the application.

RESPONSE: [Yes, here is a link to the online application. Rider Registration Form](#)

Q75. General: Please explain the current eligibility/application process for riders:

A. Is the contractor or PVRTA responsible for processing applications and determining eligibility?

RESPONSE: [PVRTA employees are responsible for processing applications and determining eligibility.](#)

B. If the contractor is responsible, what is involved in the certification process?

RESPONSE: [Contractor is not responsible.](#)

C. Is PVRTA interested in enhancing it as part of its MAAS goal for the future?

RESPONSE: [Yes.](#)

Q76. General: What are the three biggest challenges that PVRTA faces in regards to the services being procured?

RESPONSE:

1. Securing a site
2. Smooth software transition
3. Accurate reporting that is segmented, as PVRTA requires to bill different cities and programs.
4. Upgrading the current TNC equitable standards to include those who can not access apps and are bankless.

Q77. General: Does this RFP represent any significant changes to the current operations?

RESPONSE: No significant changes to the current operation. The only changes would include a migration to a new software, as well as being open to additional subcontractors for supplemental/demand services as needed.

Q78. General: If local, state, or federal governments change the laws, rules or regulations that affect minimum wages and/or benefits that are mandated for the employees of this contract, and this event was not known at the time of bidding, how will PVRTA respond to a potential request for increased compensation?

RESPONSE: We will consider the impacts of changes in law if and when they occur.

Q79. General: What was the total amount paid to the incumbent contractor for the last two fiscal years (by year)?

RESPONSE:

Purchased Transportation:

FY2022 - \$3,031,111

FY2023 - \$3,425,057

Q80. General: What are the average miles between road calls for the service types, per year for each of the three past years?

RESPONSE:

2021 - 70,671

2022 - 43,365

2023 - 35,277

Q81. General: Please provide a list of all subcontracted providers currently being used.

RESPONSE: Currently, Transdev only subcontracts with Uber for supplemental/demand response services.

Q82. General: Pursuant to Labor Code 1072, the incumbent provider must provide all bidders with information regarding the current wages and benefits for all employees involved in the current contract. Please provide this information for the current employees.

RESPONSE: Refer to RFP Cost Breakdown and the CBA contract that are posted on the [PVTA Website](#).

Q83. General: Please provide the following call statistics, by call function (reservations, where's my ride, etc.) by day of week if possible:

A. Call Volume

B. Average speed to answer

C. Average handle time

RESPONSE: Refer to Call Log Document posted on the [PVTA website](#).

Q84. General: Please explain if there have been any challenges due to the incumbent contractor having driver shortages?

RESPONSE: While progress has been made in alleviating the driver shortage, retaining drivers remains challenging. Specifically, we are facing difficulties in adequately covering peak times, especially when providing group trip services and fulfilling long-distance trips for our 'One Step over the line' service.

Q85. General: What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings per year for each of the past three years?

RESPONSE: Over the last 5 years, we have received 376 complaints. The following are the number of complaints per year for all programs.

2019 - 182 Complaints recorded

2020 - 68 Complaints recorded

2021 - 18 Complaints recorded

2022 - 33 Complaints recorded

2023 - 35 Complaints recorded

2024 - 39 Complaints recorded

Q86. General: Please provide numbers for total staff employed by the current contractor by job category, or an organizational chart outlining these positions. For any shared or non-dedicated positions, please indicate the percentage dedicated to the current contract.

[RESPONSE:](#) Refer to RFP Cost Breakdown that is posted on the [PVTA Website](#).

Q87. General: As our company would like to retain as many of the current employees as possible, please provide a current staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Driver1, Dispatcher1, Dispatcher2, etc.).

[RESPONSE:](#) Refer to RFP Cost Breakdown that is posted on the [PVTA Website](#).

Q88. General: In order to ensure that none of the current employees go backwards in benefits should a transition occur, please provide information regarding the current rates/benefits for employees. Please include specific information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by the employer.

[RESPONSE:](#) Refer to question 82.

Q89. General: Please provide a set of the current employee contribution requirements for all benefit plans offered

[RESPONSE:](#) Refer to question 82.

Q90. General: Please include what ancillary benefit plans employees are eligible for (Life, disability, FSA, etc.).

[RESPONSE:](#) Refer to question 82.

Q91. General: Please provide current medical enrollment by tier and premiums.

[RESPONSE:](#) Refer to question 82

Q92. General: Can PVTA share its annual budget for Dedicated Services?

[RESPONSE:](#) The budget will not be shared.

Q93. General: Can PVTA share its annual budget for Supplemental Services?

[RESPONSE:](#) The budget will not be shared.

Q94. What is the average trip distance for trips, for both ambulatory and WAV?

RESPONSE: Reference page 31 of the RFP.

Q95. Can PVRTA provide a list of attendees at the Pre-Bid Meeting on 6/20 as well as any handouts/presentations/materials?

RESPONSE: Refer to [PVRTA website](#) document "Proposal Meeting Attendees".

Q96. Can PVRTA please explain your fare process for traditional service as well as services provided by TNCs, if there are differences?

RESPONSE: Currently PVRTA accepts cash and PVRTA tickets on our traditional services. When the contractor uses Uber Central as supplemental the fare is currently waved while we find alternative solutions to collect fare. When a client uses the Uber app directly they pay their PVRTA fare through the Uber app using whichever payment method they have saved. Uber offers PVRTA clients a fare voucher program, which charges the client PVRTA fare and PVRTA pays the remainder of the trip.

Q97. After Pomona Valley responds to vendors' questions in procurement, is there an opportunity to ask clarifying follow up questions?

RESPONSE: There will not be such an opportunity.

Q98. LABOR - In order for bidders to comply with Labor Code 1070/1072, bidders will need the following information:

- A. seniority list for the current employees for this contract with position, full-time or part-time status, length of service, and current rate of pay;
- B. current rates/benefits of the current employees with specific information regarding co-pays, dependent coverage, and amount of premium paid by the employer;
- C. information regarding retirement plans;
- D. Any applicable collective bargaining agreements for employees of these services and any applicable MOUs or side letters of agreement

RESPONSE: Refer to RFP Cost Breakdown and CBA contract that are posted on the [PVRTA Website](#).

Q99. DBE - Please provide a list of current DBE Vendors? Can you please advise the commodity and the associated annual spend?

RESPONSE: Reference question 35.

Q100. CALL DATA - To ensure that all bidders have the same information as is readily available to the current incumbent contractor and in an effort to provide maximum cost savings to PVRTA and assist bidders in assessing call center

agent schedules and productivity, we would like to receive telephone system reports for a fairly representative week for the service which excludes holidays or unusual weather or events which might have impacted service levels:

- A. Inbound and outbound calls by time of day
- B. Total inbound calls abandoned by time of day
- C. Average time to answer by time of day
- D. Longest wait time
- E. Average call length
- F. Agents logged in by time of day
- G. Average agent availability

RESPONSE: Refer to call log document on the [PVTA website](#).

Q101. TRIP DATA - To ensure that all bidders have the same information as is readily available to the current incumbent contractor and in an effort to provide maximum cost savings to PVTA and assist bidders in assessing system trip-making patterns, we would like to receive the following data in Excel for a recent seven-day period. We would like this data to be drawn from a fairly representative week for the service, which excludes holidays or unusual trip-making patterns associated with adverse weather or special events.

Pick Up Longitude
Pick Up Latitude
Pick Up Address or Location
Drop Off Longitude
Drop Off Latitude
Drop Off Address or Location
Distance of the Trip
Scheduled Time
Pickup Time
Requested Dropoff Time
Personal Care Assistant
Mobility Aid / Equipment (Space Type)
Capacity Types
Total Number of persons on board
Cancelled Trips
Performed Trips
Cancellation Types

RESPONSE: Refer to “One Week Trip Info” document on the [PVTA website](#).

Q102. 2.3.4 PHONE CALL DIRECTOR - Is call recording required? Is this functionality provided by the client-provided cloud-based software?

RESPONSE: Yes, call recording is required to allow for proper monitoring. Currently Jive is being used for the cloud based software and it is a functionality that is in place.

Q103. CBA - Can the current Collective Bargaining Agreement (CBA) be provided

RESPONSE: Refer to the [PVTA website](#) for current CBA contract.

Q104. H. INSURANCE AND INDEMNITY - Please confirm there is no Bond Requirement

RESPONSE: There is no requirement for bonding.

Q105. SAN DIMAS DIAL-A-CAB - Please confirm that Uber is currently supplementing the San Dimas Dial-A-Cab service.

RESPONSE: Yes, Uber is being used to supplement this service. Uber is also being used as a voucher program directly through the Uber app. Clients can schedule directly through the app and the voucher will automatically be assigned with the proper fare.

Q106. STAFFING - Please confirm all key staff positions that are required to be named in bidder's proposals.

RESPONSE: Refer to RFP Cost Breakdown that is posted on the [PVTA Website](#).

Q107. ZE - Will a transition to Zero Emission vehicles be expected during this contract period?

RESPONSE: A full transition to Zero Emissions is not required of this contract. However, piloting and purchasing no more than 3 may occur if infrastructure is available and the right vehicles are available. Please refer to the PVTA Zero emissions implementation plan for more information [PVTA BEV Final - Implementation Plan](#)

Q108. ZE - Have you chosen a Battery-Electric or Hydrogen Bus for your Zero Emission transition? If so, please provide the following:

RESPONSE: PVTA is looking to purchase a BEV cutaway for the city of Claremont. Please refer to the PVTA Zero emissions implementation plan for more information [PVTA BEV Final - Implementation Plan](#)

A. Make / Model: [Endera/B4](#)

- B. Range Assumption: [150 mile range](#)
- C. Battery Capacity (kWh): [150 kWh](#)
- D. Battery Consumption (kWh): [1.0 kWh/mi.](#)
- E. Battery Warranty: [Not sure at the moment](#)
- F. Battery cell chemistry and manufacturer:
- G. Will there be access/software to the battery monitoring and reporting system?: [We believe so.](#)

Q109. ZE - Please provide information on the infrastructure/charging equipment for the Battery-Electric buses (BEBs)

[RESPONSE:](#) Please refer to the [PVTA Zero emissions implementation plan for more information](#) [PVTA BEV Final - Implementation Plan](#)

- a. Number of chargers
- b. OEM
- c. Level 1 or Level 2 chargers
- d. Rated Power (kW)
- e. Access to charger monitoring and reporting system
- f. Charger compatibility standard
- g. Power source: fully utility or microgrid

Q110. ZE - Who will be responsible for battery replacements (Pomona or Contractor)? Who is responsible for the infrastructure/charging equipment and who will be responsible for maintaining it? Do you have a resiliency solution identified?

[RESPONSE:](#) This is still in the preliminary stages of planning, PVTA will work with the contractor on the implementation of any ZEV's. At the moment we are planning to purchase 1 battery electric vehicle for the city of Claremont. The infrastructure will be at the Claremont city yard. Claremont will be responsible for the charging infrastructure, Claremont also plans to purchase one portable charger to keep at the contractor yard. The contractor would be responsible for maintenance and operation of the portable charger. Please refer to the [PVTA BEV Final - Implementation Plan](#) for more details.

Q111. P32 B Cost Proposal - The RFP indicates, "For the Demand and Supplemental Services, Offeror's Cost Proposal must provide a separate proposed price per passenger trip for each of the services listed in Section V.A.2.1 of this RFP for each of the four (4) years of the Base Term and a flat fee and mileage price for the One Step Over the Line program for each of the four (4) years on the Base Term." Please clarify the four-year base term.

[RESPONSE:](#) This will be updated and attached to addendum #3.

Q112. P32 B Cost Proposal - Row 29 on the "Pg5HourlyServiceRate" on the cost proposal form has 26,000 revenue hours. The calculation uses 29,000 revenue hours. Row 7 indicates 35,000 revenue hours. Please clarify the amount of revenue hours all bidders should use to develop their cost proposal.

RESPONSE: The Cost proposal has been updated with the correct revenue hours for both fiscal years. It will be sent out and posted on the [PVTA website](#).

Q113. P32 B Cost Proposal - The RFP indicates, "The Agreement between PVTA and the CONTRACTOR shall have an initial term of twenty (20) months beginning November 1, 2024, through June 30, 2026." Please provide the number of revenue hours all bidders should use to develop their cost proposal for years one and two. Please confirm the number of months all bidders should use for their fixed cost for years one and two.

RESPONSE: The Cost proposal has been updated with the correct revenue hours for both fiscal years. It will be sent out and posted on the [PVTA website](#).

Q114. Page 32 - B. COST PROPOSAL - The cost proposal form does not appear to coincide with the Contractor's 20-month base term. Please clarify the number of months that should be used on the cost proposal form.

RESPONSE: The Cost proposal has been updated with the correct time frame. The wording will be part of addendum #3 and it will be sent out and posted on the [PVTA website](#).

Q115. Page 8 - E. Administration and Funding - The RFP indicates that "Prices will be adjusted effective each July 1, as follows. All values will be based on the Personal Consumption Expenditures Excluding Food and Energy (Chain-Type Price Index) (PCEPILFE) as reported by the Federal Reserve Bank of Saint Louis (see <https://fred.stlouisfed.org/series/PCEPILFE#:~:text=The%20Personal%20Consumption%20Expenditures%20Price%20Index%20is%20a,consumer%20expenses%20and%20reflecting%20changes%20in%20consumer%20behavior>). At times items, such as fuel, labor, insurance, etc., increase at a rate greater than CPI. Please indicate whether all bidders should submit their cost proposal based on the total term of the contract.

RESPONSE: All rates shall be subject to uniform increases as described. Fuel costs are separately addressed. The contractor shall bear the risk of excess cost increases.

Q116. General - Start-up Cost - Given the base term of the contract is 20 months, the current service will have a financial advantage over other bidders. Please indicate whether the start-up will be included in the overall evaluation of the contract cost. Please confirm that cost will be evaluated over the 20-month period.

[RESPONSE:](#) Pricing will be evaluated as noted in the solicitation

Q117. Page 5 - C. Service Descriptions - Please provide the average cost per Uber trip for the most recent 12 months. Please provide details about the billing process for Uber trips.

[RESPONSE:](#) This data is not available at this time.

Q118. Page 37 - 2.3.4 Phone Call Director - Please indicate where there are recurring costs that will be the Contractor's responsibility. If yes, please provide the annual amount.

[RESPONSE:](#) Refer to RFP Cost Breakdown that is posted on the [PVTA Website.](#)

Q119. Cost Proposal - Please indicate whether the San Dimas Dial-A-Cab service is directly performed by the current provider or is subcontracted out to a subcontractor.

[RESPONSE:](#) San Dimas DAC is considered a same day demand response service. The contractor can cover the trip and they can also send this trip to Uber. TNC's and other service providers can be subcontracted for supplemental/Demand response services. Currently, only Uber is being subcontracted.

Q120. Cost Proposal - Please indicate whether the One Step Over the Line service is directly performed by the current provider or is subcontracted out to a subcontractor.

[RESPONSE:](#) One Step Over The Line is currently a program serviced by the dedicated contractor. Subcontractors can be utilized to supplement if they are able to function as a traditional dial-a-ride that can collect cash fare and allow for passengers the option to book via phone call. Uber is not currently taking on One Step trips because they are not able to accommodate those who wish to use the service as a traditional dial-a-ride service with cash fare and option to call.

Q121. Page 44 - 3.3 Service Standards - Please provide the current annual average passengers per hour for the Get About dedicated services.

RESPONSE: Current data is not available at this time. Reporting for FY24 has been delayed due to technical issues. Previous years are available on the PVTA website.

Q122. General - Please provide the number of LDs assessed by year for the last three years against the current service provider; preferably broken down by applicable assessed category.

RESPONSE:

2022 - \$58,450

2023 - \$31,450

2024 - \$10,300

Q123. General - Please provide the contact number for the vendor that provides the One Step Over the Line trips.

RESPONSE: One step over the line is provided by the primary contractor. The current contractor will sometimes utilize Uber Central as needed.

Q124. General - Please provide the annual revenue miles, deadhead miles, revenue hours, and deadhead hours for the most recent 12 months, as well as the two previous years.

RESPONSE:

6/23-6/24

Revenue Miles-420,999.50

Deadhead Miles-154,380.8

Revenue hours-32,481.51

Deadhead hours-11,740.76

Q125. Page 108 - C. DEMAND AND SUPPLEMENTAL SERVICES PRICE PROPOSAL - Please indicate whether the Get About Ready Now trips are the only trips that have a pass-through cost.

RESPONSE: Pass through cost would be only for trips that are provided by Uber. Uber can be utilized on any supplemental/demand response service.

Q126. Page 56 - 3.8 Telephone Reservation and Information System - Please indicate whether PVTA will provide the telephone hardware for the cloud-based phone system. Please indicate whether there are sufficient lines for all existing contractor employees. Please indicate whether the PVTA provides a phone system that meets the requirements in section 3.8.

RESPONSE: PVTA has a contract with Go-To Connects cloud based phone system. Currently this phone system is in place and there are enough lines for

all employees. Hardware is provided by the contractor which includes computers and headsets.

Q127. Page 81 - 8.3 Deductions Contract Payments - This section indicates "1. Get About Dedicated Vehicle Service Productivity: If the CONTRACTOR'S on-time performance in any month exceeds 90% for Get About Dedicated Vehicles service, the CONTRACTOR'S Get About Dedicated Vehicle service billing shall be limited to the number of Vehicle Revenue Hours required to produce a productivity level of 3.6 passengers per Vehicle Revenue Hour. The total number of passengers in any month during this period shall be divided by a productivity of 3.6. CONTRACTOR'S monthly billing for Vehicle Revenue Hours for Get About shall be limited to the result of the above calculation. If the CONTRACTOR'S on-time performance in any month exceeds 88% but is less than 90% for Get About Dedicated Vehicles service, the CONTRACTOR'S Get About Dedicated Vehicle service billing shall be limited to the number of Vehicle Revenue Hours required to produce a productivity level of 3.8 passengers per vehicle revenue hour. The total number of passengers in any month during this period shall be divided by a productivity of 3.8. CONTRACTOR'S monthly billing for Vehicle Revenue Hours for Get About shall be limited to the result of the above calculation. If the CONTRACTOR'S on-time performance in any month is less than 88% for the Get About Dedicated Vehicles service, the CONTRACTOR'S Get About Dedicated Vehicle service billing shall be limited to the number of Vehicle Revenue Hours required to produce a productivity level of 4.0 passengers per Vehicle Revenue Hour. The total number of passengers in any month during this period shall be divided by a productivity of 4.0. CONTRACTOR'S monthly billing for Vehicle Revenue Hours for Get About shall be limited to the result of the above calculation." and penalizes the Contractor for the associate to perform the service as well as an LD. Please revise this language so it does not penalize the Contractor for providing good on-time performance.

[RESPONSE:](#) We decline to change the provisions.

Q128. Page 81 - 8.3 Deductions Contract Payments - Please provide the productivity and OTP for the Get About Dedicated Vehicle Service for the most recent 12 months and two years prior.

[RESPONSE:](#) This data is available on the [PVTA Website](#).

Q129. Page 81 - 8.3 Deductions Contract Payments - Please provide the productivity and OTP for the Supplemental and Demand Response Services for the most recent 12 months and two years prior.

[RESPONSE:](#)

Refer to question 123

Q130. Page 84 - 8.4 Fuel Price Formula - Please indicate whether all bidders should use a \$5.00 per gallon fuel peg rate when developing their cost proposal.

RESPONSE: Yes

Q131. Page 89 - 10.1.4. Commercial Automobile Liability Insurance—Dedicated Vehicle Services - Please provide the number of accidents by year for the last five years with a description of each accident, if available.

RESPONSE: Refer to [PVTA Website](#) for Accident Report List document.

Q132. Page 92- 11.3 Option Terms - Please confirm exercising the option years will be based on mutual consent.

RESPONSE: No, exercise of an option is the unilateral right of the agency

Q133. Attachment 4 - FLEET SCHEDULE AND EQUIPMENT LIST - Please indicate whether any vehicles will be replaced by the start of the contract. Please provide a vehicle replacement plan.

RESPONSE: Reference [PVTA Website](#) for PVTA Vehicle replacement list.

Q134. Attachment 4 - FLEET SCHEDULE AND EQUIPMENT LIST - Please provide the year of the Dodge Braun and Caravan. Please add the fuel type for the vehicles on the fleet schedule.

RESPONSE: Dodge Braun and Caravan are 2018 gasoline vehicles.

Q135. Section II.D., II.H., III.A. - Will PVTA accept electronic signatures?

RESPONSE: Yes

Q136. Section II.A. General Information, page 10, L. Exceptions, page 17 - Please confirm that Proposers may submit exceptions in their proposals. In the Instructions, Conditions and Notices to Offerors the RFP states: Any exceptions or objections to the terms of this Agreement must be stated in an Offeror's proposal to be considered. Section L states: OFFERORS may not, after exhausting protest avenues, take exception or make alterations to any requirement of this RFP.

RESPONSE: PVTA will consider proposed alteration of the terms of the draft agreement. No other exceptions to any requirement will be considered.

Q137. Section II.D. - Please confirm that sequential numbering is required for the technical proposal document, but attachments may retain their individual numbering.

[RESPONSE:](#) Yes

Q138. Section II.G., H. - Please confirm Proposers will receive responses to questions and all addenda via email.

[RESPONSE:](#) Yes, and it will be posted to [PVRTA's website](#).

Q139. Section II.D. - Given that appendices and attachments are not included in the page count, can Proposers also exclude divider and cover pages, or alternatively, could PVRTA extend the overall page count to accommodate these elements?

[RESPONSE:](#) Yes, it will exclude divider and cover pages.

Q140. Price Adjustment - Will PVRTA include a provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of (i) changes to the scope of work / service hours requested by PVRTA, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and (iv) costs incurred in response to a federal, state, or local state of emergency (including the COVID-19 pandemic or similar national emergency), including providing personal protective equipment, supplies, staffing, and additional services (including additional health and safety services or requirements)? If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party. Contractor needs price protection for changes requested by PVRTA, or matters that were not contemplated at the time of Contractor's proposal.

[RESPONSE:](#) Refer to question and response 78.

Q141. Vehicle Acceptance Standards - Will PVRTA include Contractor's vehicle acceptance standards as the applicable standard against which all vehicles will be inspected, and include Contractor's vehicle acceptance agreement as an exhibit to the Agreement? Upon delivery of the vehicles to Contractor, the vehicles must be in the same condition as the condition that Contractor is required to maintain. Will PVRTA include that the Authority will be responsible for the cost of major repairs needed during the first 180 days after Contractor begins service under the Agreement?

[RESPONSE:](#) No, we cannot accept contractor's standards. Also no, we will not be obligated to pay for repairs in advance. We will consider requests for reimbursement on a case by case basis.

Q142. Labor Matters - Will PVTA include a provision to clearly acknowledge and agree that Contractor is not a party to and not bound by the terms of any of PVTA's 13(c) Agreement(s) or any existing CBA? Contractor shall have the ability to determine which employees it will hire and will have the right to set the terms and conditions of employment for its employees. Contractor must have the ability to negotiate the terms and conditions of employment and shall not be bound by the terms of any of PVTA's 13(c) Agreements or of any CBA between the employees and the prior contractor.

RESPONSE: No, proposers should consult their own counsel regarding their responsibilities under employee protective agreements.

Q143. Scope of Work §3.6.2 – Personnel Management - This section indicates any employee who is convicted of a felony or of a crime involving moral turpitude before or during the time of his/her employment shall not be permitted to continue to hold a position of employment involving contact with the general public. Will PVTA revise to provide that Contractor will conduct individual assessments of each applicant/employee in accordance with applicable state and federal laws? Contractor will make individualized assessments of applicants with criminal histories, but believes automatic disqualification of applicants based on “any criminal conviction” violates federal law. Specifically, the U.S. Equal Employment Opportunity Commission (the “EEOC”) has determined that automatically disqualifying applicants based on criminal history may violate Title VII of the Civil Rights Act of 1964. The EEOC’s enforcement guidance is found at: http://www.eeoc.gov/laws/guidance/arrest_conviction.cfm

RESPONSE: Sentence will be removed and updated in Addendum #3.

Q144. Draft Contract §9 – Indemnification - This section indicates Contractor required to indemnify PVTA regardless of active negligence of the indemnitees. Legal counsel and other professionals to be selected by the Indemnitees. Will PVTA revise to provide that Contractor is not liable for the active negligence of the indemnitees and Contractor will be permitted to select counsel to defend Contractor and the indemnitees? For damages resulting from the joint negligence of Contractor and PVTA, damages should be apportioned on a percentage of fault basis. Contractor should be permitted to select counsel and control the defense since Contractor is required to pay the damages.

RESPONSE: No.

Q145. Draft Contract §11.2 – Month to Month Extensions; §11.3 – Option Terms - This section indicates PVTA may extend the term on a month-to-month basis for up to four months; PVTA has options to extend the contract for four (4) one-year periods. Will PVTA revise to require mutual agreement for any

renewal of the term of the agreement? Renewal or extension of the agreement should require agreement of both parties.

[RESPONSE: No, exercise of options is a unilateral right of the agency](#)

Q146. Draft Contract §12.1 – Termination for Convenience. - This section indicates PVTa may terminate at any time upon 90 days' prior written notice. Will PVTa revise to provide for payment of Contractor's close-out costs? Contractor will have contract termination costs as well as employment termination obligations required by law (WARN Act, etc.).

[RESPONSE: PVTa will not make any blanket statements concerning termination costs or presuppose the circumstances around any termination.](#)

Q147. Federal Clauses §26 – Disputes - This section indicates disputes will be decided by PVTa, and the decision of PVTa shall be final and binding on Contractor. Will PVTa revise to provide for resolution of disputes via mediation or other dispute resolution process? Disputes should not be conclusively determined by either party to the dispute.

[RESPONSE: Language will remain as drafted.](#)

Q148. Exhibit B Draft Agreement 10.1.7 Garage keepers Legal Liability Insurance, page 90 - Will PVTa remove this coverage requirement? Garage keepers liability coverage is not available to transportation service providers as it is a coverage typically reserved for auto dealers. Contractors' combination of AL, GL, & APD policies can provide the same coverage.

[RESPONSE: Language will remain as drafted.](#)

Q149. Exhibit B Draft Agreement 10.1.8. All Insurance shall contain the following provisions:page 90-92 - This section states: 6. CONTRACTOR shall include all subcontractors as insured under its policies. Will PVTa remove this requirement? The agreement will be with the Contractor, not subcontractors, and PVTa will be protected as an additional insured on Contractor's policies for acts of Contractor or its subcontractors (if any), in performance of its duties. MV prefers to require its Subcontractors to maintain coverage at least in the amounts required by law and more closely aligned with their duties.

[RESPONSE: Subcontractors with proven equal or more extensive coverage do not have to be covered under the prime contractor's policies.](#)

Q150. Exhibit B Draft Agreement, 10.1.8, page 92 - This section states: If CONTRACTOR, for any reason, fails to maintain insurance coverage that is required pursuant to this AGREEMENT, the same shall be deemed a material breach of contract. PVTa at its sole option may terminate this AGREEMENT and obtain damages from the CONTRACTOR resulting from said breach.

~~Alternatively, PVRTA may purchase such required insurance coverage, and without further notice to CONTRACTOR, PVRTA may deduct from sums due to CONTRACTOR any premium costs advanced by PVRTA for such insurance. Will PVRTA remove the language regarding the alternative? PVRTA has remedy by declaring material breach, terminating the agreement, and seeking damages from Contractor for such breach.~~

[RESPONSE: Language will remain as drafted](#)

Q151. Section III.H., page 23 Exhibit C, 6. Description of insurance, page 112 - Will PVRTA remove the requirement that Proposers submit loss experience and pending claims with the proposal? Litigated claims are subject to attorney-client privilege and settlements are subject to confidentiality agreements.

[RESPONSE: Loss experience and pending claims must be provided.](#)

Q152. Logo - Does PVRTA approve of using their logo in the bid response?

[RESPONSE: Yes](#)

Q153. Compensation - At various times, federal, state, and local governments consider laws, rules, and regulations that require an increase to 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 to an application for increased compensation?

[RESPONSE: PVRTA will carefully review requests for equitable adjustments as needed.](#)

Q154. Incumbent - Please provide a copy of the current contract for each contractor for these services. Additionally, please provide copies of the last three months of management reports and invoices from the contractor for this contract.

[RESPONSE: Refer to the \[PVRTA website\]\(#\).](#)

Q155. Revenue Hours - Please provide a copy of the current pull-out and return-to-yard times for each of the routes.

[RESPONSE: This is not a fixed route service and the times vary.](#)

Q156. Equipment - Please, confirm that radios are the only in-vehicle technology/equipment currently in the vehicles. Please, list all in-vehicle equipment/technology (if any) that the Contractor is required to provide.

RESPONSE:

PVTA - Radio Equipment

Transdev - LYTX DriveCam

Transdev - GPS with NFC reader

Q157. Radios - Attachment 4 lists the purchase date of the radios as 10/06. Please, confirm that "06" is the year of purchase. If not, please provide the year of purchase.

RESPONSE: 2006 is the correct year of purchase for the radios.

Q158. Vehicles - What type and number of support vehicles are currently provided by the current contractor? Does PVTA have any requirements or specifications/preferences regarding the age, model, or fuel requirement of support vehicles?

RESPONSE: The contractor is not required to provide any vehicles. PVTA provides a fleet of cutaway and minivan vehicles that can be used on the dedicated services. Additional vehicles can be used by the contractor for supplemental/demand response services.

Q159. Vehicles - How many vehicles will be made available to the incoming contractor to perform training during the start-up period?

RESPONSE: Refer to question 50.

Q160. Performance Standards - Who certifies riders for the paratransit services? If this is the responsibility of PVTA or a third-party firm, please describe the process of coordinating this data with the contractor. If this is a responsibility of the contractor under this agreement, please describe the responsibilities involved with this item.

RESPONSE:

PVTA staff is responsible for certifying all riders to the service. PVTA processes all registrations and will enter the eligible riders into the scheduling software. Contractor is not responsible for any certification/registration. All calls regarding certification/registration are currently being referred/transferred to PVTA.

Q161. Performance Standards - Please clarify if billable time begins at the first pick-up, even if that pick-up is a no-show.

RESPONSE: Yes it does.

Q162. IT/Maintenance - What specific radios are used? Please provide the make, model, and frequency bands used. Is there a preferred/current vendor that should be used for the Radios? Can radios be replaced with an in-vehicle Push To Talk system?

RESPONSE:

Radio Information:

Motorola cdm1550 LS+

Frequency: 217 Hz

Q163. IT Infrastructure - Is there a need for TDD/TTY? Can an e-fax take the place of a paper fax?

RESPONSE: Yes , there is a need for TDD/TTY and e-fax would be acceptable as an additional service.

Q164. Please provide the current driver, road supervisor, reservationists, dispatchers, mechanics, and carwash roster with seniority date, hourly wages, and health benefits.

RESPONSE: Refer to the [PVTA website RFP cost breakdown document](#).

Q165. The RFP indicated that the following administrative positions should be dedicated to this contract: Project Manager, Operations Manager, and Fleet Manager. Can you please confirm this is correct?

RESPONSE: Yes

Q166. Is the operator required to dedicate a Safety & Training Manager?

RESPONSE: Yes

Q167. Is the operator required to dedicate a Call Center Manager?

RESPONSE: Call Center Supervisor

Q168. What is the address of the current facility?

RESPONSE: 1027 Brooks St. Ontario, Ca. 91762

Q169. Can you share the vehicle replacement schedule?

RESPONSE: Refer to the RFP post on the [PVRTA Website](#) for this document.

Q170. Can you share the main component replacements per vehicle for the past revenue year? (i.e. engines, transmissions, differentials)

RESPONSE: No major repairs reported in the last 12 months.

Q171. How many vehicles is the current operator providing to supplement services in Claremont, La Verne, Pomona & San Dimas? Can you share the make, model, and seating capacity?

RESPONSE: The current operator does not use a supplemental fleet. They utilize a dedicated fleet provided by PVRTA for all services. The current contractor is able to subcontract for our supplemental/demand response services. Uber uses their own vehicles and drivers however the contractor can allocate some of the fleet to a subcontractor other than a TNC if necessary with PVRTA's permission. And they must continue to oversee the vehicle's maintenance of any PVRTA owned vehicles being provided to the subcontractor. Typically there is a lease agreement in place when PVRTA owned vehicles are allocated to the subcontractor.

Q172. How many independent contractors are currently being utilized during weekdays, and weekends?

RESPONSE: No independent contractors are being utilized during this time. The current contractor has a subcontract with Uber at this time to assist with on-demand and supplemental services.

Q173. Can you confirm that the agency pays for all fuel expenses related to revenue vehicles?

RESPONSE: Yes

Q174. Most DAR are struggling to increase demand; it has been requested to base all pricing using the hours listed in "Notice of RFP," page 4. What recourse is offered to the successful operator should the projected service levels not materialize? All fixed costs will be calculated using these hours. If the revenue hours are less than projected, it will create a financial gap that could hurt the sustainability of the operation.

RESPONSE: PVRTA will not presuppose its response to circumstances that have not occurred.

Q175. The operator is required to secure a facility from which to operate the contract. The most common lease term is for five years. However, the contract is for two years. When looking for properties we will either get an extremely inflated lease or a resounding, not interested. The dealignment between the contract term and lease terms creates a financial challenge, further reduces the slim property options, and certainly benefits the incumbent. I am not expecting an answer on this item, but it is a real concern that will shorten the list of bidders since it increases enterprise risk.

[RESPONSE:](#) [PVTA would work with the contractor to assume the lease for the outer years if necessary.](#)

Q176. Please clarify the contract term and the number of hours and trips to budget and price for Year 1. The RFP page 8 term notes 20 months, November 2024 through June 2026. However, the price pages have a Year 1 and Year 2 column. The hours and trips listed on the price pages are identical for both years while Year 1 would only be 8 months long, or about 2/3 of the service volume

[RESPONSE:](#) [Cost proposal will be updated, sent out and posted on the PVTA website.](#)

Q177. Please confirm bidders should follow the Proposal Layout detail listed starting on page 19. The Proposal Form Checklist on page 112 does not match the detailed listing from page 19. Examples include: Bullets 4 to 7 are not listed on page 19 with #7 a part of #B, #6 a part of #H, #4 and #8 are the same item and #5 is part of #D.

[RESPONSE:](#) [Cost proposal \(including the checklist\) will be updated, sent out and posted on the PVTA website.](#)

Q178. Scope of Work, 3.6.3, page 50 - The Collective Bargaining Agreement provided with this solicitation indicates an expiration date of Dec 31, 2022. Has the incumbent negotiated a newer agreement with the ATU and, if so, please provide a copy.

[RESPONSE:](#) [Refer to the new CBA 2024 contract that is on the PVTA website](#)

Q179. Scope of Work, 3.7, page 55 - 56 - We have reviewed the requirement stating that the Dispatcher and Scheduler solution should be web-based and fully functional via the newest versions of Chrome and Firefox. Is there any flexibility in this requirement; specifically, would you consider an alternative

technology, such as app streaming that offers robust security and seamless user experience.

RESPONSE: We are willing to review the proposed alternative.

Q180. Scope of Work, 3.7, page 55 - 56 - Does the software currently in place provide for real time monitoring of subcontracted trips, including TNC?

RESPONSE: It does not provide accurate real time monitoring of subcontracted trips. This is something we are looking to improve on with new technology.

Q181. Scope of Work, 6.2, page 71 - 72 - Does the current contractor provide all data required for supplemental trips that are performed by Uber and/or any other currently used TNC's?

RESPONSE: Yes, the current contractor is responsible for collecting all data for subcontractors to report to PVTA.

Q182. RFP II.D & II.F, pages 11 & 13 - States that proposals are due on July 31, 2024. Given the complexities of PVTA services and its requirement for DBE participation, would PVTA please extend the due date by an additional two (2) weeks.

RESPONSE: At this time PVTA will not be extending the due date.

Q183. RFP I.F.4, page 9 - PVTA's Zero Emissions Plan indicates that the agency will begin purchasing replacement buses in 2026 and that 25% of those will be ZEB's. Please clarify the number of ZEBs the agency plans to purchase at that time, and throughout the life of this contract. What specific expectations exist for the contractor to maintain, charge, or otherwise operate ZEB vehicles? If the contractor will maintain vehicles, or provide facilities, will pricing be negotiated for that upon implementation? Can PVTA provide the make and model of any ZEB's it may purchase during this contract.

RESPONSE: This is still in the preliminary stages of planning, PVTA will work with the contractor on the implementation of any ZEV's. At the moment we are planning to purchase 1 battery electric vehicle for the city of Claremont. The infrastructure will be at the Claremont city yard. Claremont will be responsible for the charging infrastructure, Claremont also plans to purchase one portable charger to keep at the contractor yard. The contractor would be responsible for maintenance and operation of the portable charger. Please refer to the [PVTA BEV Final - Implementation Plan](#) for more details.

Q184. RFP V.A.2, page 31 - Indicates that there may be fewer supplemental trips being performed as a result of TNC's inability to collect cash or tickets on board. Is the Agency open to non-TNC subcontractors, such as taxi, providing trips who have the ability to collect cash and Tickets?

RESPONSE: Yes, PVRTA is open to that in addition to the TNC's.

Q185. Scope of Services, 2.3.4, page 37 - Regarding the GoTo Connect cloud-based phone system, please clarify what equipment and maintenance the contractor would be expected to provide.

RESPONSE: The contractor would need to supply computers and headsets to be able to use the cloud based phone system.

Q186. Draft Agreement, page 89 - Indicates that Commercial General Liability Insurance for Supplemental and Demand Response services shall be not less than two million dollars. Please clarify if this requirement applies to the contractor or TNC/Subcontractor.

RESPONSE: The prime contractor must be insured. Subcontractors must be insured under the prime contractor's policies unless proven to maintain equal or more extensive independent coverage.

Q187. Other - Can PVRTA provide copies of any billing and reporting provided by TNC's to the current contractor? How many vehicles are certified for GPPV services? How many trips are currently provided by Uber?

RESPONSE: Currently the contractor has 5 drivers that are GPPV certified. Uber data and billing is not available at this moment.

Q188. Technology - Is the Dispatcher and Scheduling software required to obtain trip information from Uber? If so, what information is collected by the software? Is the service provider required to track riders who are using Uber in real time? Is a separate voucher required for each Uber trip?

RESPONSE: Currently Uber data is being manually entered into the scheduling software to be able to report. PVRTA would like this process to be more automatic, maybe through an API. The contractor is able to see Uber trips real time if they are sent through Uber Central. If a client is using the voucher program the contractor is not able to monitor that trip. Separate vouchers are used for Claremont Dial a Ride, San Dimas Dial a Cab and Ready Now.

Q189. Can you please confirm if SOC 2 compliance is a requirement for vendors and underlying hosting platforms?

[RESPONSE:](#) While SOC 2 compliance is not required it is desirable.

Q190. Can you please confirm if vendors need to be HIPPA compliant?

[RESPONSE:](#) While HIPAA does not apply, it is important to ensure the security of PII that might come into the possession of the contractor.

Q191. Can you please confirm if there is a WCAG accessibility requirement for rider facing applications?

[RESPONSE:](#) Yes, WCAG 2.0 or better.

Q192. Please list any existing software & hardware integration requirements vendors should be aware of?

[RESPONSE:](#) The scheduling software will need to integrate with the subcontractor software. Currently it should integrate with Uber as well as TransTrack. TransTrack is a software that PVTa utilized to store all of our operations data.

Q193. What is the budget for this project, for year one and subsequent years?

[RESPONSE:](#) Budget will not be provided.

Q194. Is an extension of the page limit possible? We believe this would allow us to provide a more thorough and detailed proposal in response to the RFP.

[RESPONSE:](#) No, we will not be adding more pages.

Q195. What's the current eligibility process for riders to gain access to paratransit services?

[RESPONSE:](#) Refer to question 75.

Q196. Are you interested in seeing optional pricing on a digitized eligibility application module? If so, where should we include that and any optional items/supplementary information?

[RESPONSE:](#) While it is not required in this proposal, PVTa would be interested in seeing different options.

Q197. Are we permitted to accompany the pricing form with supplementary information and/or optional add-ons?

RESPONSE: Pricing in the requested format is required, PVTA will consider alternative pricing so long as it is an addition to the requested pricing form.

Q198. Can you confirm whether your goal is to kickoff this project on November 1st, or if that is the date you'd like to launch the services?

RESPONSE: Refer to question 5.

Q199. Do you currently commingle your microtransit and paratransit riders? If not, is there a desire to do so?

RESPONSE: PVTA does not have a microtransit service. The current contractor provides trips for all services that PVTA offers. Utilizing Uber as needed and with a voucher program.

10.1.5. Commercial Automobile Liability Insurance-Supplemental and Demand Response Services

The Supplemental and Demand Response CONTRACTOR shall secure COMMERCIAL AUTOMOBILE LIABILITY INSURANCE with a combined single limit of not less than \$2,000,000 (Two MILLION DOLLARS) per occurrence. Such insurance shall (1) include coverage for owned, hired and non-owned automobiles; (2) name the Additional Insureds as additionally insured; (3) be primary for all purposes; and, (4) contain standard cross liability provisions. With the prior written consent of PVTa, this insurance requirement may be met with a combination of primary and umbrella coverages, provided that the primary limits shall not be less than one million dollars (\$1,000,000).

10.1.6 Automobile Collision and Comprehensive Insurance Coverage

The Contractor shall secure AUTOMOBILE COLLISION AND COMPREHENSIVE INSURANCE COVERAGE for the actual cash value of PVTa and the City of Claremont vehicles. Such insurance shall (1) contain deductibles of not more than five thousand dollars (\$5,000), and (2) shall name PVTa as loss payee. CONTRACTOR shall be responsible for all deductibles. In case of damage or destruction of any vehicle or vehicles provided by PVTa under the terms of this AGREEMENT, PVTa agrees that liability for CONTRACTOR shall be limited to the appraised fair market value of the vehicle(s) at the time of loss. CONTRACTOR and PVTa agree that the appraised fair market value shall be that value established by an appraiser or appraisers as mutually agreed upon.

10.1.7 ALL INSURANCE shall contain the following provisions:

1. Coverage shall be on an "occurrence" basis.
2. If Commercial General Liability or another form with a general aggregate is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate amount shall be twice the required occurrence limit.
3. The Liability policy must cover personal injury as well as bodily injury.

**Pomona Valley Transportation Authority
Request for Proposal
PVTA Transportation Services**

**Exhibit C COST PROPOSAL FORM
Page One: Dedicated Vehicle Services**

This COST PROPOSAL FORM is to be used to submit the OFFEROR'S firm fixed price proposal for all work described in EXHIBIT "A" - SCOPE OF WORK and EXHIBIT B - DRAFT SERVICE AGREEMENT.

A. DEDICATED VEHICLE SERVICES PRICE PROPOSAL

	(11/1/24- 6/30/25)	Year 2 (7/1/25-06/30/26)
1 Fixed Monthly Rate <i>(from Pg 3 Item #3)</i>	\$0.00	\$0.00
2 Fixed Dedicated Service Hourly Rate	\$0.00	\$0.00
Calculation of Total Annual Cost		
3 Annual Fixed Rate	\$0	\$0
<i>(Item #1 above 1st 8 months X8, Year 2 X 12)</i>		
4 Annual Dedicated Vehicle Cost	\$0	\$0
<i>(Item #2 above 1st 8 months X24,667, Year 2 X 37,000)</i>		
5 Total Annual Dedicated Service Cost <i>(Total of Items #3 and #4 above)</i>	\$0	\$0

Note: Shaded cells are filled automatically. Do not overwrite.

Page Two: Demand & Supplemental Services (Dedicated Service)

B. DEMAND AND SUPPLEMENTAL SERVICES PRICE PROPOSAL

	8 months (11/1/24-	Year 2 (7/1/25-06/30/26)
1 <u>Get About Supplemental Services</u>		
Estimated Annual Trips	2,000	3,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
2 <u>Get About Ready Now</u>		
Estimated Annual Trips	2,700	4,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
3 <u>Claremont Dial-a-Ride</u>		
Estimated Annual Trips	700	1,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
4 <u>San Dimas Dial-A-Cab</u>		
Estimated Annual Trips	700	1,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
5 <u>One Step Over the Line</u>		
Estimated Annual Trips	4,700	7,000
Average Trip Mileage	11.4	11.4
Proposed Per Trip Fee (Flag Drop)		
Proposed Per Mile Rate		
Projected Annual Cost	\$0.00	\$0.00
Total Annual Demand and Supplemental Services Cost	\$0.00	\$0.00
6 <u>Proposed Rate for Dedicated Driver for Demand & Supplemental Services</u>		

Page Two: Demand & Supplemental Services (TNC) Allowances for Uber

C. DEMAND AND SUPPLEMENTAL SERVICES PRICE PROPOSAL

1 <u>Get About Supplemental Services</u>		
Estimated Annual Trips	4,700	7,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
2 <u>Get About Ready Now</u>		
Estimated Annual Trips	6,700	10,000
Pass through Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
3 <u>Claremont Dial-a-Ride</u>		
Estimated Annual Trips	4,000	6,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00
4 <u>San Dimas Dial-A-Cab</u>		
Estimated Annual Trips	4,000	6,000
Proposed Per Trip Rate		
Projected Annual Cost	\$0.00	\$0.00

Pomona Valley Transportation Authority

Page Three
COST PROPOSAL FORM

	8 months (11/1/24-6/30/25)	Year 2 (7/1/25-06/30/26)
Dedicated Services Annual Fixed Rate Costs		
1 Fixed Rate Cost Elements		
Project Manager Salary		
Project Manager Fringes		
Dispatch/Info. Staff Wages		
Dispatch/Info. Staff Fringes		
Clerical Staff Wages (if any)		
Clerical Staff Fringes		
Maintenance Supervisor Salary		
Maintenance Supervisor Fringes		
Mechanic Wages		
Mechanic Fringes		
Other Maintenance Wages		
Other Maintenance Fringes		
Other Wages		
Other Fringes		
Hiring/Training Expenses		
Safety Expenses		
Janitorial		
Telephone		
Utilities		

MONTHLY RATE COST ELEMENTS CONTINUE ON NEXT PAGE

Page Four
FIXED RATE COST ELEMENTS -- CONTINUED

<i>Fixed Rate Cost Elements</i>	8 months (11/1/24-6/30/25)	Year 2 (7/1/25-06/30/26)
Office Supplies		
Preventive Maintenance Parts/Supplies		
Vehicle Repair Parts/Supplies		
Tires		
Outside Repairs		
Radio System Maintenance		
Insurance - Liability Coverages		
Insurance - Collision Comprehensive		
Computer - Hardware Costs		
Software Costs		
Accounting		
Start-up Costs		
Other Expense		
Management Fee/Profit		
Other (Describe):		
2. Total Fixed Monthly Costs	\$0.00	\$0.00
3. Fixed Monthly Rate <i>(fixed Monthly Costs /12)</i>	\$0.00	\$0.00

Note: Shaded cells are filled automatically. Do not overwrite.

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

Pomona Valley Transportation Authority

Page Five
COST PROPOSAL FORM
DEDICATED SERVICES HOURLY RATE

(Annual total based on 37,000 Vehicle Revenue Hours)

	8 months (11/1/24-6/30/25)	Year 2 (7/1/25-06/30/26)
1 Fixed Hourly Rate Cost Elements		
Driver Wages		
Driver Workers Compensation		
Driver Health Insurance		
Other Driver Fringe Benefits		
Fuel ___ gallons @ ___ per gallon		
Maintenance Parts		
Maintenance Supplies		
Outside Repairs		
Other (Specify)		
Overhead		
Profit/Fee		
2 Total Hourly Costs	\$0.00	\$0.00
3 Fixed Vehicle Revenue Hour Rate	\$0.00	\$0.00

(Total hourly costs /1st 8 months 24,6672nd year 37,000 VRH)

Note: Shaded cells are filled automatically. Do not overwrite.

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

Pomona Valley Transportation Authority

EXHIBIT C

PROPOSAL FORM CHECKLIST

Attached to this proposal form are the following items:

- 1 Cover Letter
- 2 Experince, References, Financial Viability
- 3 Proposed Personnel and Management Plan (including salary and benefit schedules, resumes)
- 4 Description of Operations
- 5 Reservation, Scheduling & Dispatch System
- 6 Coverage and Driver Resourcing Plan for Supplemental & On Demand Services
- 7 Reporting and Accounting
- 8 Insurance and Indemnity
- 9 Facility and Maintenance Program
- 10 Transition Plan/Time Schedule
- 11 Cost Reduction, Service Improvement and Optional Proposals
- 12 EXHIBIT C Cost Proposal Form and Proposal Form Checklist
 - Form 1: Certification Regarding Lobbying
 - Form 2: Certification of Lower Tier Participants Regarding Debarment
 - Form 3: Drug-Free Workplace Act Certification
 - Form 4: Bidder DBE Commitment
 - Form 5: DBE Bider List
 - Form 6: DBE Good Faith Efforts (If Required)
 - Form 7: Telecommunications and Video Surveillance
 - Form 8: Tax Liability & Felony Convictions
- 13 Acknowledge reciept of all Addenda issued by PVTa in connection with this RFP.
 - Addenda:

#	Dated	Acknowledged by
#	Dated	Acknowledged by
#	Dated	Acknowledged by

Offeror:

Phone:

Fax:

Address:

Signature

Date:

Title: