

Ventura County Transportation Commission

Request for Proposals:

Fixed-Route, Dial-a-ride and ADA Paratransit Services for the Heritage Valley

RFP No. 1415-9164-HV

July 25, 2014

Ventura County Transportation Commission
Request for Proposals
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For the Heritage Valley

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Request for Proposals
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For the Heritage Valley

1. INTRODUCTION

The Ventura County Transportation Commission (VCTC) seeks proposals from qualified firms for operation and maintenance services of the Heritage Valley community transit system. The selected firm will provide management and administration personnel, bus drivers, maintenance mechanics, and related resources to operate the Heritage Valley system, including, fixed route, ADA Paratransit and general purpose dial-a-ride services.

The language in this document and subsequent amendments supersedes any other language, instructions, directions, guidelines or other information relative to this project that may be acquired through a different source.

Though this procurement, the initial contract term will be for five years with the option for VCTC to annually extend the contract through three one-year periods. The anticipated start of service date is January 5, 2015. Award of contract under this solicitation will be made on a “best value” basis to one Contractor.

This Request for Proposals (RFP) does not commit VCTC to awarding a Contract. Proposers shall bear all costs incurred in the preparation of the Proposal and participating in the Proposal process. VCTC reserves the right to withdraw the RFP at any time, the right to reject any and all Proposals, the right in its sole discretion to accept the Proposal it considers most favorable to VCTC’s interest, and the right to waive minor irregularities. VCTC further reserves the right to reject all Proposals and seek new Proposals when such procedure is reasonable and in the best interest of VCTC.

2. SCHEDULE OF EVENTS THAT GUIDE THE RFP PROCESS

VCTC intends to adhere to a schedule in the procurement of and contracting for these services. It shall be understood by all proposers that despite the best intentions of VCTC, delays may ensue and consequently, the schedule could be affected. VCTC shall make every effort to keep all interested individuals and entities informed as to changes in the schedule.

At the time of issuance of this RFP, the schedule which will govern this process shall be as proposed:

July 25, 2014	Issue RFP
August 8, 2014	Optional Pre-proposal meeting
August 11, 2014	Written questions due
August 15, 2014	Written responses to questions
September 4, 2014	Proposals are due – 3:00 PM Local Prevailing Time
September 5, 2014	Start of proposal evaluation period
September 19, 2014	Oral presentations as needed (1 hour each)
October 3, 2014	Recommendation for Award Presented at VCTC Commission Meeting
January 5, 2015	First day of service

Note: All updates and addendums will be posted to the VCTC website (www.goventura.org) and your attention to that website is required to access this information.

3. PUBLICATION OF REQUEST FOR PROPOSALS

The following notice will be advertised locally as well as nationally.

Request for Proposals
Heritage Valley Transit Services
Fixed-Route, Dial-a-ride, and ADA Paratransit Services
RFP. No. 1415-9164-HV

The Ventura County Transportation Commission (VCTC) is soliciting responses to a Request for Proposals (RFP) dated July 25, 2014, from qualified transportation providers willing to operate fixed route, ADA paratransit and general purpose dial-a-ride services within the Heritage Valley. Service is currently projected to begin on or around January 5, 2015.

Copies of the RFP may be obtained from the VCTC website, <http://www.goventura.org/?q=about-vctc/working-with-vctc>, beginning July 25, 2014. **An optional pre-proposal conference will be held at the VCTC offices on August 8, 2014, at 11:00 AM local prevailing time.** Interested parties are asked to email a copy of any questions regarding this procurement prior to the pre-proposal meeting to: Aaron Bonfilio, Program Manager – Transit Services: abonfilio@goventura.org. The VCTC offices are located at 950 County Square Drive, Suite 207, Ventura CA, 93003.

The deadline for proposal submission is September 4, 2014, at 3:00 PM local prevailing time. Proposals not delivered by the deadline and in accordance with the instructions in the RFP will be deemed “nonresponsive” and returned unopened.

4. MINIMUM QUALIFICATIONS

Proposers must demonstrate that they have the resources and capability to provide the materials and services as described herein. *All Proposers must submit the documentation indicated below with their proposal. Failure to provide any of the required documentation shall be cause for proposal to be deemed non-responsive and rejected.*

Proposers must submit sealed with their original proposal a detailed company portfolio including the company's financial viability within the past three (3) years, credit references, on-going projects and a list of all insurance claims made against the company and a list of all pending litigation which the company may be directly or indirectly involved.

Audited financial statements, including balance sheets and income statements prepared by an independent certified public accountant for the past three (3) years to reflect the financial condition of the proposer are required.

4.1 YEARS OF EXPERIENCE

Proposers must demonstrate they have a minimum of five (5) years of experience in providing similar local fixed route, general purpose dial-a-ride and/or ADA paratransit bus operations.

5. BACKGROUND INFORMATION

The Heritage Valley consists of the cities of Santa Paula and Fillmore, the unincorporated Ventura County community of Piru and unincorporated settlements of Rancho Sespe, Bardsdale, and other unincorporated areas surrounding the two cities.

Ventura County Transportation Commission (VCTC) is the public agency responsible for coordination of transit services in Ventura County. In 2011, VCTC initiated the Heritage Valley Transit Study (available on the VCTC website: www.goventura.org) to objectively and comprehensively evaluate transit demand within the Heritage Valley area. The study found that the existing dial-a-ride transit services in Santa Paula and Fillmore were overwhelmed and suggested various options to help address demand. To address this issue, the Cities of Santa Paula and Fillmore and the County entered into an institutional agreement to cooperatively provide transit service within the service area and subsequently formed the Heritage Valley Transit Service (HPTS) Cooperative Committee (also referred to as the Heritage Valley Transit Service Policy Advisory Committee or HVPAC) to monitor such service. The Committee chose VCTC to plan, contract for, and administer the service. Working with the Heritage Valley Transit Study as a base and the HVPAC, VCTC developed a plan to address the transit needs of the community. This includes: The expansion of and adjustment to the fixed route circulator service operating in Santa Paula and the implementation of fixed route circulator service in Fillmore, including limited service to Piru; the provision of additional complementary ADA paratransit service pursuant to the expansion and implementation of fixed route service; and the continued operation of general purpose dial-a-ride (DAR) service

The first six months of the service, January 5, 2015 – July 1, 2015, are to be a trial demonstration period. As with any service startup, routes and hours of service may be subject to adjustment in order to better meet demand. However, VCTC anticipates that the adopted July 2015 level of service will be similar to the level described in this RFP.

6. SCOPE OF WORK

6.1 ROUTE AND SERVICE DESCRIPTION

6.1.1 Fixed Route

The Contractor shall operate all designated routes using VCTC-owned buses, Contractor provided operators, and shall provide at the Contractor's expense, all fuel, supplies and accessories necessary for safe operation of such vehicles. All related costs shall be included in the Contractor's proposed hourly service rate. The Contractor and Contractor's personnel shall maintain and operate said vehicles and perform the services at all times in a safe, efficient, and lawful manner, and shall comply with all state, federal and local regulations. The Contractor shall complete all scheduled route hours on a daily basis as specified by VCTC. The Contractor agrees that the vehicles used in performing the services shall, at all times, be maintained and operated in a manner satisfactory to VCTC and suitable for passenger transportation, and shall comply with

ADA requirements for provision of fixed route services. The Contractor shall maintain all vehicles per the standards of the manufacturer or as otherwise specified by VCTC.

Fixed Route - General Service Framework

Feature	Santa Paula Circulator	Fillmore Circulator	Fillmore-Piru Shuttle	Fixed Route Expansion Option A*
Route Cycle	60 min	30 min	30 min	TBD
Headways	30 min (avg)	30 min (avg)	Varies (4 trips)	TBD
Hours – Weekdays	6:00am – 8:00pm	6:00am – 8:00pm	7:00am-4:00pm	TBD
Hours – Weekends	8:00am – 6:00pm	7:00am – 6:00pm		TBD
Drivers – Weekdays/Weekends	4 / 2.5	2 / 1.5	1/NA	TBD
Revenue Vehicles	2	1	1	TBD
Capacity Per Bus (Amb/WC)	23 (17/2)	23 (17/2)	23 (17/2)	TBD
Projected Yearly Revenue Hours	9,100	4,000	550	12,500

* **Fixed Route Service Expansion (“Option A”):** Service Option A includes up to 12,500 additional fixed route revenue hours. As part of their cost proposal, Proposers are asked to propose a fixed hourly rate for this option in addition to their proposed hourly rate for the base level of service. (See section 7.3.8, Cost Proposal).

6.1.2 General Purpose Dial-a-ride (DAR) and ADA Paratransit

6.1.2.1 General Purpose Dial-a-ride (DAR)

Contractor shall provide general purpose dial-a-ride service for the general public within the Heritage Valley. This service is open to the general public and does not require ADA paratransit eligibility. Dial-a-ride trips can be made up to one week in advance and service is expected to be scheduled for within one hour of a requested pickup time.

Dial-a-Ride General Service Framework

Feature	Dial-a-ride	Dial-a-ride Expansion Option B**
Hours – Weekdays	6:00am – 8:00pm	6:00am – 8:00pm
Hours – Weekends	8:00am – 6:00pm	8:00am – 6:00pm
Projected Yearly Revenue Hours Not To Exceed	10,400	+5,000 (=15,400)

****Dial-a-ride Expansion (“Option B”):** Service Option B includes up to 5,000 additional Dial-a-ride revenue hours. As part of their cost proposal, Proposers are asked to propose a fixed hourly rate for this option in addition to their proposed hourly rate for the base level of service. (See section 7.3.8, Cost Proposal)

6.1.2.2 ADA Paratransit

Upon request by an eligible passenger, Contractor shall provide complementary ADA paratransit service in a non-discriminatory manner in compliance with the Federal Transit Administration (FTA) regulations for the implementation of the ADA, and shall strive to meet best practices for overall operational effectiveness and efficiency. This service is available to ADA paratransit certified passengers. ADA Paratransit reservations can be made one day, and up to one week, in advance and service is to be scheduled for within one hour of a requested pickup time. Same day trip reservations are not required but may be accommodated pending availability.

Historically, the demand for ADA paratransit has been very low. In fiscal years 2013/2014 and 2012/2013 zero ADA paratransit trips were performed. Currently, complementary ADA paratransit service is provided during the hours of operation and in the three-quarter mile service area of the Santa Paula Commuter Bus route. In addition to the existing limited service area and available hours, there is a substantial fare differential between the ADA paratransit passenger fare and the discounted adult DAR fare. The current ADA paratransit trip fare is twice the standard adult fare on the existing fixed route circulator.

With the expansion of fixed route service, the service area and available hours of service for complementary ADA paratransit will increase. However, VCTC does not anticipate a significant increase in ADA paratransit demand due to the continued fare differential between the planned DAR and ADA paratransit services. (See Fare Structure, section 6.2.)

ADA Paratransit General Service Framework

Feature	Santa Paula/Fillmore	Fillmore-Piru Shuttle
Hours –Weekdays	6:00am – 8:00pm	7:00am – 4:00pm
Hours –Weekends	8:00am – 6:00pm	n/a

6.1.3 Holidays & Special Events

There will be no scheduled fixed-route or Dial-A-Ride service on the following six holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

In addition to regular transit service operations, Contractor may be requested by VCTC to provide special event, promotional, or other special transportation services that have been determined to be in the public interest.

6.1.4 Service Adjustments

Demand for service may increase from time to time, requiring additional hours, and/or more frequent service. VCTC reserves the right to adjust service at any time plus or minus twenty percent from the

projected number of hours. Modifications to services may include, but are not limited to, extending, deleting, changes to headways or adding routes, or parts of routes, and expanding or decreasing revenue hours. The Contractor must have available, or be able to acquire in a timely fashion, personnel required for the operation of the contract. Changes in revenue hours will be categorized as described below.

Base Service Package

Without invalidating the contract, VCTC may order additions or deletions from the work to be performed under the Base Package. VCTC will be allowed to increase or decrease Base Package annual revenue hours by 20% without affecting the rate for service.

In the event that the actual revenue hours fall below eighty percent (80%) of the total projected annual revenue hours, VCTC reserves the right to negotiate a revised fixed unit cost per revenue hour with Contractor. Such negotiations would also occur in the event that transit vehicles need to be provided by the Contractor during the term of the contract. Renegotiation of service hours may also be triggered if the service fails to achieve the State required percentage of operating costs from fare revenues.

Service Expansion Options

During the period of this contract, VCTC anticipates making changes to the structure of the services that could result in the Proposer being offered up to 17,500 additional revenue hours of service over the Base Package in the form of Expansion Option A (up to 12,500 fixed route revenue hours), Option B (up to 5,000 dial-a-ride revenue hours), or Option C (any combination of options A and B). Proposers are requested to provide an hourly rate for each option that includes all costs associated with providing the expansion options. Expansion service hours will be compensated based on the proposed expansion service rate contained in the cost proposal. If any of the options are implemented, VCTC will be allowed to increase or decrease total annual revenue hours (i.e. the base package + the elected option(s)) by 20% without affecting the rate for service.

6.2 FARE STRUCTURE

Fare boxes and pass card-readers will be provided by VCTC, and maintained by Contractor. Contractor shall collect the fares and charges established by VCTC. Fare collection and all related security measures shall be the responsibility of Contractor. VCTC reserves the right to approve any system implemented throughout the contract term. VCTC reserves the right to examine the books of fares collected at any time. Cash fares collected by the contractor will be deposited into a bank account held by VCTC. At all times, passenger fares are the property of VCTC. Non-cash Fare media shall be collected and submitted to VCTC staff or disposed of in accordance with VCTC policy.

Contractor shall not issue any fare media that has not been specifically approved by the VCTC nor shall the Contractor allow sales to be "on account" or to be paid over time. Contractor is prohibited from selling fare media at other than face value and may not charge any additional fees to process transactions other than those specifically authorized in advance by the VCTC.

Contractor shall assure each patron pays the appropriate fare prior to being provided transportation service. Cash fares are to be in the amount due for their appropriate fare classification; as drivers do not make change. Below is the proposed fare structure to be accepted on the HVTS, the fares are subject to change:

➤ **Fixed Route**

Fare Type	Proposed Fare
Fixed Route Adult	\$1.00
Fixed Route Youth (<18)	\$0.50
Fixed Route Child <5	Free
Fixed Route Senior/Disabled	\$0.50

➤ **Dial-A-Ride**

Fare Type	Proposed Fare
Dial-a-ride Adult/Youth	\$1.75
Dial-a-ride Child <5	Free
Dial-a-ride Senior/Disabled	\$0.85

➤ **ADA Paratransit**

Fare Type	Proposed Fare
ADA Paratransit	\$2.00

The HVPAC is in the process of reviewing the fare structure and media, including options for passes and transfers. ***The above proposed cash fares are for example purposes only.*** The fare amounts and types are subject to change.

Fares will be collected, fully counted, secured and deposited by the Contractor daily. VCTC will compare farebox counts with each daily driver log or manifest, as proof that each passenger paid the fare. Any discrepancies may be offset against the Contractor's invoice for services each month.

6.3 DESCRIPTION OF FLEET

VCTC will furnish fifteen (15) transit vehicles required for the Heritage Valley Transit Service. Contractor provides required drivers, dispatch, on-going maintenance, storage, heavy repairs, running repair work, supervisory/management services, and all other goods and services needed to provide the operating transit services described in this Scope of Services unless expressly stated that such goods and services will be provided by VCTC. The vehicles will be stored and regular maintenance will be performed within the service area.

See below for fleet information:

Vehicle Type	Quantity	Ambulatory Capacity	Wheelchair Capacity	Manf. / Chassis	Engine	Fuel
Cutaway Bus (23' L)	5	14 Passengers	2 WC Users	Glaval/Chevy	6.0 V8	Gasoline
Cutaway Bus (25' L)	5	16 Passengers	2 WC Users	Glaval / Chevy	6.0 V8	Gasoline
Low-floor Cutaway Bus (26'L)	5	23 Passengers	2 WC Users	ARBOC / Chevy	6.0 V8	Gasoline

VCTC reserves the right to furnish substitute or expansion vehicles should the requirement arise during the term of the Contract. Contractor shall comply with all California and federal requirements and regulations regarding inspections of transit and ADA paratransit vehicles.

6.4 MARKETING AND PUBLIC RELATIONS

VCTC shall be responsible for all marketing and public relations activities. VCTC shall furnish all schedules, maps, tickets, transfers, passes, and other printed materials required for marketing the service. Contractor shall distribute passenger notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs undertaken by VCTC from time to time.

VCTC shall be the exclusive public media spokesperson in connection with transit service. Under no circumstance shall Contractor or its employees be permitted to distribute any unauthorized printed or written materials pertaining to the transit service without permission from VCTC.

6.4.1 SIGNAGE AND VEHICLE

Contractor shall display required head signage, in plain view, in all vehicles while in revenue service.

6.5 MEDICAL ASSISTANCE TO PASSENGERS

Contractor employees will not be required by VCTC to perform any medical or quasi-medical functions for passengers. In the event of illness on board a vehicle, the driver shall advise the dispatcher by radio and may proceed immediately to a medical facility for help.

6.6 OPERATION OF SERVICES

The services to be performed by the Contractor pursuant to this proposal are: (1) Actual dispatch and operation of the Fixed-Route community circulators and Dial-A-Ride/ADA Paratransit buses and, (2) submission of reports and other materials to VCTC as specified within this RFP.

All operations will be carried out in accordance with California, DOT and FTA regulations and Title VI non-discrimination laws. Contractor will operate transit service in a safe, courteous, reliable manner as specified by VCTC and in strict accordance with the operating days and hours, routes and schedules set forth in the current VCTC brochures or any revisions thereto in writing.

Notwithstanding the above, Contractor will be authorized to deviate from established routes when necessary to avoid construction, detours, or other obstruction within the public right of way, or conditions which otherwise would cause an unsafe condition or operation of the service. Contractor shall notify VCTC of such obstruction causing deviation as soon as is practicable upon learning the deviation may become necessary.

6.6.1. Personnel

The Contractor shall comply with all California, FTA and DOT requirements as they relate to screening and hiring of staff. The Contractor shall comply with all State and Federal requirements related to non-discriminatory recruiting and hiring practices.

Contractor shall make every effort to retain current employees in accordance with CA Labor Code 1070-1074. See Exhibit 3, section 9. of this RFP for more information. Contractor shall use appropriate screening and selection criteria for employing operations personnel. Those checks shall include DMV and criminal background checks, pre-employment drug screening, and physicals of all employees associated with this contract and shall undertake the steps necessary to assure all such employees perform their duties in a safe, legal, courteous, and professional manner at all time

Contractor shall make all reasonable efforts to ensure 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 of a crime involving moral turpitude 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, as allowed by California State law.

The retention of a well-trained, motivated, and stable workforce is a highly desired component of VCTC transit operations. As part of the Proposer's response to the RFP, Proposer shall clearly articulate specific employee retention strategies including salaries and wages, performance-based incentives, awards, special events, contests, education reimbursement and all other incentives designed to reward and retain quality staff.

VCTC reserves the right to review the resumes of management personnel assigned to this Contract. VCTC may, at its sole discretion, accept or reject any individual proposed by the Proposer during the contract start-up and for any replacement during the term of this Contract. Proposer shall not remove any management personnel without cause without the prior written consent of VCTC. VCTC may also, at its sole discretion, require the replacement of any supervisor or management staff.

Contractor shall provide customer information to the public in English and Spanish during all hours of system operation, Monday through Sunday. Bilingual personnel shall be available during operating hours to receive emails and telephone calls from the public and to provide translation for transportation system personnel and passengers. A minimum of fifty percent (50%) of operations personnel should be bilingual. Contractor shall also install and maintain a TDD system for the hearing impaired. Contractor shall maintain at its own expense at least two distinct telephone lines: one line advertised for and dedicated to ADA Paratransit trip reservations and one line dedicated to the HVTS, including options to be connected to the trip reservation office for the general purpose dial-a-ride service. Each line shall rollover to at least two other stations. Inbound call data to the ADA Paratransit reservation line shall be tracked and monitored for appropriate hold times. (See section 6.6.8)

6.6.1.1. Key Personnel

The Contractor shall employ other persons as are necessary to enable the Contractor to perform the services of the contract. As part of this proposal, proposers shall submit a Comprehensive Staffing Plan. The drivers, dispatchers and supervisors must be dedicated to the HVTS. VCTC reserves the right to require

immediate removal or reassignment of any Contractor employee from HVTS it deems unfit for service for any reason, not contrary to law. The VCTC reserves the right to deduct from payments to the Contractor, the salary cost of any vacant positions, whether required herein or established by practice.

- Project Manager: Contractor shall provide an on-site Project Manager to manage the day-to-day operation of the Heritage Valley Transit System. The Project Manager must have at least five years of experience in managing transportation services similar to that provided pursuant to this RFP. The assigned Project Manager will be responsible for monitoring all aspects of the transit system operations including, but not limited to, ridership, quality of service, customer satisfaction, fare collection, accounting in accordance with current established practices, staff motivation, and performance of all Contractor personnel. The Project Manager shall meet with VCTC staff on a regular basis to review performance and address issues on operations and maintenance, and compliance with VCTC transit operating performance criteria. In the absence of the Project Manager, a designated manager shall be fully responsible for the performance of Contractor duties and shall be authorized to take all necessary actions on behalf of the Contractor regarding management of services. The Contractor must ensure that either the Project Manager or the designated backup manager be available locally at all times. The Project Manager or designated manager will not assume other positions within the system, such as driver, but will remain available at all times as manager of the HVTS operation.
- Operations Supervisor(s): Contractor shall employ no less than one full-time Operations Supervisor to provide support during accidents or incidents, including event investigation and follow-up; regular street supervision of service, including the monitoring of schedule adherence, on-street operation, and on-route compliance; and assistance with driver training.

On-street supervision will include at a minimum conducting roadside pickup and drop-off observations as well as on-board ride checks to ensure operator adherence to procedures (i.e., fare collection, ADA compliance, schedules and passenger relations). VCTC also reserves the right to perform similar investigations and adherence checks of its own, without notice, to ensure compliance with terms of the Contract. All cleaning, maintenance and other personnel that work after service hours shall be appropriately supervised.

- Dispatchers & Phone Operators: Contractor shall install Contractor-furnished radios on all HVTS revenue vehicles. Contractor shall provide the base station and accessories. Contractor shall provide adequate dispatch and radio monitoring personnel to enable effective driver/vehicle assignments and prompt responses to driver and/or vehicle problems which could impact HVTS.

Dispatchers and any other personnel who may from time to time be assigned to telephone information lines shall be trained in public relations skills, proper telephone manners, conflict resolution, accident and incident procedures, radio operations, and shall be knowledgeable of local/regional transit schedules, transfer points, rates, and operating policies. Personnel shall be monitored and refresher training will be offered as necessary. Contractor shall ensure that at least one dispatcher is present whenever fixed route and/or DAR/ ADA paratransit operations are in service.

Both dispatchers and phone operators shall coordinate the provisions of this service such that it will optimize the number of riders carried and minimize circuitous routing of DAR/ ADA paratransit services, while maintaining on-time performance. Phone operators shall advise DAR riders to the best of their ability, approximate time of pick-up, and for ADA paratransit riders a scheduled pickup time pursuant to the

negotiated pickup window. At no time shall the Contractor require an ADA paratransit passenger to remain on board a vehicle longer than the time it would take to do the same trip via fixed route.

- **Mechanics:** Contractor shall provide the mechanic staff necessary to provide maintenance of VCTC vehicles under the terms of this contract. ASE certified mechanics are desired. At a minimum, Contractor shall ensure that the Comprehensive Staffing Plan include one maintenance manager. This individual may also perform hands on mechanical service.

It shall be the sole responsibility of Contractor to ensure mechanics are properly trained and certified to service components of the vehicles. Contractor shall comply with all applicable training, inspection, testing and reporting requirements of the California Air Resource Board (CARB).

The Contractor shall keep records of employee certifications of any trainings completed, including the initially required training.

- **Drivers:** All drivers shall be required to have valid class B California Driver's Licenses with endorsements for operation of the vehicle to which they are assigned. All drivers must also have in their possession at all times when operating a vehicle for the HVTS service, a valid Department of Motor Vehicles (DMV) Medical Examiner's Certificate and applicable verification of training. The Contractor shall be responsible for monitoring DMV records for drivers to ensure their continued qualification and suitability for fixed route transit and/or DAR/ ADA paratransit vehicle operations.

Contractor shall review current DMV reports of all applicants for the position of driver and shall reject any applicant with a conviction for driving under the influence in the past seven (7) years. Contractor shall join and bear full cost of the DMV Pull Notice program, whereby Contractor shall be notified of any activity on a driver's driving record. Any driver exceeding the DMV point system or with a revoked or suspended license will not be allowed to operate a HVTS vehicle. VCTC reserves the right to require Contractor to replace any driver not acceptable to VCTC. All drivers shall comply with the CHP Driver's Log regulations.

6.6.1.2 Uniform Set of Policies and Procedures

The Contractor will be required to develop a full set of policies and procedures – including issues designated by VCTC – for all staff involved in the program. These policies and procedures will:

- A. Establish and implement policies and procedures for all operations staff including drivers, office staff, managers, and mechanics.
- B. Establish and implement drug and alcohol testing procedures for the service program that are fully compatible with local, State, and Federal Transit Administration regulations. The successful bidder must submit a Substance Abuse Plan to VCTC which meets all requirements of the Federal Transit Administration and must substantiate that the plan has received FTA approval or otherwise meets FTA requirements.

These policies and procedures will be subject to VCTC's review.

Training of Drivers, Dispatchers and Supervisors

The Contractor will develop a full driver, supervisor, and dispatch training program, using generally accepted approaches used in the industry. Contractor shall maintain a record of all training programs including periodic updates and employee attendance. All drivers will be required to complete all training and one week of on-board training prior to transporting passengers. The Contractor will be responsible for paying the drivers for their time in training and ensuring that the drivers attend the training. Subject to VCTC approval, the program must provide, at a minimum, one hundred and twenty (120) hours of classroom and behind-the-wheel instruction covering (but not limited to):

- Customer service & VCTC expectations
- Comprehensive public transit route detail for all routes
- Defensive driving
- Emergency procedures
- System safety and security
- First Aid and CPR Certification
- Sensitivity training
- Passenger assistance methods (including proper operation of all lifts/mobility aid tie-downs)
- On board training
- The proper operation of the two-way radio system
- Daily vehicle inspections
- Accident/incident procedures
- ADA Regulations
- Federal and State rules and regulations
- Employee work rules/ HVTS operating policies

Within this required training period, Proposer shall instruct drivers in at least eight (8) hours of disability awareness sensitivity training, which includes ADA regulations and procedures; four (4) hours of sexual harassment training; eight (8) hours of passenger incident and difficult passenger training; and eight (8) hours of defensive driving training. VCTC reserves the right to review all training materials, to monitor training sessions and amend training requirements during the course of the contract. At a minimum, Contractor shall provide bi-annual refresher training to all staff and shall at VCTC's direction provide additional training as determined by the VCTC. All training shall comply with applicable state and federal requirements. Contractor will also be responsible for providing remedial training for any driver who demonstrates a lack of appropriate training. A waiver of some or all of the training requirements will be permitted for all current drivers who have been trained, as described above, and in service for six consecutive months. VCTC strongly encourages the hiring of current experienced drivers.

At least forty (40) hours of behind-the-wheel training, under supervision, shall be provided to all transit drivers. Such behind-the-wheel training may not occur while the vehicle is in revenue service. Additional hours of training may be required to familiarize operators with routes and with the service area. Contractor shall be required to comply with any and all State and/or Federal regulations with respect to new-driver training and licensing.

All drivers shall be trained to comply with all federal, state and local laws and regulations pertaining to the use of, or the prohibition of the use of, communication devices such as cell phones and hand-operated electronic devices. More restrictive rules and policies may be established and enforced by VCTC or Contractor.

6.6.1.3 Drivers Requirements/Qualifications

The Contractor will be responsible for training all office staff and personnel who will carry out the responsibilities of operating service vehicles. All vehicles must be operated by certified, qualified, and appropriately licensed and trained drivers.

Contractor shall conduct a background check on each driver to ensure they meet the following standards and are qualified to perform the intended services:

- All operators must be employees (full or part time) of Contractor. The Contractor may not sub-contract with non-employees to execute revenue service or vehicle operations unless specifically authorized by VCTC in advance.
- Continuous possession of a valid California driver's license for the past five years
- Prior to the operation of revenue service, the possession of a current Class B license with appropriate certifications and endorsements issued by the California DMV. Not more than two moving violations in the past five years and no DUI convictions within the last seven years.
- Demonstrated command of the English language, both oral and written
- Ability to resolve complaints and problems as required
- No felony conviction history

Must pass and comply with Federal Drug and Alcohol Testing regulations

A waiver by VCTC of certain requirements may be permitted for current drivers on a case-by-case basis who have been in service for at least six (6) consecutive months.

The following shall be minimum service requirements and driver responsibilities. Failure to carry out these responsibilities shall result in the driver or drivers being prohibited from driving any VCTC owned or lease vehicle in revenue service. Drivers shall:

- Appear neat, clean, and well groomed, in approved uniform
- Be helpful and courteous to passengers at all times
- Operate the vehicle safely and legally
- Assist elderly passengers and passengers with physical impairments
- In cases of emergency, immediately contact dispatch for direction
- Call out stops in accordance with FTA requirements
- Not deviate from route and schedule without VCTC approval
- Not smoke in vehicle and enforce no smoking rules on the bus
- Submit suggestions for service improvements to VCTC via Contractor

6.6.1.4 Driver Removal

VCTC may require Contractor to immediately remove, pending investigation, any driver from transit service for any one of, but not necessarily limited to, the following:

- Committing unsafe or inappropriate acts while providing service.
- Revocation, suspension, or non-renewal of a valid California driver's license.

- Conviction of any felony criminal offense.
- Unacceptable customer service as reported by customers, other drivers, or as observed by VCTC staff
- Non-compliance with Contract specified appearance standards

6.6.2. Americans with Disabilities Act (ADA) Requirements

The Contractor shall comply with all ADA requirements, including, but not limited to:

- Compliant ADA paratransit trip reservation and scheduling process, and the fulfillment of operation of complementary paratransit services
- Announcing major stops and transfer points (internally and externally)
- Deploying functioning wheelchair lifts or ramps upon passenger request
- Securing passengers using wheelchairs or using seated mobility devices such as scooters
- Securing passenger mobility devices
- Picking-up passengers with disabilities
- Having a functioning wheelchair lift or ramp
- Repairing electronic destination signs for fixed route vehicles within a reasonable period, and providing clearly readable temporary paper destination signs

6.6.3 Safety and Security

Program shall conform to all DOT and FTA specification and that of any state or federal agency with jurisdiction.

Contractor shall develop, implement, and maintain a formal safety and accident prevention program, including periodic safety meetings, participation in safety organizations, safety incentives offered by Contractor to drivers and other employees, and participation in risk management activities under the auspices of Contractor's insurance carrier and the VCTC.

In the event of an emergency such as flood, fire, or earthquake, the Contractor shall deploy vehicles in a manner described by the VCTC. Emergency service does not constitute an expansion of service. This requirement is discussed further in sections 8.6.8 and 8.6.9 of this document.

6.6.4 Accidents and Incident Reporting

VCTC requires Contractor to have an accident and incident notification program. Contractor shall develop, implement, and maintain formal procedures, approved by the VCTC, to respond to emergencies and routine concerns that from time to time occur in the course of providing transit service. Such occurrences to be addressed include, but are not limited to: in-service vehicle failure, lift failure, passenger disturbances, passenger injuries and vehicle accidents.

All accidents must be reported to VCTC by telephone immediately by Contractor staff or management and Contractor must prepare and submit incident and accident investigation reports in writing as soon as practical, not to exceed five business days from the date of the event. Contractor shall submit all accident-related reports to the DMV as required. Contractor must assume all liability for accidents, passenger incidents and workers' compensation claims.

Contractor is requested to have vehicle operators report public safety incidents observed by them to the dispatcher or General Manager, who in turn, is to be requested to refer all such incidents to the proper authorities. Such observed incidents shall include, but not limited to: fires; criminal acts; suspicious circumstances; public right-of-way obstructions; natural disasters; signal outages or bulb out; collisions etc.

6.6.5 Software and Hardware

VCTC will furnish trip reservation and scheduling software and associated hardware for ADA paratransit and dial-a-ride operations, which will remain the property of VCTC upon termination of this contract. The software and/or hardware are subject to change. The Contractor shall be required to use the software and hardware purchased and assigned for use in the operation of Heritage Valley Transit Services, including additional software or equipment products and systems that may be purchased for the full scope of operations; such as for fixed route scheduling and monitoring, farebox reconciliation, or maintenance performance. Currently, VCTC utilizes Trapeze PASS and Trapeze Mobile Data Terminals (MDTs) for its dial-a-ride and ADA paratransit operations.

6.6.5.1 Trapeze PASS and On-board MDTs

This system shall enable Contractor to track and communicate reservations, dispatching, and scheduling. The objectives of this system are to:

- Allow service providers to enter and identify riders' information, including their specific disability related mobility aids and special needs requirements.
- Reduce time needed to receive and process individual trip requests.
- Improve the scheduling of individual trip requests, maximize vehicle productivity and minimize service cost within established service standards.
- Provide for direct electronic information transfer between VCTC and the Contractor.
- Provide for direct communication between dispatch operations and drivers.
- Streamline system operations/financial reports and invoice processing and validation.
- Enhance information database on registered users.
- Provide more timely data and comprehensive management information.

Provider shall be responsible for maintaining a data communication line for the purpose of receiving information using a computer terminal, printer and modem provided and maintained by provider.

6.6.5.2 Radio

Contractor shall furnish and equip each transit vehicle with a two-way radio system, including frequency, to provide communications with Contractor vehicles, Contractor's operating and maintenance facilities and dispatch office. The radio equipment is to be available for normal dispatching as well as emergency situations (e.g., accidents, mechanical breakdowns), thereby enabling Contractor to immediately dispatch substitute vehicles. Contractor assumes the responsibility of all maintenance operations and maintenance costs of the radio system.

6.6.5.2 On-Board Cameras

It is VCTC's intent to provide on-board cameras on all passenger vehicles within a year of the contract. The cameras will remain the property of VCTC upon termination of this contract. Images and recordings from the cameras will be available and used by both the contractor and the VCTC.

6.6.6 Reports

Operating Records

The Contractor shall be responsible for providing computers and software to meet all reporting, scheduling and dispatching requirements. Contractor shall maintain complete computerized operating records for the duration of this Agreement, including, but not limited to, the following:

- A vehicle log showing vehicle pull-out and pull-in times, driver breaks, and total revenue vehicle hours, deadhead hours, fuel usage, and revenue mileage and deadhead mileage for each vehicle by day.
- A daily computerized trip sheet for each driver filled out completely and correctly.
- Complete records of passengers transported and fares collected, by route, by stop, by day, by month, and by year for each service.
- A complete record of all accidents and incidents involving a revenue vehicle, or revenue service (e.g. a non-vehicle passenger incident).
- Preventative maintenance records related to the VCTC-owned fleet.
- All other reports as may be required by VCTC, including any financial reports related to the Heritage Valley Transit Service.

All operating records shall be available to VCTC for immediate inspection upon request.

Ridership Reports

Ridership information shall be collected on all Heritage Valley transit services on a daily basis. Ridership shall be separated by mode, day, and fare category. This report shall be e-mailed in Excel format to the VCTC Program Manager within five (5) business days from the end of each month.

Passenger Complaints

Contractor shall conduct an investigation of each complaint to identify cause and prevent recurrence. Contractor shall formally respond to passenger complaints in writing to VCTC within five (5) business days of receipt. Contractor shall contact complainants by telephone, or follow up with written correspondence if necessary.

National Transit Database Reporting

Contractor shall collect data, keep records and provide reports sufficient to enable VCTC to meet FTA National Transit Database (NTD) reporting requirements. Contractor shall ensure that all required information is collected and reported in a timely fashion. When paratransit trip survey sample data is required, Contractor will collect and report the data to VCTC.

Monthly Data

Contractor shall provide operation and maintenance data on transit system management on a monthly basis in format and structure to be determined by VCTC. Reservation and trip schedule information related to DAR/ADA Paratransit may be entered and transmitted using the Trapeze PASS database. VCTC reserves the right to adjust the reporting requirements at any time during the contract.

The Contractor shall submit to VCTC on or before the fifth (5th) business day of each month, a set of reports that reflects the following:

1. Total passengers carried by passenger class (e.g. adult, senior, youth, etc.) per fixed route trip or dial-a-ride/ADA paratransit driver run, and summarized by type of day, weekdays, Saturdays and Sundays.
2. Total revenue collected by fare type (e.g. adult, senior, youth, adult monthly pass, youth monthly pass, etc.) per fixed route trip or dial-a-ride/ADA paratransit driver run
3. Vehicle hours of service provided by route (revenue and non-revenue), and summarized by type of day, weekdays, Saturdays and Sundays.
4. Vehicle miles of service operated by route (revenue and non-revenue), and summarized by type of day, weekdays, Saturdays and Sundays.
5. Schedule Adherence (OTP) per mode type, i.e. fixed route, dial-a-ride and ADA paratransit
6. Scheduled, performed, cancelled, no-showed and missed trips for dial-a-ride and ADA paratransit service
7. Origins and Destinations of trips (Specific to DAR and ADA paratransit)
8. Number of days operating
9. Passenger complaints
10. Fuel consumption by gallon
11. Scheduled and Completed Preventative Maintenance Inspections –date and mileage completed reported by vehicle unit
12. In-service vehicle breakdowns
13. Fleet mileage information
14. Driver Training and Evaluation
15. Accidents and incidents

6.6.7 Contractor Non-Compliance of Scope of Work

The Contractor is required to reasonably comply with any and all sections in the Scope of Work in this RFP. If Contractor is unable or refuses to comply with the Scope of Work for any reason, VCTC reserves the right to require the Contractor to perform under the scope of work including hiring another party to perform the work at the Contractor's expense in addition to any penalties.

6.6.8 Performance Measures

All performance measures will be strictly adhered to in order to provide the highest level of service possible. The VCTC reserves the right to monitor Contractor in its performance of the Contract to ensure all performance measures are adhered to. To receive full compensation, Contractor is required to meet or exceed the following standards of performance on a monthly basis.

Fixed Route

- Ninety-five percent (95%) of trips operating on-time (an on-time trip is one which departs 0 minutes early and no more than 15 minutes late).
- No more than 5 complaints per 1,000 passengers.
- No more than 2 vehicle and passenger accidents per 100,000 miles.
- One hundred percent (100%) preventive maintenance inspections completed as scheduled (within 500 miles of required interval).

Dial-A-Ride/ ADA Paratransit

- On time performance of ninety-five percent (95%) within 30 minutes of promised pickup.
- No more than 1 percent (1%) missed trips. A missed trip is one that is not completed in its entirety or is more than 60 minutes late.
- No more than 5 complaints per 1,000 passengers.
- No more than 2 vehicle and passenger accidents per 100,000 miles.
- One hundred percent (100%) preventive maintenance inspections completed as scheduled (within 500 miles of required interval).
- Average call answer time by a live operator under forty-five (45) seconds; average call hold time under ninety (90) seconds.

Whenever Contractor fails to meet any performance standard, VCTC will assess liquidated damages of \$150.00.

6.7 VEHICLE MAINTENANCE

Contractor will receive each VCTC-owned transit vehicle after the vehicle has been thoroughly inspected, with all apparent safety-running repairs corrected by VCTC. VCTC and Contractor will be required to sign-off a checklist for each vehicle inspected. During the Contract period, VCTC staff shall have immediate and unrestricted access to all vehicles and all maintenance records during planned or unannounced inspections of Contractor's facility. The maintenance facility and record storage will be located within the Heritage Valley.

6.7.1 Equipment Maintenance

The Contractor is responsible for all vehicle maintenance on VCTC vehicles and vehicle equipment including fareboxes, destination signs, Automated Passenger Counters (APC) and Automatic Vehicle Location (AVL) equipment. Contractor will be responsible for programming electronic head signs.

6.7.2 Maintenance Responsibility

Contractor shall be solely responsible for maintenance of the vehicles, including tires. Replacement tires are to be OEM quality or a grade better. Recaps are not permitted.

Any vehicle which sustains damage or experiences failure impairing safe mechanical operation shall be removed from service immediately, and shall not be placed in revenue service until restored to safe operating condition. At no time will a vehicle with a known mechanical defect or faulty lift or ramp be placed in to revenue service. Any vehicle with a faulty lift or ramp occurring in revenue service shall be immediately removed from service until repaired

Failure by Contractor to maintain VCTC-owned transit vehicles to maintenance standards as defined by the manufacturer's technical manual for Severe Operating Conditions (i.e. extensive periods of stop-and-go driving) may result in the vehicles being repaired by VCTC at Contractor's expense. Contractor shall perform all routine preventive maintenance, heavy repair, and running repairs necessary to keep VCTC-furnished vehicles in a safe, reliable and well maintained condition.

6.7.2.1 Repair

Contractor shall be responsible for all repairs and shall keep detailed repair records. Work shall be performed to industry best standards.

- Routine inspections - VCTC's Program manager or his designee will schedule routine vehicle inspections with Contractor. All vehicle inspections will be completed by representatives of both agencies. At the time of the inspection, all deficiencies shall be scheduled to be corrected within fourteen (14) calendar days of the joint inspection. At the end of the fourteen days, VCTC shall schedule a follow up joint inspection to ensure all items identified are repaired. If repairs are not completed, VCTC will assess liquidated damages in the amount of \$250.00 per affected transit vehicle per calendar day until all the repairs are completed satisfactorily.
- Major Repairs - Contractor shall be responsible for all major repairs. Major repair work must be scheduled to begin no later than seven (7) working days from the time it is listed on the daily fleet status report. In addition, any heavy maintenance repair work shall be completed ten (10) working days from the time it is scheduled for heavy repair work. Failure to have major repair work completed as scheduled will result in liquidated damages of \$250.00 per affected transit vehicle per calendar day until all repairs are completed satisfactorily. Major repairs shall be defined as follows: rebuilding/replacement of engines, transmissions, running gear, lifts, suspension components and brakes.
- Contractor shall pay for any repairs arising from Contractor negligence or abuse of VCTC-owned vehicles and shall be responsible for all repairs required as a result of collision or accident regardless of fault. VCTC shall determine what repairs are due to negligence and abuse. Contractor shall immediately report all body damage to VCTC owned vehicles regardless of the nature of the damage. Contractor, at no cost to City, shall provide all vehicle body repair work and painting. All bodywork and painting shall be performed to industry best standards, or VCTC specifications.

6.7.2.2 Warranty

The Contractor will be responsible for fully exercising and processing warranty claims and ensuring that all vehicle warranty work is performed in accordance with the warranty provisions.

Contractor shall warrant all components and parts installed by Contractor or subcontractor, with the same warranty as is provided by manufacturers or certified rebuilders in the area. If it becomes necessary for VCTC to make any repairs, Contractor shall be billed back for all charges for parts and for labor. VCTC reserves the right to outsource the required repairs and, as the result of Contractor non-compliance, Contractor shall be responsible for any associated expense.

6.7.2.3 Fleet Maintenance Reports

All maintenance must be performed in accordance with industry accepted procedures and the manufacturer's recommendations. Preventive maintenance efforts will be monitored by VCTC and must

adhere to the manufacturer's requirements. Specific emphasis on safety is required. Maintenance is the sole responsibility of the Contractor and will be performed by mechanics licensed under all applicable state and local standards at a local facility in the service area. The Contractor will provide monthly reports on each vehicle detailing at what mileage preventive maintenance is due for each vehicle, the vehicle's current mileage, and when preventive maintenance was last completed (date and mileage). The Contractor will also provide the following fleet maintenance reports on a monthly basis for all vehicles that includes (but is not limited to):

- Road call reports
- Preventative Maintenance reports
- Fleet inventory
- Mileage reports

The Contractor will develop all forms and procedures to properly track maintenance and files for each vehicle. At a minimum the file for each vehicle will include:

- Vehicle identification number, license number, and funding source.
- Vehicle maintenance and repair history, including description of maintenance and repair performance, all work orders for each vehicle, vendor or facility doing the work, cost, date, and mileage.
- Vehicle equipment check log verifying that special equipment has been checked according to the manufacturer's suggested schedule or semi-annually, whichever comes first.
- Documentation that preventative maintenance was performed according to the schedule established by the Contractor and approved by VCTC.
- Vehicle maintenance requests submitted by drivers, including what action taken and when.
- Vehicle pre-trip inspection log, signed by driver.
- Fuel and fluid usage by month.

Maintenance Records

Contractor shall maintain a permanent maintenance records file for each vehicle used in furnishing transit services to Heritage Valley. Such records shall include, but are not limited to, the following:

- Preventative and scheduled maintenance work, including parts and labor utilized
- Copies of work orders for all repairs and maintenance activities
- Reports indicating a vehicle defect
- Reports of road-call maintenance
- Warranty work
- Wheelchair lift inspections, routine service, and repairs

Service Records

Contractor shall maintain accurate records of all service calls, whether the vehicle is changed-out or repaired upon return, by the use of a daily service call log sheet. For any vehicle that is changed-out or repaired on the road, a service call form must be filled out. A repair order shall be made for every service call, whether a defect is found or not.

Whenever a maintenance person makes a transit vehicle change out, that person is to perform a pre-trip inspection, including the cycling of the wheelchair lift, to ensure that the vehicle is clean and safe prior to placing the vehicle in revenue service.

Any and all maintenance records maintained by Contractor during the term of the Contract shall become the property of, and be furnished to, VCTC at the end of the Contract term.

6.7.2.4 Annual Terminal Inspections

The Contractor shall be responsible for arranging annual terminal inspections by the California Highway Patrol (CHP), and shall also maintain a satisfactory CHP rating throughout the life of this contract. Copies of all CHP inspection documents shall be promptly transmitted to the City within five working days of such inspection.

6.7.3 Bus Conditions

Contractor shall maintain VCTC-owned buses in clean and neat condition at all times.

6.7.3.1 Interior

Proposer shall also ensure all corners and seams are securely fastened to the floor at all times, and the doors, stop notification devices, public address system, lighting, fareboxes, headway signs, MDTs and all other electronic devices work properly. Wheelchair securement devices shall be inspected for function and adequate quantity.

The driver's area shall be clean at all times. Driver's personal property shall be kept in a secure area and out of sight. Driver seats shall be maintained in accordance with the OEM standards and as stated below for passenger seats. Proposer shall check interior for damage and clear of trash or graffiti at the conclusion of each shift or service day. Proposer shall not attach or place any markings on the interior of the vehicle without written permission from VCTC.

Contractor shall perform basic cleaning daily and the following maintenance at least weekly:

- Sweep, mop, clean, and remove all trash, gum, sticky substances, foreign objects, vermin, dirt, and dust from vehicle floors.
- Clean driver area, including but not limited to, dash controls, dashboards, above the driver area and along the front dashboard; so as to be free of dust, stains, or grease.
- Clean passenger seats to the extent they are dust free and free of all foreign substances.
- Clean all ledges, stanchions, handrails, modesty panels, passenger signal strip and remove dust, grease, gum, or sticky substances.
- Replenish system map and route schedule brochure inventory.

6.7.3.2 Exterior

Drivers shall inspect exterior of the bus and note any new cracks, dents, scrapes, graffiti, and any other markings. Driver shall make the report on the DVI and notify Fleet staff of significant damage immediately.

Contractor may not attach or place any markings on the exterior of the vehicle without prior written permission of VCTC.

Contractor shall report any of the following maintenance items to VCTC:

- Destination signs are not working
- Damage to the bike racks
- Repair needed to the fareboxes

Each bus, at Contractor's sole expense, at least once every 90 days or as deemed necessary by VCTC, will receive a full exterior detail including wheels and tires that will consist of hand wash and wax. All exterior decals and vehicle identifications shall be maintained in like new condition and replaced as required at Contractor's expenses

6.7.3.3 Pre-trip Inspection & Daily Servicing

Contractor will require each driver inspect each vehicle with regard to safety, function, and appearance of the vehicle prior to the placement in revenue service. A daily pre-trip inspection form shall be completed and submitted for all vehicles prior to the start of service. The checklist will be utilized and kept on file for the VCTC and California Highway Patrol review. This checklist requirement may incorporate or supplement CHP required driver's pre-trip safety inspections. Mileage must be taken daily. Defective odometers must be replaced immediately.

Daily servicing will include, but not be limited to, fueling; engine oil, transmission fluid, windshield washer fluid and coolant check/add; wheelchair ramp/lift check; brake check; light and flasher check; interior sweeping and dusting; graffiti removal, brochure inventory, exterior and interior visual inspection; and driver's report of vehicle safety, reliability, or performance defects, including climate control mechanisms. Contractor must keep accurate fluid records for each vehicle.

6.7.4 Facilities

The Contractor will be required to procure its own office workspace and maintenance facilities within the Heritage Valley. Site location will be evaluated as to its overall functionality for administration, operations and maintenance. All facilities included in the proposal will be subject to inspection and approval by VCTC prior to their use for service operation.

The facility shall have space suitable to accommodate the personnel necessary for operating the service and to maintain and keep all necessary data and records. Contractor shall provide all furniture, furnishings and equipment including but not limited to telephones and telephone service, high-speed internet access line dedicated to data transmissions, cyber equipment such as but not limited to server(s), router(s), desk top and lap top computers to operate out of the office space.

Functional areas include:

- A. Dispatch Areas: Suitable office space shall be dedicated and functionally organized to accommodate the dispatch staffs required by HVTS. There areas must include a pass-through window to permit effective

interchange between dispatchers and operators as well as enough area to enable dispatchers to assign runs and vehicles to drivers.

- B. Parking Facilities: The Contractor shall provide a facility that will have a secured, well-lit, paved and striped parking lot that shall be kept clean of buildup of oil, grease and standing water. The paved lot shall be of sufficient size to accommodate the fixed route and demand response revenue fleet vehicles, as well as non-revenue support vehicles utilized in overall operations of the contract. The facility shall provide dedicated parking as well as efficient and safe staging of HVTS vehicles. Should the Contractor provide on-site parking for their personnel or operate other vehicles from their facility, these vehicles shall be kept separate from those of the HVTS. The parking, access and egress areas shall be free of debris and trash.
- C. Maintenance Facilities & Tire Shop Area: The facility must have a maintenance area that provides an adequate number of covered working bays for performing Preventive Maintenance Inspections (PMIs), installation of advertising and all mechanical repairs on revenue vehicles. Working bays shall accommodate the entire vehicle within the bay out of direct contact with the elements (wind, rain, etc.) to allow quality maintenance to continue without regard to inclement weather. The current maximum length for a HVTS revenue service vehicle is twenty six feet. A wash bay is preferred on-site; however, the Contractor may propose outsourcing bus-washing functions, subject to the approval of VCTC. The maintenance area shall be equipped with power lifts and/or maintenance pits as to adequately repair vehicles and preferably within the maintenance garage bays. The facility should be free of debris and trash and meet or exceed OSHA (Occupational Safety & Health Administration) and industry standards for maintenance and facility safety.
 - o The Contractor shall comply with all Federal and State OSHA regulations. The Contractor will be responsible for disposal of any hazardous waste generated by its operation in compliance with all Environmental Protection Agency (E.P.A.) and all State of California Health Department regulations. The Contractor shall comply with all state requirements under the Federal Clean Water Runoff Act.
 - o Contractor is required to provide adequate and appropriate shop equipment and special tools as needed to perform the necessary maintenance tasks required to meet VCTC's standards and requirements as described herein (opacity meter, Electronic testing equipment, torque wrenches, alignment equipment, etc.). Said tools must be calibrated and maintained to equipment manufacturers' specifications.
- D. Revenue Storage and Count Room: The Contractor will be responsible to provide for a secured area adequate for the storage of fare boxes, storage bins, counting equipment, where Contractor staff will be able to perform revenue processing and deposit duties. The room must be equipped with surveillance cameras. The area will be periodically inspected to ensure that proper securement and safety of HVTS staff is being provided. Contractor shall ensure that all facilities provided in conjunction with this contract are maintained on a regular basis to ensure a safe, professional, hygienic and attractive working environment that is in compliance with all federal, state and local regulations. Janitorial service shall be provided for all office, administrative, bathroom and public areas at a minimum frequency of three (3) times per week.
- E. Pass sales and Lost and Found. The Contractor will provide a public customer service counter to provide for bus pass and ticket sales and to allow public the ability to recover lost items recovered on the buses.

6.7.5 Return of Vehicles

Upon termination or completion of the contract term, the Contractor will be responsible for returning all vehicles and equipment to VCTC in the condition in which they were received (with the exception of normal wear and tear), including (but not limited to) body condition, system(s) condition and function, all ancillary equipment (intact and functional), and overall vehicle operation and performance. In addition to vehicles this requirement also applies to: bicycle racks; fareboxes (installed units, spare units, and parts inventory); farebox portable data unit and audit unit; and any other VCTC provided equipment.

VCTC may contract with a qualified, third-party vehicle inspection firm to assist in the vehicle turnover inspection process. The third-party inspector will conduct individual inspections on each vehicle (within its last preventive maintenance cycle) prior to the return of the vehicle to VCTC. Such inspections will ensure that any necessary repairs are completed and will require the Contractor to conduct any needed repairs. Once the Contractor is notified of any deficiencies requiring repair, the Contractor will have seven (7) days in which to complete those repairs. If said repairs are not completed during that time frame, VCTC or the successor contractor may option to complete those repairs and charge the contractor for cost of repair work.

6.7.6 Applicable Codes and Regulations

All vehicles required to be utilized for this proposal will be safe for operation on public streets and freeways over the term of the contract and meet all requirements in the California Vehicle Code for a bus. All parts of the vehicle (and all equipment mounted on or in the vehicle) will conform to the Federal Motor Vehicle Safety Standards and the California Administrative Code, Title 13 on Motor Vehicles. Particular attention will be directed to compliance with California Highway Patrol Motor Carrier Safety Regulations within Title 13 and approved updates to these regulations. The service vehicles operated under this contract are subject to random periodic inspection by the California Highway Patrol (CHP), California Air Resources Board (CARB), and Federal Transit Administration (FTA), as well as VCTC staff. Contractor will notify VCTC of inspections performed by a governmental agency other than VCTC. The results of those inspections will be transmitted to VCTC immediately and any applicable signed certification will be displayed or carried on the vehicles.

6.8 IMPLEMENTATION PLAN

Critical to the success of HVTs is a smooth transition that minimizes the negative impact on passenger services. Without an effective well planned transition and startup, the service could deteriorate prior to implementation. In the Technical Submittal, the Proposer will be required to detail their transition plan including, if necessary, transition from the current contractor.

7. PROPOSALS

Submitted proposals should present the Proposer's qualifications and understanding of the work to be performed. It should follow the format outlined in this RFP and all requested information must be supplied, including a completed checklist indicating the conformance with the required format. Failure to submit a complete proposal in the required format may be considered non-responsive.

7.1 Project Description

VCTC is requesting technical and cost proposals from qualified and experienced contractors to provide operations and maintenance services for the Heritage Valley Transit Service fixed-route, ADA paratransit and general purpose dial-a-ride systems.

7.2 Proprietary Information

The proposals received shall become the property of VCTC and are subject to public disclosure. Proposers are to indicate any restrictions on the use of data contained in their responses. Those parts of a proposal which are defined by the proposer as business or trade secrets, as that term is defined in California Government Code, Section 6254.7, and are reasonably marked as "Trade Secrets", "Confidential" or "Proprietary" shall only be disclosed to the public if such disclosure is required or permitted under the California Public Records Act or otherwise by law. Proposers who indiscriminately and without justification identify most, or all, of their proposal as exempt from disclosure may be deemed non-responsive.

7.3 PROPOSAL EVALUATION AND CRITERIA

Each proposer must demonstrate past and present ability to fulfill the requirements established by this RFP. Each proposer is required to provide detailed information demonstrating an ability to perform the necessary services with specific reference to the activities noted above in this RFP in Section 6.0, "Scope of Work". By its proposal submittal, the Proposer acknowledges agreement with the acceptance of all provisions of the RFP.

7.3.1 Cover Letter

Each proposal must be accompanied by a cover letter that contains the title "Heritage Valley Transit Service" and a general statement of the purpose for submission and includes the following information:

- Legal business status, address and telephone number of Proposer
- Name, title, address and telephone number of the person or persons authorized to represent the Proposer in order to enter into negotiations with VCTC with respect to the RFP and any subsequent awarded contract

The cover letter must be signed by a representative or officer of the proposer who is authorized to bind the firm to all provisions of the RFP, any subsequent changes, and to the contract if an award is made.

If the proposer is a corporation, the proposal must be signed on behalf of the corporation by two authorized officers (a Chairman of the Board, President or Vice- President and a secretary, treasurer or chief financial officer) or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation. All above signatures must be original and in ink.

7.3.2 Experience and Qualifications of the Firm and Personnel

Describe size and organization, function and capabilities and firm's management philosophy. Identify by name and title the key personnel to be assigned to this Contract. Describe their unique skillset and familiarity with the service area and ridership, and experience with the type of service operated. For each individual named, provide the following:

- Resume
- Qualifications
- Training, including accreditation and use of Trapeze PASS Software
- Any other information deemed relevant

Describe in detail the firm's experience with operating local fixed route, ADA paratransit and dial-a-ride on a scale equal to or greater than what is requested. For each listing, provide the following:

- Name of the City/service
- Name of contact person, title, and phone number
- Term of contract
- Number of transit vehicles
- Number of annual revenue hours
- Contract amount
- Services offered and results

VCTC may contact the listed agencies for references. **In addition, indicate whether your firm has ever been debarred by a public agency or have had a contract terminated due to performance issues.**

7.3.3 Bidder Financial Status

Proposers must submit sealed with their original proposal a detailed company portfolio including the company's financial viability within the past three (3) years, credit references, on-going projects and all pending litigations which the company may be directly or indirectly involved.

Financial statements, including balance sheets and income statements prepared by an independent certified public accountant for the past three (3) years to reflect the financial condition of the proposer are required. Failure to submit the above documents will result in disqualification

7.3.4 Fleet and Facility Plan

A detailed summary maintenance plan assuring compliance with manufacturer guidelines and a plan for assuring bus cleanliness; the location and functional description of the maintenance and operations facility for storage of buses and to house all operations and support functions is to be included in the proposal. Include: the address; building and yard size; description of maintenance, dispatch, administration and meeting/training areas; and facility security features. Multiple facilities may be proposed, e.g. maintenance at one location and general administration at another. See section 6.7.4 of this RFP for further information.

7.3.5 Comprehensive Staffing Plan

A staffing plan including a table of organization or organization chart, resumes of all key positions, job description for frontline employees, retention and incentive strategies, pay scales, description of benefits, etc. An operator training program is to be included detailing the components/modules, duration and testing elements that meets or exceeds the requirements of this RFP.

7.3.6 Implementation Plan and Timeline

A detailed timeline and description of all transition and startup activities required to be prepared to effectively deliver transit service January 5, 2014, as required. The startup plan is to include titles of the staff member responsible for each task, along with overall responsibility for startup to meet the contract effective date.

7.3.7 Ability to Perform and Meet Requirements of the RFP (Performance Plan)

The proposer shall provide sufficient information to enable a Review Panel to evaluate the Proposer's ability to perform and meet the requirements of this RFP. Such information **must include**, but not be limited to, the following:

- a) Describe approach, capacity and management philosophy for public transit operations and maintenance.
- b) Describe approach, procedures, and past experience for data collection, record keeping, and reporting to meet National Transit Database (NTD) reporting requirements and Federal Transit Administration (FTA) requirements – including drug and alcohol testing and compliance with ADA requirements.
- c) Describe hiring procedures for the selection of professional operators.
- d) Describe the training program to be used on this contract. Included at a minimum should be an outline of the topics covered, the time which would be devoted to each topic, the number of classroom hours, the number of behind-the-wheel hours with trainers only, the number of driving hours in regular service with a trainer, the amount of time devoted to training on ADA compliance and disability sensitivity and awareness, the amount of time devoted to customer relations training, and the amount of time spent training with each type of vehicle in the HVTS fleet.
- e) Describe proposed method of fare collection, including security, accounting, and cash handling procedures. Describe procedures and personnel in this phase of the work.
- f) Describe plan for monitoring of on-time performance, driver customer service and compliance with ADA and system/VCTC policies and procedures.
- g) Describe supervisory, call center and dispatch operation. How will communication flow in this area?
- h) Provide examples of how information based on events in the field (operations and/or maintenance) is communicated, acted upon, and finalized in performance reports.
- i) Describe maintenance program in detail, including, preventative maintenance inspections, handling of road calls, mechanics-to-vehicle ratio in the proposed operation. Discuss training and professional certification strategies, including ASE, experience with proposed equipment, and compliance with California Air Resources Board (CARB) requirements and so on.
- j) Describe vehicle cleaning procedures--including frequency, equipment, and personnel ratio for the number of vehicles. Include a description for interior and exterior cleaning. Provide a sample schedule and checklist.

7.3.8 Cost Proposal

VCTC is interested in cost effectiveness rather than low bid, and will evaluate proposed costs in relation to the quality and level of service to be provided. The qualifications of the proposer and proposed staff, and the proposed operating methodology will all be considered along with the proposed cost component in evaluating cost effectiveness. Cost proposals quoted shall be firm for a period of 365 days from the deadline date of this RFP. If a contract is awarded after 365 days, VCTC may include a CPI increase to the proposed Year 1 rate, subject to the approval of the VCTC Commission.

Complete all Cost Proposal forms, including forms for each cost proposal (See Forms C and Forms C-II). Include your response under the title "Cost Proposal." To ensure a standardized basis for the comparison of various cost proposals, all proposed costs must be specified in accordance with these forms, and cost component sheets. The required forms and component sheets are:

Form C - Bid Rates:

- Base Package Hours Only;
- Option A - Base Package + Fixed Route Expansion Option;
- Option B - Base Package + Dial-a-ride Expansion Option;
- Option C – Base Package + Options A + B combined (Fixed Route Expansion + Dial-a-ride Expansion)

Form C-II - Detailed Cost Component Sheets:

- **Form C-II** - Base Package
- **Form C-II Option A** - Base Package + Fixed Route Expansion Option
- **Form C-II Option B** - Base Package + Dial-a-ride Expansion Option
- **Form C-II Option C** – Base Package + Both Options: Fixed Route Expansion + Dial-a-ride Expansion

All proposers shall assume the estimated vehicle service hours contained in Exhibit 4 in preparing their cost proposal. All back-up documentation that reflect how the line item costs were derived, including but not limited to labor costs, facility and equipment costs, administration and overhead costs, transmission and engine rebuilds and start-up costs should be included. Proposers are to use Cost Proposal forms to propose one fixed hourly rate (Form C). Using the Cost Component Sheets (Forms C-II, C-II A, C-II B and C-II C), Proposers are to explain in line item detail the cost components of the base package as well as each option.

Contractor shall be reimbursed for the following defined service hours:

A. Fixed Route Service

The time begins when passenger service begins; that is when vehicle is in route service and ends when out of passenger service or route service as identified in HVTS Fixed Route Schedules. This time does not include deadhead, vehicle check-in/check-out time, time needed for fueling the vehicles, time when vehicle is inoperable on the road or duty free meal periods. Price paid per vehicle revenue hour (VRH) shall include full compensation for furnishing all administration, management, facilities, services, maintenance, and items, including labor materials, tools, equipment and incidentals as required by the Contract for provision of fixed route services.

B. Dial-A-Ride Service / ADA Paratransit

The time begins when vehicle is in revenue service; this includes limited deadhead time and until the vehicle returns to administrative/parking facility after dropping off the last client.

For the purposes of this section, "deadhead" time shall be defined as the actual time required to travel **directly** from the transit facility to pick up the first revenue passenger and to travel **directly** to the transit facility after dropping off the last revenue passenger. However, reimbursement for "deadhead" time shall be based on actual deadhead time expended and limited to an average per day of 30 minutes each way for each vehicle. Deadhead time in excess of this amount will not be reimbursed. Deadhead travel times may be verified using the trip reservation and scheduling database.

Vehicle revenue hours do not include vehicle check-in/check-out time at the yard, duty free meal breaks, time taken to fuel vehicles, time when vehicle is inoperable on the road or deadhead time in excess of an average per day of 30 minutes each way for each vehicle when traveling from the transit facility to begin revenue service or to the transit facility when ending revenue service. Price paid per vehicle revenue hour (VRH) shall include full compensation for furnishing all administration, management, facilities, services, maintenance, and items, including labor, materials, tools, equipment and incidentals as required by the Contract.

7.3.9 Proposal Submission

7.3.9.1 *Optional Pre-proposal Conference*

An optional pre-proposal conference will be held on August 8, 2014, at 11:00 AM, at the VCTC offices, located at 950 County Square Drive, Suite 207, Ventura CA, 93003. Interested parties, including potential proposers, are strongly encouraged to attend. Staff will present a broad overview of the new service and hear and discuss any questions. To submit questions in advance of the conference, please contact Aaron Bonfilio, Program Manager, at abonfilio@goventura.org. Further questions will be answered prior to the proposal deadline date (see section 2 of this RFP).

7.3.9.2 *Acceptance of Terms and Conditions*

Submission of a proposal pursuant to this RFP shall constitute acknowledgment and acceptance of all terms and conditions hereinafter set forth in this RFP unless otherwise expressly stated in the proposal.

7.3.9.3 *Communication and Addenda*

VCTC is issuing this Request for Proposals (RFP). Unless otherwise directed, all communications and inquiries regarding this document should be directed to Mr. Aaron Bonfilio, Program Manager, VCTC at 805-642-1591 ext. 121.

VCTC will not be responsible for any oral interpretations given by any VCTC staff, representative, or others. Any revisions to the RFP will be issued and distributed as addenda. Contractors are cautioned that any statements made that materially change any portion of the proposal documents shall not be relied upon unless subsequently ratified by a formal written amendment to the proposal document. Contractors are specifically directed not to contact any other VCTC personnel, including, but not limited to Commissioners,

for meetings, conferences, or technical discussions related to this RFP. Failure to adhere to this policy may be grounds for rejection of the proposal submitted by the Contractor violating this policy.

If any addenda are issued to this RFP, VCTC will attempt to notify all prospective proposers who have secured an RFP. **However, it will be the responsibility of each proposer, prior to submitting its proposal, to contact the VCTC Program Manager to determine if addenda were issued, and to make such addenda a part of its proposal.**

7.3.9.4 Contracting Agency

In accordance with the HVTS Cooperative Agreement, VCTC is the contracting agency for the Contract resulting from this RFP on behalf of the Heritage Valley Transit Service Cooperative Committee.

7.3.9.5 Legal Responsibilities

All proposals must be submitted, filed, made, and executed in accordance with State of California and federal laws relating to proposals for contracts of this nature. By submitting a proposal, proposer certifies that it will comply with all federal laws and requirements, including, but not limited to, Equal Employment opportunity, Disadvantaged Business Enterprise, Labor Protection, and other laws and regulations applicable to contracts utilizing federal funds.

7.3.9.6 Withdrawal of Proposals

A proposal may be withdrawn at any time prior to the time fixed in the public notice for the receipt of proposals. The proposer or its duly authorized representative shall execute the withdrawal request in writing to the VCTC Program manager. The withdrawal of a proposal does not prejudice the right of the proposer to file a new proposal. No proposal may be withdrawn after the time fixed in the public notice for the receipt of proposals.

7.3.9.7 Award of Contract

The proposer to whom the contract is awarded shall be required to enter into a written contract with VCTC in a form approved by VCTC counsel. This RFP and the proposal, or any part thereof, shall be incorporated into and made a part of the final contract, however, VCTC reserves the right to further negotiate the terms and conditions of the contract with the selected proposer.

7.3.9.10 Prohibited Communications During the Proposal Period

After expiration of the time to submit proposals and continuing until a contract has been awarded, all VCTC personnel involved in the project are directed NOT to hold any meetings, conferences or technical discussions with any proposer except as provided in this Section. Proposers shall not communicate in any manner with HVPAC member agencies or their staff, including VCTC Commissioners and personnel, regarding the RFP or the proposals during this period of time, unless authorized, in writing, by the VCTC Program Manager of Transit Services. Failure to comply with this requirement will automatically terminate further consideration of that bidder's proposal.

7.3.9.11 Adherence to RFP Format

All proposals will be reviewed by VCTC to determine if the proposals contain minimum essential requirements outlined in the RFP, including instructions governing submission. Those proposals deemed non-responsive will be immediately notified. VCTC reserves the right to ask respondents to cure non-material deficiencies in their proposal and non-material deficiencies that are cured shall not be the basis of disqualification.

7.3.9.12 Proposal Conditions and Limitations

Proposals that set forth conditions or limitations different from those set forth in the RFP may be considered non-responsive and rejected.

Notwithstanding any other provisions of this RFP, VCTC reserves the right to reject all proposals and to waive any informality in a proposal when to do so would be to the advantage of VCTC.

The proposer understands and agrees that VCTC shall have no financial responsibility for any costs incurred by the proposer in responding to this RFP.

Furthermore Proposers shall submit an affidavit that their proposal is genuine, not a sham or collusive, nor made in the interest of any person not therein named; that the proposer has not directly or indirectly induced or solicited any other proposer to submit a sham bid or to refrain from proposing; and that the proposer has not in any manner sought by collusion to secure for himself an advantage over any other proposer. Any proposal made without such affidavit, or found to be in violation thereof, shall not be considered.

7.3.9.13 Proposal Interpretations and Addenda

VCTC will send any change to or interpretation of the RFP to each firm or individual to whom an RFP has been sent and any such changes or interpretations shall become a part of said RFP and may be incorporated into any contract awarded.

7.3.9.14 Execution of Proposals

If the proposer is a corporation the proposal must be signed on behalf of the corporation by two authorized officers (a Chairman of the Board, President or Vice-president and a secretary, treasurer or chief financial officer) or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation. All signatures above must be original and in ink on at least one copy of the proposal that will be submitted to VCTC.

7.3.10 Proposal Format

Submitted proposals should follow the format required of this RFP and all requested information must be supplied. Failure to submit a complete proposal in the required format may be considered non-responsive.

Each proposal will be prepared simply and economically avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate and reliable presentation. To assist with review,

proposals shall be presented using three-ring binders and contain a table of contents and all pages and documentation shall be numbered. Failure to adhere to the following format may be cause for rejection of the proposal as non-responsive.

One (1) clearly marked original and six (6) copies of the proposal, as well as in one (1) electronic copy of the proposal (stored via either CD-ROM or removable flash drive), are to be submitted to **Aaron Bonfilio, Program Manager, Ventura County Transportation Commission, 950 County Square Drive, Suite 207, Ventura CA 93003 on or before September 4, 2014 by 3:00 PM local time.**

The electronic copy shall be formatted to include the entire proposal in PDF format of and copy of the submitted Cost Proposal forms in Excel format (version 2003 or later). Prefacing the proposal, the proposer shall provide:

- A. A Cover Letter
- B. An Executive Summary of three (3) pages or less which gives in brief, concise terms, a summation of the proposal
- C. Provide a statement that the proposal is valid for a minimum period of three hundred and sixty-five (365) days subsequent to the RFP closing date.
- D. Provide proof of required insurance either in the form of a Certificate of Insurance(s).
- E. The Completed Checklist of Minimum Required Elements

7.4 EVALUATION PANEL AND SCORING PROCESS

7.4.1 EVALUATION PANEL

Evaluation of the proposals will be made by a Section Panel appointed by the VCTC. VCTC will appoint a Panel Chair from among the Panel members. The Evaluation Panel shall examine each proposal which meets the mandatory requirements and recommend a contractor to the VCTC. The recommendation must receive the approval by vote of the Ventura County Transportation Commission in order to be awarded.

7.4.2 SCORING PROCESS

This is a “best value” procurement. It is not a low-bid procurement and price is only one consideration in the evaluation process. Written proposals for responsible and responsive proposers will be evaluated using the criteria identified in this RFP and will be awarded a maximum of 100 points.

VCTC will award Proposers with ten (10) bonus points if they declare as part of their written proposal that they will retain the employees of the prior contractor for a period of not less than ninety (90) days, pursuant to the State of California Labor Code Section 1072 Chapter 4.6., Public Transit Services Contracts, subdivision (a). See Exhibit 6 for covered employees.

Fifteen (15) points will be awarded for the qualification of the proposer and is based on the proposer’s past history of successfully operating similar service to those described in the RFP including VCTC service. Fifteen (15) points are allocated for the qualification and experience of the proposed team. Thirty (30) points are awarded for the operating methodology, that is, the proposer’s effective use of personnel and resources to ensure quality service delivery, including: the proposed fleet and facility plan, the implementation plan and timeline, comprehensive staffing plan, and the performance plan. The remaining forty (40) points are

awarded for the cost effectiveness of the proposal, that is, the proposed cost in relation to the quality and level of service to be provided.

VCTC will evaluate all proposals and award a contract to the qualified proposer submitting a responsive proposal providing the best value in the determination of VCTC.

8. GENERAL CONTRACTOR REQUIREMENTS

8.1. FTA CONTRACTUAL PROVISIONS

The Contractor shall comply with all of the Federal Transit Administration (FTA) contractual provisions required for agencies that accept Federal Grant Funds (see Exhibit 1).

Furthermore, the Contractor shall comply with U.S. DOT and FTA Drug and Alcohol regulations, including 49 CFR Part 40 and Part 655 to the extent applicable (see exhibit 5).

8.2. LIAISON WITH CITY, COUNTY, AND STATE AGENCIES

The Contractor shall coordinate closely with affected City of Fillmore, City of Santa Paula, County, California Highway Patrol, and Caltrans representatives on all matters that affect the daily operation of transit service, e.g., road closures, accidents, and inclement weather. Contractor shall immediately advise VCTC of all such efforts.

8.3. SERVICE EXPANSION AND REDUCTION/HOURLY RATES

VCTC may occasionally, at its discretion, increase or decrease revenue service hours to accommodate service demands with written notification to the contractor. These changes may occur, annually, seasonally or as needed.

8.4. CONTRACTOR INVOICING

VCTC shall pay the Contractor based on the costs contained in the submitted cost proposal, but not to exceed the budget approved by VCTC, for the complete and satisfactory performance of the terms and conditions of the Agreement for the period agreed upon.

Contractor Invoice: The Contractor shall submit claims for payment with documentation thereof in the form and number required by VCTC within the time specified by VCTC. These invoices shall be based on the fixed hourly rate contained in the contract and the actual amount of revenue vehicle service hours operated.

Upon receipt of the invoice, VCTC staff shall promptly review and approve the Contractor's request for payment and shall submit the invoice to VCTC's Accounting Department within ten (10) business days of receipt of the invoice for payment. If any further information or any corrections are required, the review period will be extended until such information has been received and VCTC has made corrections.

VCTC will pay all undisputed invoices from Contractor within thirty (30) days of receipt of the invoice by VCTC's Accounting Department. In the event of a disputed invoice, VCTC shall pay undisputed portion(s) of the invoice within thirty (30) days of receipt by VCTC's Accounting Department and the Parties shall promptly meet to resolve the dispute(s). Following resolution of the dispute, the resolved portion(s) of the invoice shall be paid within thirty (30) days of receipt of the resolved portion(s) by VCTC's Accounting Department.

The selected proposer must also provide required insurance coverage. Both requirements must remain in force during the entire period of the Contract.

VCTC has the authority to withhold funds under this Agreement pending a final determination by VCTC of questioned expenditures or indebtedness to VCTC arising from past or present agreements between VCTC and the Contractor. Upon final determination by VCTC of disallowed expenditures or indebtedness, VCTC may deduct and retain the amount of the disallowance or indebtedness from the amount of the withheld funds.

Payments to the Contractor may be withheld by VCTC if the Contractor fails to comply with the provisions of this Agreement.

8.5. ADDITIONAL OPERATING REQUIREMENTS

Providing adequate service may require route changes as well as additions in level of service. The Contractor must have available, or be able to acquire in a timely fashion, any additional equipment and/or personnel required for the operation of the project. VCTC shall have the option to add or delete from the given schedule or to re-deploy the service to other areas based on demand or increase of service productivity. Any modification to the routes and schedules will be furnished by VCTC to the Contractor in writing fifteen (15) days prior to the service change. Route modifications caused by non-recurring events (e.g. freeway accident, emergency roadwork) are the responsibility of the Contractor. Route modifications necessitated by recurring events (e.g. street closure, construction detours) are also the responsibility of the Contractor but must be approved by VCTC. In case of an emergency the Contractor shall respond to modifications to service immediately upon request by VCTC.

8.6. COOPERATION WITH VCTC

8.6.1. PROMOTIONAL USE OF VEHICLES

The Contractor shall provide such buses as VCTC may, from time to time, specify for promotional appearances, uses, and photographs at no additional cost to VCTC.

8.6.2. CONTACTS WITH MEDIA/MAJOR INCIDENTS

The Contractor shall refer all media requests to VCTC and shall not provide any information without prior approval by VCTC. In the event of a major incident affecting Contractor's operation of VCTC revenue service, the Contractor shall defer all media inquiries to VCTC. The Contractor shall not issue a press release or initiate other media contact without first receiving approval from the Executive Director or his/her representative.

8.6.3. CONDUCT OF SURVEYS AND DATA COLLECTION

Additional documentation of the project will be provided through passenger surveys. Authorized representatives of VCTC will administer these surveys. It is the responsibility of the Contractor to ensure the cooperation of all personnel with any operational procedures pertaining to survey work, including the distribution of survey questionnaires, etc.

The Contractor shall cause drivers of buses and road supervisors to cooperate and comply with reasonable requests by VCTC to collect data on passenger counts, and distribute notices, schedules or other promotional materials to passengers in connection with the services provided.

8.6.4. ADVERTISING ON VEHICLES

The Contractor shall cause only such advertising material or audio, video, or similar devices as may be specified by VCTC from time to time to be affixed to such location or locations of the buses as VCTC shall request. The Contractor shall cooperate with the VCTC and the VCTC's transit vehicle advertising services vendor in providing access to the buses and access to the maintenance facility for the installation and removal of advertisement materials.

No portion of any revenue or consideration received by VCTC in connection with such advertising shall be paid to the Contractor. The Contractor shall not affix and shall not permit to be affixed to or distributed on any bus any other advertising, political, or other printed or published material, and shall not utilize or permit to be utilized, any loudspeaker, video, or other device for the purpose of such advertising or other communication other than as designated by VCTC. In the event that the Contractors receive any payment or other consideration from VCTC's bus advertising firm or other source, paid in connection with any advertising material, said payment or consideration shall be promptly delivered to VCTC, and any and all advertising revenues shall be the property of VCTC.

8.6.5. MARKETING

VCTC has retained a consultant for marketing, public relations, and advertising; therefore, these costs shall not be included in the cost proposal. The Contractor shall cooperate with VCTC and VCTC's marketing agency in all promotional activities through VCTC in newspapers, radio, television, leaflets, and identify VCTC as the project sponsor and administrator. The Contractor shall ensure that all vehicles contain an adequate supply of service schedules, and other passenger information to be provided by VCTC. The Contractor shall also put up, maintain, and remove car cards, Rider Alerts, etc., on all vehicles as required by VCTC.

8.6.6. VCTC REPRESENTATIVE AUTHORIZATION

The Contractor shall refrain from any action, which would create or tend to create obligations, express or implied, on behalf of VCTC or the HVPAC. It is understood that the Contractor is not and shall not be the legal representative or agent of VCTC or HVPAC and that the Contractor shall not be authorized to make any promise, warranty or representation except as specifically provided for in this agreement or as otherwise agreed to in writing between the parties.

8.6.7. VCTC IDENTIFIED MEETINGS AND/OR TRAINING SESSION

The Contractor shall be required to attend all meetings and/or training sessions as identified by VCTC, including regular operations meetings. The Contractor may be excused from attendance only by prior written consent from VCTC.

8.6.8. OPERATING DURING A DECLARED EMERGENCY

Upon declaration of any emergency VCTC may be requested to assist with a number of transportation-related activities, including the development of emergency travel routes, and the coordination with other agencies supplying common carrier services. In the event of a declared emergency, the Contractor shall deploy vehicles in a manner described by the VCTC Executive Director or his/her designee. However, VCTC shall be obligated to compensate the Contractor for Service, which significantly exceeds the normal expense of operating the service during such period of declared emergency.

8.6.9. OPERATING NON-DECLARED EMERGENCY SERVICE AND/OR SPECIAL EVENT

The Contractor may, from time to time, be required to provide non-declared emergency service, which does not necessarily require declaration by the local authorities. Such emergency service will require re-routing of regular service, notification of passengers, and increased road supervision and monitoring. These situations, which may be prompted by unforeseen road construction, road closures, and special events, or police incident, may require the Contractor to provide a re-route of service. In the event that such an occurrence takes place where no advance notice is given, then the Contractor shall take the responsibility to produce a re-route, which minimizes interruptions to service, immediately notify VCTC, dispatch a supervisor to monitor the area and the situation, and return to the normal route/operation as quickly as possible. When advance notice is received, the Contractor shall work with VCTC staff to develop a re-route plan, post rider alert bulletins, and in some situations pick-up and post signs provided by VCTC. The Contractor shall also be responsible for removing the rider bulletins and signs as soon as the emergency is over.

8.7. SAFETY PROGRAM

The Contractor shall ensure that regular and continuous formal safety instruction for all personnel assigned to perform any activities under this Agreement is provided and shall require them to attend regularly scheduled safety meetings at least four times per year.

8.8. FORCE MAJEUR

None of the Member Agencies (including the City of Santa Paula, the City of Fillmore, VCTC and the County of Ventura) or the Contractor, shall be liable for any failure or delay in performance under this Agreement (other than for delay in the payment of money due and payable hereunder) to the extent said failures or delays are proximately caused by causes beyond that party's reasonable control and occurring without its fault or negligence, including, without limitation, failure of suppliers, subcontractors, and carriers, or party to substantially meet its performance obligations under this Agreement, provided that, as a condition to the claim of non-liability, the party experiencing the difficulty shall give the other prompt written notice, with full details following the occurrence of the cause relied upon. Dates by which performance obligations are scheduled to be met will be extended for a period of time equal to the time lost due to any delay so caused.

Such events may include, but are not restricted to, the following: 1) governmental restrictions or limitations; 2) failure or shortage of fuel, water, fuel oil or other utility or services; 3) riot, war, insurrection or other national or local emergency; 4) natural disasters; or 5) route impasses due to construction, accidents or other reasons.

8.9. GOVERNING DOCUMENT

Any item of work contained in either the RFP or the Proposal shall be performed by Contractor as though it appeared in this Agreement. In the event of any conflict, the terms of this Agreement and the RFP govern over the Proposal unless specifically stated otherwise.

8.10. TAXES AND OTHER CHARGES

The Contractor shall pay all taxes of whatever character that may be levied or charged upon its equipment, facilities improvements, fixtures, or upon its operation hereunder. Contractor shall also pay all licenses or permit fees necessary or required by law or VCTC for the conduct of its operation hereunder.

It is expressly understood and acknowledged by the parties hereto that any amounts payable hereunder shall be paid in gross amount, without reduction for any other governmental taxes or charges. Contractor is responsible for assuming and remitting any applicable federal or state withholding taxes, estimated tax payments, social security payments, unemployment compensation payments, or any other fees, taxes or expenses whatsoever.

8.11. BOND AND INSURANCE REQUIREMENTS

8.11.1 PERFORMANCE BOND REQUIREMENTS

Prior to the effective date of the contract, the successful bidder shall provide VCTC with surety bonds or a letter of credit in the amount of seventy-five percent (75%) of contract price for year one, seventy-five percent (75%) for year two, and fifty percent (50%) of the annual contract price during years three through five, unless VCTC determines that a lesser amount would be adequate to cover damages from the contractor in failing to perform the services required and provide the equipment as contracted for.

8.11.2 INSURANCE REQUIREMENTS AND INDEMINIFICATION

8.11.2.1 LIABILITY INSURANCE.

The CONTRACTOR, at its own cost and expense, will procure and maintain during the term of this Agreement liability insurance coverage of the following types, written on an "occurrence" form and with not less than the following limits of liability:

GENERAL PUBLIC LIABILITY AND PROPERTY DAMAGE- \$2 million per occurrence.

This coverage will include, but not be limited to:

1. Operations -Premises Liability;
2. Independent Contractors Liability- Broad Form;

3. Contractual Liability covering the CONTRACTOR's obligations herein;
4. Personal Injury Liability extending to claims arising from employees of the Contractor; and
5. Completed Operations and Products Liability.

AUTOMOBILE LIABILITY INSURANCE FOR PROPERTY AND LIABILITY COVERAGE FOR OWNED AND NON-OWNER HIRED AUTOMOBILES - \$10 million per occurrence.

No later than 30 working days prior to the commencement of work, the Contractor must furnish VCTC with a Certificate of Insurance evidencing satisfaction of the above coverage requirements.

8.13.2.1.1 REQUIRED LANGUAGE

THE CERTIFICATE MUST ALSO CONTAIN THE FOLLOWING LANGUAGE:

"The Agencies as specified by the VCTC Agreement(s) including the Ventura County Transportation Commission, the City of Fillmore, the City of Santa Paula, officers and agents of each of them; and the County of Ventura are additional insureds."

"The liability assumed by the CONTRACTOR under the provisions of the Hold Harmless and Indemnity clause contained in the Agreement is covered by the terms of this policy."

"The policy will not be canceled or materially changed without thirty (30) days prior written notice to the COMMISSION."

8.11.2.1.2. WORKERS COMPENSATION INSURANCE.

As required by Section 1860 of the California Labor Code (Chapter 1000, Statutes of 1965), the CONTRACTOR will secure the payment of Worker's Compensation to its employees in accordance with the provisions of Section 3 700 of the California Labor Code and will furnish the COMMISSION with a certificate evidencing such coverage.

8.11.2.1.3 INDEMNIFICATION

Contractor shall defend, indemnify and hold harmless the Ventura County Transportation Commission (VCTC), and the City of Santa Paula, the City of Fillmore and the County of Ventura (collectively referred to as HVTS AGENCIES), its officers, agents, and employees from all liability costs, claims, damages, or expenses, including attorneys' fees arising out of or incurred in connection with the Contractors and its employees'/agents' acts or omissions in the performance of the Contract services, and agrees at its own cost, expense and risk to defend any and all resulting actions, suits, or other legal proceedings brought or instituted against VCTC or HVTS AGENCIES arising out of its performance of the Contract services, and to pay and satisfy any resulting judgments.

The successful proposer agrees to defend and pay the entire cost of defending any claim or suit, with counsel approved by VCTC, whenever or wherever made or brought against any or all of the HVTS AGENCIES and VCTC arising out of the contract services based upon an infringement or alleged infringement of such letters patent, and to indemnify and save harmless the said HVTS AGENCIES and VCTC from and against any and all liability, damage, loss or injury adjudged or sustained in any such claim or suit, or adjudged or sustained by reason of

the equipment to be furnished hereunder constituting an infringement of any letters patent or adjudged or sustained by reason of inability of said HVTS AGENCIES and VCTC to use said equipment because of any infringement or alleged infringement of any letters patent.

8.12. PERFORMANCE MONITORING BY VCTC

The failure of VCTC to insist upon strict performance by the Contractor of any provision hereunder in any one or more instances shall not constitute a waiver of such provision by VCTC nor shall, as a result, VCTC relinquish any rights, which it may have under this Contract.

8.13. LIMITATIONS ON SUB-CONTRACTING

The Contractor shall not sub-contract any function, duty or work without the expressed written approval of VCTC.

8.14. ADDITIONAL REQUIREMENTS

VCTC, after consulting with the Contractor, may develop additional reasonable requirements under this Agreement.

- A. Neither party assumes any liability for failure to fulfill the terms and conditions of this Agreement caused by events beyond the reasonable control of such party. Such events may include, but are not restricted to the following: natural disaster, acts of government in either its sovereign or contracted capacity, a failure or shortage of fuel, water, fuel oil or other utility or services, strikes, riots, fires, floods, epidemics, war, insurrection or other national or local emergency, freight embargo, impassability of routes due to construction, and unusually severe weather but in every case the failure to perform must be beyond the control and without the fault or negligence of the Contractor or its subcontractor.
- B. In the event that circumstances arise beyond the Contractor's control that significantly affect the cost of operation, VCTC would be willing to discuss, without obligation, the possibility of adjusting the hourly rate pertinent to the changed circumstances, without any commitment on the part of VCTC to make any such adjustment.
- C. The RFP, Exhibits, Forms and Attachments, Addenda, the Proposal and its Attachments, and the Agreement contain the entire understanding between the Contractor and VCTC. No modification or addition to this Agreement shall have any affect whatsoever unless set forth in writing and signed by both parties hereto.
- D. Any item of work contained in either the RFP or the Proposal shall be performed by Contractor and/or Subcontractor as though it appeared in the Agreement. In the event of any conflict, the terms of this Agreement, the RFP, all exhibits and attachments and the Addenda govern over the Proposal unless specifically stated otherwise.
- E. Disputes regarding the interpretation or application of any provisions shall, to the extent reasonably feasible, be resolved through good faith negotiations between the parties. VCTC shall make every effort to limit the negotiating period for a time not to exceed 30 days. Failure to come to a negotiated settlement will allow the aggrieved party to seek recourse in the courts of law.
- F. The failure of VCTC to insist upon strict performance by Contractor of any provision hereunder in every one or more instances shall not constitute a waiver of such provision by VCTC, nor shall, as a result, VCTC relinquish any rights that it may have under this Contract.

- G. This Agreement shall be binding on and inure to the benefit of the heirs, executors, administrators and assigns of the parties hereto.
- H. The Agreement and the RFP shall be interpreted in accordance with the domestic laws of the State of California.

8.4.1 Rights Reserved by VCTC

All proposals submitted in response to this RFP will become the property of VCTC and will be subject to disclosure pursuant to the California Public Records Act. Proposers must identify, in writing, all copyrighted material, trade secrets or other proprietary information that it claims are exempt from disclosure under the Public Records Act (California Government Code Section 6250 et seq.).

Any proposer claiming such an exemption must identify the specific provision of the California Public Records Act that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure under said Act. Any proposer claiming such an exemption must also state in its proposal that the proposer agrees to defend, indemnify and hold harmless VCTC and its officers and employees, from any action brought against the VCTC for its refusal to disclose such material, trade secrets and other proprietary information to any party making a request therefore. Any proposer who fails to include such a statement shall be deemed to have waived any right to an exemption from disclosure as provided by said Act.

Submission of a proposal pursuant to this RFP shall constitute acknowledgment and acceptance of all terms and conditions hereinafter set forth in this RFP unless otherwise expressly stated in the proposal. The response to this RFP must be made in accordance with the format set forth in this RFP. Failure to adhere to this format may be a cause for rejection and render the proposal non-responsive. Proposals that set forth conditions or limitations different from those set forth in the RFP may be considered non- responsive and rejected. All proposals shall be firm offers and may not be withdrawn for a period of three hundred and sixty-five (365) days following the deadline date for submission of proposals noted herein. VCTC reserves the right to further negotiate the terms and conditions of the contract with the selected proposer(s).

Notwithstanding any other provisions of this RFP, VCTC reserves the right to withdraw this RFP at any time, to reject all proposals, to reject any proposal for noncompliance with RFP provisions, or to choose not to award a contract if such action is determined to be in the best interest of VCTC and to waive any informality in the process when to do so is in the interests of VCTC or the HVPAC.

The proposer understands and agrees that VCTC shall have no financial responsibility for any costs incurred by the proposer in responding to this RFP.

9. EXHIBITS, FORMS / CERTIFICATIONS

EXHIBIT 1: FTA CONTRACTUAL PROVISIONS

EXHIBIT 2: PROTEST PROCEDURES

EXHIBIT 3: COVERED EMPLOYEE INFORMATION – PER CA LABOR CODE SECTION 1072 4.6

EXHIBIT 4: PROPOSED LEVEL OF SERVICE – HOURS PER YEAR, INCLUDING OPTIONS

EXHIBIT 5: DRUG FREE WORKPLACE REQUIREMENTS

FORM A: PROPOSER CHECKLIST OF MINIMUM REQUIRED ELEMENTS

FORM B: PROPOSER CERTIFICATION STATEMENT

FORM C: BID RATES

FORM C-II: COST COMPONENT DETAIL FOR BASE PACKAGE

FORM C-II A: COST COMPONENT DETAIL FOR OPTION A

FORM C-II B: COST COMPONENT DETAIL FOR OPTION B

FORM C-II C: COST COMPONENT DETAIL FOR OPTIONS A+B

FORM D: LOBBYING CERTIFICATION

FORM E: CERTIFICATION REGARDING SUSPENSION OR DEBARMENT

EXHIBIT 1 – FTA CONTRACTUAL PROVISIONS

FEDERAL TRANSIT ADMINISTRATION

REQUIREMENTS

1. FEDERAL CHANGES

The Contractor shall at all times comply with all applicable Federal Transit Administration (FTA) regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the grant agreements between the Ventura County Transportation Commission (VCTC) and FTA, as they may be amended or promulgated from time to time during the term of this contract. Failure by the Contractor to so comply shall constitute a material breach of this contract. In the event any such changes significantly affect the cost or the schedule to perform the work, the Contractor shall be entitled to submit a claim for an equitable adjustment under the applicable provisions of this contract.

2. NO GOVERNMENT OBLIGATIONS TO THIRD PARTIES

The VCTC and the Contractor acknowledge and agree that, notwithstanding any occurrence by the Federal Government in or approval of this solicitation or award of this Contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to VCTC, the Contractor, or any other party (whether or not a party to this Contract) pertaining to any matter resulting from this Contract.

The Contractor agrees to include the above clause in each subcontract financed in whole or part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

3. DISADVANTAGED BUSINESS PARTICIPATION

The Ventura County Transportation Commission (VCTC) has established a DBE Program pursuant to 49 C.F.R. Part 26, which applies to this Agreement. The requirements and procedures of VCTC's DBE Program are hereby incorporated by reference into this Agreement. Failure by any party to this Agreement to carry out VCTC's DBE Program procedures and requirements or applicable requirements of 49 C.F.R. Part 26 shall be considered a material breach of this Agreement, and may be grounds for termination of this Agreement, or such other appropriate administrative remedy. Each party to this Agreement shall ensure that compliance with VCTC's DBE Program shall be included in any and all sub-agreements entered into which arise out of or are related to this Agreement.

CONTRACTOR's failure to make good faith efforts to comply with VCTC's DBE Program shall be considered a material breach of this AGREEMENT and may give rise to certain administrative penalties and proceedings, including, but not limited to, those set forth in 49 C.F.R. Part 26.107.

No later than Thirty (30) working days after receiving payment of retention from VCTC for work satisfactorily performed by any of its subcontractors for services rendered arising out of or related to this Agreement, CONTRACTOR shall make full payment to its subcontractors of all compensation due and owing under the relevant subcontract agreement, unless excused by VCTC for good cause pursuant to provisions of Section 3.1 below.

No later than Thirty (30) days after receiving payment of retention from VCTC for work satisfactorily performed by any of its subcontractors for services rendered arising out of or related to this Agreement, CONTRACTOR shall also make full payment to its subcontractors of all retentions withheld by it pursuant to the relevant subcontract agreement, unless excused by VCTC for good cause pursuant to provisions of Section 3.1 below.

3.1 Good Cause

CONTRACTOR may only delay or postpone any payment obligation (or retention) to any of its subcontractors for services rendered arising out of or related to this Agreement where, in VCTC's sole estimation, good cause exists for such a delay or postponement. All such determinations on VCTC's part that good cause exists for the delay or postponement of CONTRACTOR's payment obligation to its subcontractor must be made prior to the time when payment to the subcontractor would have been otherwise due by CONTRACTOR.

4. TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

During the performance of this Contract, the Contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor"), and subcontractors agree as follows:

A. COMPLIANCE WITH REGULATIONS:

The Contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

B. NONDISCRIMINATION

In accordance with Title VI of the Civil Rights act, as amended, 42 U.S.C. 200d section 3 03 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. 12132, and Federal Transit laws at 49 U.S.C. 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

C. EQUAL EMPLOYMENT OPPORTUNITY

The following equal employment opportunity requirements apply to this Contract:

- 1.** Race, Color, Creed, National Origin, Sex – In accordance with title VII of the Civil Rights Act, as amended, 42 U.S.C. 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of the U.S. Department of Labor (USDOL) regulations, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor,” 41 CFR Parts 60 et seq., (which implement Executive Order No. 11246 Relating to Equal Employment Opportunity,” as amended by Executive Order No. 11375, “Amending Executive Order No. 11246 Relating to Equal Employment Opportunity,” 42 U.S.C. 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the project for which this Contract work is being performed. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the contractor agrees to comply with any implementing requirements FTA may issue.
- 2.** Age – In accordance with section 4 of the Age discrimination in Employment Act of 1967, as amended, 29 U.S.C. 623 and Federal Transit laws at 49 U.S.C. 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reasons of age. In addition, the contractor agrees to comply with any implementing requirements FTA may issue.
- 3.** Disabilities – In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, “Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act,” 29 CFR Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
- 4.** Immigration and Naturalization Act of 1986 – In connection with the execution of this Contract, the Contractor must comply with all aspects of the federal Immigration and Naturalization Act of 1986.

D. SOLICITATIONS FOR SUBCONTRACTORS, INCLUDING PROCUREMENT OF MATERIALS AND EQUIPMENT:

In all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor’s obligations under this contract and the Regulations relative to non-discrimination on the grounds of race, color, or national origin.

E. INFORMATION AND REPORTS:

The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of

information, and its facilities as may be determined by VCTC or the Federal Transit Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to VCTC or the Federal Transit Administration as appropriate, and shall set forth what efforts it has made to obtain the information.

F. SANCTIONS FOR NONCOMPLIANCE:

In the event of the Contractor's noncompliance with nondiscrimination provisions of this contract, VCTC shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to:

1. withholding of payments to the Contractor under the contract until the Contractor complies; and/or
2. cancellation, termination, or suspension of the contract, in whole or in part.

G. INCORPORATION OF PROVISIONS:

The Contractor shall take such action with respect to any subcontract or procurement as VCTC or the Federal Transit Administration may direct as a means of enforcing such provisions including sanctions for noncompliance: provided, however, that, in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request VCTC, and in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

H. SUBCONTRACTS

The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

5. ACCESS TO RECORDS AND REPORTS

The Contractor agrees to provide VCTC, the FTA Administrator, the Comptroller General of the United States or of any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this Contract for the purposes of making and conducting audits, inspections, examinations, excerpts, and transcriptions.

The Contractor also agrees, pursuant to 49 CFR 633.1.7, to provide the FTA Administrator or his or her authorized representatives, including any Project Management Oversight (PMO) contractor, access to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described in 49 U.S.C. 5307, 5309 or 5311. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Contractor agrees to maintain all books, records, accounts and reports required under this Contract for a period of not less than three years after the date of termination or expiration of this Contract, except in

the event of litigation or settlement of claims arising from the performance of this Contract, in which case the Contractor agrees to maintain such books, records, account and reports until the VCTC, the FTA Administrator, the Comptroller general, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.

6. TERMINATION

Termination for Convenience - The VCTC, by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, the Recipient shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

Termination for Default [Breach or Cause] - If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the VCTC may terminate this contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth the manner in which the Contractor is in default. The contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the VCTC that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the VCTC, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

Opportunity to Cure (General Provision) - The VCTC in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to VCTC's satisfaction the breach or default or any of the terms, covenants, or conditions of this Contract within [ten (10) days] after receipt by Contractor or written notice from VCTC setting forth the nature of said breach or default, VCTC shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude VCTC from also pursuing all available remedies against Contractor and its sureties for said breach or default.

Waiver of Remedies for any Breach - In the event that VCTC elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by VCTC shall not limit VCTC's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

7. SUBCONTRACTORS' CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY OR VOLUNTARY EXCLUSION

- A. The Contractor shall include in each subcontract exceeding \$100,000, regardless of tier, a clause requiring each lower tiered subcontractor to provide the certification set forth in paragraph B of this section. Each subcontract, regardless of tier, shall contain a provision that the subcontractor

shall knowingly enter into any lower tier subcontract exceeding \$100,000 with a person who is disbarred, suspended or declared ineligible from obtaining federal assistance funds. If a proposed subcontractor is unable to certify to the statements in the following certification, the Contractor shall promptly notify VCTC and provide all applicable documentation.

B. Each subcontractor with a subcontract exceeding \$100,000 shall certify as follows:

Subcontractor's Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

1. _____ ("subcontractor") certifies, by submission of its proposal to _____ ("Contractor"), that neither it nor its "principals" (as defined in 49 CFR 29.105(p)1 is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in contracts by any Federal department or agency.
2. If subcontractor is unable to certify to the statements in the certification, subcontractor has attached a written explanation to its proposal to the Contractor.

8. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. 3801 et seq. And U.S. Department of Transportation (DOT) regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of this Contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to this Contract or the FTA assisted project for which this Contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. 5307, the Government reserves the right to impose the penalties of 18 U.S.C. 1001 and 49 U.S.C. 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

9. INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions in this Section (FTA Requirements) include, in part, certain Standard Terms and Conditions required by the U.S. Department of transportation (DOT), whether or not expressly set forth in the preceding provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F, dated November 1, 2008 as it may be amended from time to time, are hereby incorporated in this Contract reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. The Contractor shall not

perform any act, fail to perform any act or refuse to comply with any requests of the City which would cause the City to be in violation of the FTA terms and conditions.

10. LOBBYING

Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier, up to the recipient.

11. ENVIRONMENTAL REQUIREMENTS

The Contractor agrees to comply with all applicable standards, orders or requirements as follows:

A. Clean Air

The contractor shall comply with all air pollution control rules, regulations, ordinances and statutes which apply to any work performed pursuant to the Contract, including any air pollution control rules, regulations, ordinances and statutes, specified in Section 1 1017 of the California Government Code. All Contractors and suppliers shall be required to submit evidence, if requested, to VCTC that the governing air pollution control criteria will be met.

The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 under this Contract.

B. Clean Water

The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. The Contractor agrees to report each violation to VCTC. VCTC will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 under this Contract.

C. Energy Conservation

The Contractor shall recognize mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the federal Energy Policy and Conservation Act (42 U.S.C., Section 6321 et seq.).

12. RECYCLED PRODUCTS

The Contractor agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended, 42 U.S.C. 6962, including but not limited to the regulatory provisions of 40

CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

13. INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions in this Section (FTA Requirements) include, in part, certain Standard Terms and Conditions required by the U.S. Department of transportation (DOT), whether or not expressly set forth in the preceding provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F, dated November 1, 2008 as it may be amended from time to time, are hereby incorporated in this Contract reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. The Contractor shall not perform any act, fail to perform any act or refuse to comply with any requests of the VCTC which would cause the VCTC to be in violation of the FTA terms and conditions.

14. BREACHES AND DISPUTE RESOLUTION PROCEDURE

Disputes - Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of VCTC. This decision shall be final and conclusive unless within [ten (10)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the VCTC. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the VCTC shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute - Unless otherwise directed by VCTC, Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefore shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the VCTC and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of California.

Rights and Remedies - The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the VCTC, Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

15. FLY AMERICA

The Contractor agrees to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and subrecipients of Federal funds and their contractors are required to use U.S. Flag air carriers for U.S Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

16. CARGO PREFERENCE

The contractor agrees:

- a. to use privately owned United States-Flag commercial vessels to ship at least 50 percent of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners, and tankers) involved, whenever shipping any equipment, material, or commodities pursuant to the underlying contract to the extent such vessels are available at fair and reasonable rates for United States-Flag commercial vessels;
- b. to furnish within 20 working days following the date of loading for shipments originating within the United States or within 30 working days following the date of leading for shipments originating outside the United States, a legible copy of a rated, "on-board" commercial ocean bill-of -lading in English for each shipment of cargo described in the preceding paragraph to the Division of National Cargo, Office of Market Development, Maritime Administration, Washington, DC 20590 and to the FTA recipient (through the contractor in the case of a subcontractor's bill-of-lading.)
- c. to include these requirements in all subcontracts issued pursuant to this contract when the subcontract may involve the transport of equipment, material, or commodities by ocean vessel.

17. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

A. OVERTIME REQUIREMENTS

No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

B. VIOLATION; LIABILITY FOR UNPAID WAGES; LIQUIDATED DAMAGES

In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefore shall be liable for the unpaid wages. In addition, such

contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen, and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

C. WITHHOLDING FOR UNPAID WAGES AND LIQUIDATED DAMAGES

The (write the name of the grantee or recipient) shall upon its own action or upon written request of an authorized representative of the department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

D. SUBCONTRACTS

The contractor or subcontractor shall insert in any subcontracts the clauses set forth in this section and also a clause requiring the subcontractor to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this section.

E. PAYROLLS AND BASIC RECORDS

Payrolls and basic records relating thereto shall be maintained by the contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions thereof of the types described in section 1@(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made and actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5(a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan program described in section 1(b)(2)(B) of the Davis-Bacon Act, the contractor shall maintain records which show that the commitment to provide such benefits is enforceable, that the plan program has been communicated in writing to the laborers or mechanics affected, and records which show the costs anticipated or the actual cost incurred in providing such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

18. Transit Employee Protective Provisions.

1. The Contractor agrees to comply with applicable transit employee protective requirements as follows:
 - a. *General Transit Employee Protective Requirements* - To the extent that FTA determines that transit operations are involved, the Contractor agrees to carry out the transit operations work on the underlying contract in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this contract and to meet the employee protective requirements of 49 U.S.C. A 5333(b), and U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the letter of certification from the U.S. DOL to FTA applicable to the FTA Recipient's project from which Federal assistance is provided to support work on the underlying contract. The Contractor agrees to carry out that work in compliance with the conditions stated in that U.S. DOL letter. The requirements of this subsection (1), however, do not apply to any contract financed with Federal assistance provided by FTA either for projects for elderly individuals and individuals with disabilities authorized by 49 U.S.C. § 5310(a)(2), or for projects for nonurbanized areas authorized by 49 U.S.C. § 5311. Alternate provisions for those projects are set forth in subsections (b) and (c) of this clause.
 - b. *Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C.*
§ 5310(a)(2) for Elderly Individuals and Individuals with Disabilities - If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5310(a)(2), and if the U.S. Secretary of Transportation has determined or determines in the future that the employee protective requirements of 49 U.S.C. § 5333(b) are necessary or appropriate for the state and the public body subrecipient for which work is performed on the underlying contract, the Contractor agrees to carry out the Project in compliance with the terms and conditions determined by the U.S. Secretary of Labor to meet the requirements of 49 U.S.C. § 5333(b), U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the U.S. DOL's letter of certification to FTA, the date of which is set forth Grant Agreement or Cooperative Agreement with the state. The Contractor agrees to perform transit operations in connection with the underlying contract in compliance with the conditions stated in that U.S. DOL letter.
 - c. *Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C.*
§ 5311 in Nonurbanized Areas - If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5311, the Contractor agrees to comply with the terms and conditions of the Special Warranty for the Nonurbanized Area Program agreed to by the U.S. Secretaries of Transportation and Labor, dated May 31, 1979, and the procedures implemented by U.S. DOL or any revision thereto.
2. The Contractor also agrees to include any applicable requirements in each subcontract involving transit operations financed in whole or in part with Federal assistance provided by FTA.

EXHIBIT 2 – PROTEST PROCEDURES

VCTC/FEDERAL GUIDELINES FOR PROPOSAL PROTEST PROCEDURES FOR FEDERAL GRANTS-IN-AID AND PROCUREMENTS OVER \$25,000

I. GENERAL

This policy specifies procedures for the protest by bidders of the following staff actions:

1. A written notice by the Project Director or Executive Director denying a bidder's request for a change in specification requirement;
2. A written recommendation to the VCTC for decision by the Project Director or the Executive Director to disqualify a bidder or subcontractor;
3. A written recommendation by the Project Director or Executive Director to the VCTC to award a contract to a particular bidder.
 - a. This policy does not govern any VCTC staff decision not listed in Section I or any decision by the VCTC. Nothing in this policy shall preclude or otherwise restrict the challenge procedure.
 - b. When a protest has been properly filed prior to contract award, the VCTC shall not award the contract prior to deciding the protest. When a protest has been properly filed before the opening of bids, bids shall not be opened prior to the VCTC decision on the protest.
 - c. Materials submitted as a part of the protest resolution process will be available to the public except to the extent that:
 1. The withholding of information is permitted or required by law or regulation; and
 2. The information is designated proprietary by the person submitting the information to VCTC. If the person submitting material to VCTC considers that the material contains proprietary material which should be withheld, a statement advising of this fact shall be affixed to the front page of the material submitted and the alleged proprietary information must be specifically identified in the body of the materials wherever it appears.

II. Filing of a Protest

- A. Protests may be filed only by interested parties. Interested parties are defined as prospective bidders on a VCTC contract and subcontractors or suppliers at any tier, who have a substantial economic interest in an award, a provision of the specifications, or a bid submitted to VCTC by a prime contractor or in the interpretation of the provisions of such documents.
- B. Protests to a specification requirement must be filed at least ten (10) working days prior to bid opening. Protests to the staff actions above must be filed within five (5) working days of receipt by the bidder of written notice of the staff action from the Executive Director or Project Director.
 1. Protests must be addressed to Ventura County Transportation Commission, 950 County Square Drive, Suite 207, Ventura, CA, 93003.
 2. Protests must be in writing and contain a statement of the ground(s) for protest. At least ten (10) copies of the protest must be submitted by the protestor in the time and manner specified in this section.
 3. The Executive Director shall provide notice, by telephone, telephone facsimile (FAX) or by letter, to all bidders known to VCTC on the contract which is the subject of the protest. Such notice shall state that a protest has been filed with VCTC and identify the name of the protestor. The notice shall be given not more than five (5) working days after receipt of a properly filed protest. The notice shall state that bidders will receive further information relative to the protest only by submitting a written request for further information to the Executive Director.

III. VCTC Preliminary Response to a Protest: Meeting With Staff to Attempt Early Resolution of the Protest

- A. Not more than ten (10) working days after receipt of a properly filed protest, the Executive Director shall prepare and distribute to the protestor and to all persons specified in Section II (B.) (3.):
 1. A written preliminary response to the protest. This response shall include a brief explanation of the reasons why the protested staff action is justified; and
 2. The time, date and place of the meeting described in Section III (B) below.
- B. The Executive Director and/or appropriate VCTC staff shall meet with the protestor to discuss and attempt to resolve the protest.
- C. After the meeting the protestor shall, within five (5) working days, give the Executive Director

written notice that either the protest is withdrawn or, alternately, that the protestor requests further consideration of the protest. In the event that the protestor fails to file this notice at the office of the Executive Director within five (5) working days after the meeting, the protest shall be deemed withdrawn.

IV. Further Investigation

- A. If a protest is not withdrawn pursuant to Section III above, the Executive Director shall further investigate the protest with the assistance of the VCTC staff.
- B. The Executive Director may contract for third-party consulting services when necessary to investigate a protest. The Executive Director may negotiate with a protestor and other interested parties the sharing of the cost of such consulting services.
- C. As part of the investigation, the Executive Director shall establish reasonable ties in which VCTC, the protestor, and other interested parties shall exchange all documents and arguments relevant to the protest.

V. Intended Decision: Comments by Protestor and Other Parties

- A. Following investigation, the Executive Director shall prepare and distribute to the protestor and all persons specified in Section II(B.)(3.) above:
 1. An intended decision recommending actions which the Executive Director believes the VCTC should take to resolve the protest and specifying the reasons for the recommended action of the VCTC.
 2. A statement of the date within which the protestor and other persons must submit written comments with respect to the intended decision. Such date shall allow a reasonable period for rebuttal and shall vary according to the complexity of the particular protest; and
 3. Notice of the time, date, and place of the VCTC meeting at which the protest will be considered.
- B. The following materials shall be included in the agenda package sent to VCTC members prior to the VCTC meeting and shall be available to any person at the VCTC office at least five (5) working days before the hearing:
 1. The intended decision described in Section V(A) (1).
 2. All written comments received within the submittal period described in Section

V(A)(2).

3. If the Executive Director has revised his/her intended decision since its distribution pursuant to Section I (1), a written description of the new intended decision and the reasons for revision.

VI. VCTC Consideration

- A. At the hearing, staff and any person may present evidence relating to the protest. At the beginning of the hearing, the Chair of the VCTC may announce time limits on testimony and other procedural rules which, in the opinion of the Chair, are reasonably necessary to preclude repetitious or irrelevant testimony.
- B. The VCTC may elect to defer its decision and direct staff to:
 1. Further investigate the protest; or
 2. Hire an impartial hearing officer to conduct a hearing and prepare a written recommended decision, including findings of fact.
- C. In rendering its decision on the protest, the VCTC may adopt the recommended decision and findings of fact prepared by a hearing officer, or adopt a separate decision.

EXHIBIT 3 –EMPLOYEES COVERED UNDER THE STATE OF CALIFORNIA LABOR CODE SECTION 1072

The current transit service provided in the Heritage Valley Service is primarily dial-a-ride service, with a small fixed route component and ADA. The proposed service required in the RFP is substantially different. However, the Contractor shall be subject to the provisions of State of California Labor Code Section 1072 Chapter 4.6., Public Transit Services Contracts, subdivision (a). Current Classifications of Employees covered under the State of California Labor Code Section 1072 are described below.

EMPLOYEES	WAGE SCALE
22 DRIVERS – 10 Full-time, 12 Part-time	\$10.09 - \$14.23
2 Supervisors	\$20.44 - \$21.48
7 Dispatchers	\$9.32 - \$15.53
1 Part-time Mechanic	\$16.50
<i>Full-time employees are eligible for medical, dental and optical insurance – paid 50% by the employer. Life insurance is provided at no cost to the employee.</i>	

**EXHIBIT 4 – PROPOSED LEVEL OF SERVICE:
HOURS PER YEAR, INCLUDING SERVICE OPTIONS**

The proposed level of service is detailed below. VCTC reserves the right to adjust service at any time plus or minus twenty percent from the projected number of hours, including proposed options, without affecting the rates for service. Modifications to services may include, but are not limited to, extending, deleting, or adding routes, or parts of routes, and expanding or decreasing revenue hours.

Proposers are to refer to the below information when preparing their proposals. See Cost Proposal Forms C, and C-II, C-II A, C-II B, and C-II C.

<u>BASE PACKAGE</u>	<u>HOURS OF SERVICE</u>
Fixed Route - Fillmore Service	4,000
Shuttle: Fillmore – Piru	550
Fixed Route - Santa Paula	9,100
Dial-a-ride	10,400
TOTAL BASE PACKAGE	24,050

<u>EXPANSION OPTIONS</u>	<u>ADDITIONAL HOURS OF SERVICE</u>	<u>TOTAL PROJECTED HOURS OF SERVICE</u>
OPTION A - FIXED ROUTE EXPANSION	12,500	36,550
OPTION B - DIAL-A-RIDE EXPANSION	5,000	29,050
OPTION C - BOTH OPTION A + B	17,500	41,550

EXHIBIT 5 – DRUG FREE WORKPLACE REQUIREMENTS

DRUG FREE WORK PLACE

Contractor(s) shall comply with:

- **U.S. Department of Transportation (DOT)**

“Procedures for Transportation Workplace Drug and Alcohol Testing Programs,” 49 CFR Part 40 to the extent applicable.

- **Federal Transit Administration (FTA)**

“Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations,” 49 CFR Part 655, to the extent applicable.

- **Drug and Alcohol Testing Program**

In the event that any part of the work under this Contract falls within the scope of 49 CFR Part 655, Contractor(s) (as applicable), shall implement all programs required under the regulations including without limitation, a Drug and Alcohol Testing Program and an anti-drug use and alcohol misuse program, in full compliance with the regulations.

- **Certificate of Compliance**

The Certificate of Compliance with 49 CFR Parts 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit, submitted by the Contractor(s) prior to award, is incorporated as part of the contract documents (see Exhibit 1 – FTA Contractual Provisions).

- **Contractor Oversight**

VCTC will conduct ongoing oversight to ensure the Contractor's compliance with the DOT/FTA regulations during the term of the contract. The Contractor(s) will provide VCTC with a copy of their Anti-Drug and Alcohol Misuse Policy and related forms, quarterly and annual drug and alcohol testing reports, and other information as requested. Non-compliance may result in suspension or termination of contract and/or non-payment of outstanding invoices.

FORM A – PROPOSER CHECKLIST OF MINIMUM REQUIRED ELEMENTS

CHECKLIST OF MINIMUM REQUIRED ELEMENTS

Instructions: Prior to submitting, Proposer should use this checklist to verify that the minimum requirements for a qualified proposal have been enclosed. Proposer shall initial each line item to indicate that said element is included with its proposal.

- Cover letter containing all elements required by section 7.3.1
- Proposer Certification Statement
- Description of Qualifications (See section 7.3.2)
- Firm Financial Status Information (See section 7.3.3)
- Fleet and Facility Plan (See section 7.3.4)
- Comprehensive Staffing Plan, including detailed description of training program (See sections 6 and 7.3.5)
- Implementation Plan and Timeline (See sections 6 and 7.3.6)
- Performance Plan (See section 7.3.7)
- Cost Proposal Forms C and all cost component Forms C-II, C-II A, C-II B, and C-II C
- Lobbying Certification
- Affidavit of Non-collusion
- Certification Regarding Suspension or Debarment
- One original completed proposal with sealed financial information
- Six copies of the completed proposal
- One electronic copy of the completed proposal: PDF file as well as Excel file of Cost Proposal

Form B

PROPOSER'S CERTIFICATION STATEMENT

Firm Name of Proposer: _____

Name of Lead Representative: _____

Title: _____

Name(s) of Associates who will assist Lead Representative: _____

Firm Address: _____

Firm Telephone No.: _____

Firm Fax No.: _____

E-Mail of Lead Representative: _____

The undersigned has attached to this Proposal all documents and information required by this RFP.

Name of Firm: _____

Authorized Signature: _____

Print Name: _____

Title of Person Signing: _____

Date: _____

Form C COST PROPOSAL FORM C

Submitted in response to
Ventura County Transportation Commission
RFP No. 1415-9164-HV

COST PROPOSAL - FORM C

Multiply the hourly rate by the proposed number of hours to calculate the total annual cost.

SERVICE PACKAGE TO BE PROPOSED	PROJECTED ANNUAL HOURS*	EFFECTIVE YEAR										TOTAL COSTS ALL YEARS (sum years 1 - 5)	
		YEAR ONE		YEAR TWO		YEAR THREE		YEAR FOUR		YEAR FIVE			
		Hourly Rate	Total Cost										
BASE PACKAGE	24,050	X	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
OPTION A - FIXED ROUTE EXPANSION	36,550	X	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
OPTION B - DIAL-A-RIDE EXPANSION	29,050	X	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
OPTION C - BOTH OPTION A + B	41,550	X	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	

(Proposed Rates should match hourly rates on cost forms C-II, C-II A, C-II B,
and C-II C, Line 12)

****VCTC reserves the right to adjust service at any time plus or minus twenty percent from the projected number of hours, including to proposed options, without affecting the rates for service. Modifications to services may include, but are not limited to, extending, deleting, or adding routes, or parts of routes, and expanding or decreasing revenue hours.***

Signature of Authorized Representative

Date

Printed Name & Title

Name of Firm

FORM C-II

BASE PACKAGE: Cost Component Detail

DIRECTIONS: ***Enter detailed costs by line-item . Insert additional /Remove lines as needed.***

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>TOTAL COST ALL YEARS</u>
<u>Operating Costs</u>						
Driver Wages
Management Wages
Supervisor / Dispatch Wages
Mechanic Wages
Utility Wages
Other Wages
Fuel (Revenue Vehicles)
Fuel (Support/Lunch Veh)
Employee Fringes, benefits
.....
1 Total Operating Costs
<u>Maintenance Costs</u>						
Parts
Tires
.....
.....
Rebuilds
2 Total Maintenance Costs

FORM C-II

BASE PACKAGE Cost Component Detail (Continued)

Administration Costs

.....
.....
.....
3 Total Administration Costs

Maintenance / Operating Facilities

Facility

.....
.....
4 Total Maintenance/Operating Facilities Costs

Profit

.....
5 Total Profit

Other Capital Costs

Support/Lunch Veh

.....
.....
.....
6 Total Other Capital Costs

FORM C-II

BASE PACKAGE Cost Component Detail (Continued)

Insurance Costs

Bond
General Liability
Auto Liability
7 Total Insurance Costs

Startup Costs

.....
8 Total Startup Costs

Other Costs

.....
.....
9 Total Other Costs

10 TOTAL COSTS (sum lines 1 - 9)

**11 BASE PACKAGE - PROJECTED HOURS
OF SERVICE**

24050	24050	24050	24050	24050
-------	-------	-------	-------	-------

**12 PROPOSED HOURLY RATE(S) (divide
line 10 by line 11)**

--	--	--	--	--

FIRM REPRESENTATIVE: _____

DATE: _____

SIGNATURE: _____

FIRM NAME: _____

FORM C-II A

OPTION A: Cost Component Detail

DIRECTIONS: ***Enter detailed costs by line-item . Insert additional /Remove lines as needed.***

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>TOTAL COST ALL YEARS</u>
<u>Operating Costs</u>						
Driver Wages
Management Wages
Supervisor / Dispatch Wages
Mechanic Wages
Utility Wages
Other Wages
Fuel (Revenue Vehicles)
Fuel (Support/Lunch Veh)
Employee Fringes, benefits
.....
1 Total Operating Costs
<u>Maintenance Costs</u>						
Parts
Tires
.....
.....
Rebuilds
2 Total Maintenance Costs

FORM C-II A

OPTION A: Cost Component Detail (Continued)

Administration Costs

.....
.....
.....
3 Total Administration Costs

Maintenance / Operating Facilities

Facility

.....
.....
4 Total Maintenance/Operating Facilities Costs

Profit

.....
5 Total Profit

Other Capital Costs

Support/Lunch Veh

.....
.....
.....
6 Total Other Capital Costs

FORM C-II A

OPTION A: Cost Component Detail (Continued)

Insurance Costs

Bond
General Liability
Auto Liability
7 Total Insurance Costs

Startup Costs

.....
8 Total Startup Costs

Other Costs

.....
.....
9 Total Other Costs

10 TOTAL COSTS (sum lines 1 - 9)

11 OPTION A - PROJECTED HOURS OF SERVICE

36,550	36,550	36,550	36,550	36,550
--------	--------	--------	--------	--------

12 PROPOSED HOURLY RATE(S) (divide line 10 by line 11)

--	--	--	--	--

FIRM REPRESENTATIVE: _____

DATE: _____

SIGNATURE: _____

FIRM NAME: _____

FORM C-II B

OPTION B: Cost Component Detail

DIRECTIONS: *Enter detailed costs by line-item . Insert additional /Remove lines as needed.*

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>TOTAL COST ALL YEARS</u>
<u>Operating Costs</u>						
Driver Wages
Management Wages
Supervisor / Dispatch Wages
Mechanic Wages
Utility Wages
Other Wages
Fuel (Revenue Vehicles)
Fuel (Support/Lunch Veh)
Employee Fringes, benefits
.....
1 Total Operating Costs
<u>Maintenance Costs</u>						
Parts
Tires
.....
Rebuilds
2 Total Maintenance Costs

FORM C-II B

OPTION B: Cost Component Detail (Continued)

Administration Costs

.....
.....
.....
3 Total Administration Costs

Maintenance / Operating Facilities

Facility

.....
.....
4 Total Maintenance/Operating Facilities Costs

Profit

.....
5 Total Profit

Other Capital Costs

Support/Lunch Veh

.....
.....
.....
6 Total Other Capital Costs

FORM C-II B

OPTION B: Cost Component Detail (Continued)

Insurance Costs

Bond
General Liability
Auto Liability
7 Total Insurance Costs

Startup Costs

.....
8 Total Startup Costs

Other Costs

.....
.....
9 Total Other Costs

10 TOTAL COSTS (sum lines 1 - 9)

11 OPTION B - PROJECTED HOURS OF SERVICE

29,050

29,050

29,050

29,050

29,050

12 PROPOSED HOURLY RATE(S) (divide line 10 by line 11)

FIRM REPRESENTATIVE: _____

DATE: _____

SIGNATURE: _____

FIRM NAME: _____

FORM C-II C

OPTION C: Cost Component Detail

DIRECTIONS: ***Enter detailed costs by line-item . Insert additional /Remove lines as needed.***

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>TOTAL COST ALL YEARS</u>
<u>Operating Costs</u>						
Driver Wages
Management Wages
Supervisor / Dispatch Wages
Mechanic Wages
Utility Wages
Other Wages
Fuel (Revenue Vehicles)
Fuel (Support/Lunch Veh)
Employee Fringes, benefits
.....
1 Total Operating Costs
<u>Maintenance Costs</u>						
Parts
Tires
.....
Rebuilds
2 Total Maintenance Costs

FORM C-II C

OPTION C: Cost Component Detail (Continued)

Administration Costs

.....
.....
.....
3 Total Administration Costs

Maintenance / Operating Facilities

Facility

.....
.....
4 Total Maintenance/Operating Facilities Costs

Profit

.....
5 Total Profit

Other Capital Costs

Support/Lunch Veh

.....
.....
.....
6 Total Other Capital Costs

FORM C-II C

OPTION C: Cost Component Detail (Continued)

Insurance Costs

Bond
General Liability
Auto Liability
7 Total Insurance Costs

Startup Costs

.....
8 Total Startup Costs

Other Costs

.....
.....
9 Total Other Costs

10 TOTAL COSTS (sum lines 1 - 9)

11 OPTION C - PROJECTED HOURS OF SERVICE

41,550

41,550

41,550

41,550

41,550

12 PROPOSED HOURLY RATE(S) (divide line 10 by line 11)

FIRM REPRESENTATIVE: _____

DATE: _____

SIGNATURE: _____

FIRM NAME: _____

Form D Lobbying Certification

As required by U.S. DOT regulations, "New Restrictions on Lobbying," at 49 CFR 20.110, I certify to the best of my knowledge and belief that for each application for federal assistance exceeding \$100,000: (1) No Federal appropriated funds have been or will be paid, by or on behalf of _____, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress pertaining to the award of any Federal assistance, or the extension, continuation, renewal, amendment, or modification of any Federal assistance agreement; and (2) If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any application to FTA for Federal assistance, I assure that Standard Form-LLL, "Disclosure Form to Report Lobbying," would be submitted and would include all information required by the form's instructions.

I understand that this certification is a material representation of fact upon which reliance is placed and that submission of this certification is a prerequisite for providing Federal assistance for a transaction covered by 31 U.S.C. 1352. I also understand that any person who fails to file a required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each failure.

Signature of Authorized Representative

Date

Printed Name & Title

Name of Firm

Form E Certification Regarding Suspension and Debarment

This contract is a covered transaction for purposes of 49 CFR Part 29. As such, the contractor is required to verify that none of the contractor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945.

The contractor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the Ventura County Transportation Commission. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the Ventura County Transportation Commission, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Signature of Authorized Representative

Date

Printed Name & Title

Name of Firm