



HOUSTON DOWNTOWN MANAGEMENT DISTRICT

REQUEST FOR PROPOSALS

GREENLINK PARTIAL TURNKEY OPERATIONS AND MAINTENANCE PROVIDER

ADDENDUM #2

Greenlink Request for Proposals
Answers to Questions
January 18, 2012

1. Are the vehicles being driven or trucked in?

The Greenlink Vehicles will be driven to Houston from Hayward, CA. It is the District's intent that the Greenlink Vehicles will be delivered to the selected Contractor's facility.

2. Are there going to be mechanical and driver training?

Gillig has provided the information below regarding the training that will be available to the staff of the Contractor:

After the first bus is delivered, Gillig will schedule a Field Service rep to go to the selected Contractor's facility. He will typically be there Monday afternoon of the week following the first delivered bus. He will do Post Delivery Inspection (PDI). Along with PDI, he will give Driver orientation and Maintenance orientation. A basic overview of the things the operators and maintenance personnel will need to know for daily service will be provided. Also along with the PDI, Gillig includes 1 day of on -site Vendor-provided training for the HVAC, Lift, & Destination signs. During PDI, the Gillig Field Service rep will also show how to file warranty claims, and give a walkthrough of the paperwork and process.

3. Has an adequate fueling station been identified?

To our knowledge, there are three publicly accessible CNG fueling stations in Houston. The stations are located at:

- 7721A Washington Ave (at old TxDOT facility– just north of I-10)
- 227 McCarty St. – (near the 610 East Loop)
- 15800 JFK Blvd. (Parking Spot – Bush Intercontinental Airport)

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- 4. How much previous CNG experience is required?**
As stated on page RFP-5 in Section 5.01 and RFP-8 in Section 8.01.1.4, prior experience with CNG service should be fully described in Response.
- 5. Regarding cost of fuel, is the Contractor expected to provide fixed fuel pricing for the term of the agreement?**
As required in Attachment F on page F-1, Section 2, fuel costs will be a “pass-through” expense which will be reimbursed at Contractor’s cost on a monthly basis. Please note that the Fuel Estimate Worksheet on page F-3 is required in Response. In your calculations, please use the fuel efficiency standard of 6.622 GGE/Mile for the Greenlink Vehicles, as provided by Gillig. Selected contractor should constantly review CNG pricing to provide the best value to HDMD at all times.
- 6. Are there exact vehicles currently operating in other markets?**
According to Gillig, they have no 29-foot, CNG buses operating in the United States or abroad.
- 7. Will a copy of warranty terms and conditions of vehicles be provided?**
Attached is a description of all applicable warranties as provided by Gillig. Any Warranty claims can be handled through the Gillig warranty department, whether it is covered by Gillig or covered by any of its suppliers. Contractor will file the claim with Gillig. The District will assist if necessary.
- 8. Have labor rates for warranty work been provided?**
No, the labor rates have not been negotiated at this time.
- 9. Is there a specific provider for parts?**
No, there is not a designated supplier for parts. However, all parts utilized on the Greenlink Vehicles must be OEM or OEM-approved.
- 10. Has there been any additional equipment installation, ie. for advertisement?**
The full list of equipment that will come with the Greenlink Vehicles can be found in Attachment A on pages A-2 through A-24.

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11. Is the interior advertisement a responsibility of the District?

All advertising, inside and outside the Greenlink Vehicles, will be the responsibility of the District.

12. Is there expectation to preserve security data from interior cameras?

The District will require all security video data to be held for a period of 30 days. However, in the case that the video data is related to an incident (customer complaint, accident, passenger well-being, etc.), then the data should be retained by the Contractor until the incident is fully resolved. The District will have access to the video data at all times.

13. Is the Contractor required to have a dedicated phone number?

Yes, the Contractor will be required to have a phone line dedicated to Greenlink customer service issues.

14. Will vehicles be able to be contracted for special events?

If the contracted services meet the Federal requirements in Appendix D on page D-2 and the requirements described in Attachment G in Article II on pages G-4 and G-5, then the Contractor can negotiate with the District on the matter.

15. Are there any communication and tracking systems installed in the vehicles?

No, there is no communication or tracking systems installed on the Greenlink Vehicles.

16. Will the vehicles be included in emergency or evacuation plans?

Not at this time.

17. If demand surpasses supply of vehicle, is there a plan for procurement in the next 5 years?

There are no plans to expand the service footprint during the contract term. Should service adjustments become necessary during the term of the contract, the costs will be negotiated as described in Attachment G, Section 4.02 on page G-11. In the event backup vehicles are needed due to collision damage or repair work on Greenlink vehicles, the District will request the Contractor to assist in supplying the replacement vehicles at a negotiated cost.

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- 18. Will the performance bond be held for the entirety of the agreement, inclusive of options, or be released during term?**

The performance bond for the full amount of the 4-year Agreement will be required to be held for the first 2 years. At the end of the second year of the Agreement, the performance bond amount can be reduced to cover the final 2 years of the Agreement.

- 19. What is the current delivery schedule for the seven buses as provided by the vehicle OEM?**

The vehicles will be delivered in late April. The first vehicle is scheduled around April 23. The remaining vehicles will be delivered in the days to follow with all vehicles scheduled for delivery to Houston by May 4.

- 20. Who is responsible for registering and plating the vehicles?**

The District will pay the fees but will request selected Contactor to facilitate the registration and plating of the vehicles.

- 21. Are details regarding operator uniform design to be provided by the District or to be proposed by each bidder?**

Selected Contractor should propose a uniform for approval by the District.

- 22. By giving only 24-hour notice on schedule changes, the Contractor may be required to utilize overtime to meet the service needs. Will the use of overtime be reimbursable?**

These changes are anticipated to be very minor, like skipping a stop or minor rerouting because of events or construction. Use of overtime is not anticipated.

- 23. 30 days notice on major service changes falls outside the number of weeks of required operator training and may force the Contractor to utilize overtime to meet the service demands. Will the use of overtime be reimbursable?**

No, overtime will not be reimbursable. Timing can be arranged to avoid overtime.

- 24. Please define major versus minor accident. Will the District need to be notified immediately in cases of minor accident?**

Major accident is anything that causes bodily injury or major damage to property or vehicles. The District shall be notified immediately on any accident.

- 25. Can the use of technologies replace the need for daily driver trip sheets?**

Yes, provided all data and reporting needs are met.

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26. Please define well groomed. What is the operator appearance standard?

Well groomed is defined as each day each driver having a clean and fresh uniform, with shirt tucked in, wearing pants (not jeans or shorts) and clean shoes, being clean shaven, excepting beards and mustaches, having hair combed, with no excessive body odor, and the like.

27. Please define a preventable customer complaint.

Preventable customer complaints are defined as items that are within the control of the Contractor and its maintenance/operational staff and could or should have been avoided.

28. Will the District entertain using the state standard for OTP which is no bus shall be 1 minute early or 5 minutes late?

Five minutes late is over 70% of the scheduled headway (7 minutes) in peak-service and cannot be allowed. The performance standards will be reviewed during first 60-days of operation and will be adjusted as mutually agreed.

29. Will the District accept Mean Distance Between Failures (MDBF) as calculated in accordance with FTA guidelines in lieu of definition stated in RFP?

No, the District will stick to the language described in the RFP.

30. Will the District permit exceptions from the performance standard for items such as warranty-related failures, fleet defects, NHSTA recalls, etc.?

Exemptions from performance standards will be addressed on a case-by-case basis.

31. If a wheelchair ramp fails to operate during scheduled service, is it permissible to function the ramp manually (as designed) during the remaining service cycle?

Yes, if this can be done safely for the driver and passengers.

32. Will the District accept a 6,000-mile preventative maintenance interval in lieu of 5,000-mile if approved by the vehicle OEM?

The District prefers to stick with the 5,000-mile interval.

33. Will the District recognize fleet defects?

They will be considered on a case-by-case basis.

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- 34. Please define the District's interpretation of an emergency.**
In this case, an emergency is defined as a Major accident (as described in the response to Question 24) or incidents where either the driver or a passenger requires professional medical attention.
- 35. Please define the District's interpretation of a preventable accident.**
A incident will be defined as a preventable accident if the District determines the incident was caused by driver error or equipment failure due to insufficient maintenance or care.
- 36. Will the District permit the Contractor to store vehicles at a facility located within the 100-year flood plain if the Contractor also provides an alternative parking location outside the plain when there is risk of inclement weather?**
The District is open to discussing these circumstances and the requirements for ensuring the safety of vehicles and provision of alternate vehicles in case of error.
- 37. Will a daily pre-trip inspection, which covers safety equipment, be acceptable in lieu of weekly safety inspections?**
The District prefers that a weekly safety inspection be performed on all vehicles and documented according to the RFP. Daily inspections are encouraged as well.
- 38. Can inspections discrepancy sheets be addressed as deferred work within a maintenance management system?**
Instances of this occurrence will be addressed on a case-by-case basis and each instance shall be reported to the District before action is taken.
- 39. The District requires all reports be submitted by the 5th business day after the end of each reporting period. Will the District approve the 10th business day to permit potential bidders to utilize existing business applications to manage the District's information?**
The District will consider alternative report submittal timetables.
- 40. Can information collected by the ride checks and schedule adherence report be collected with on-board technologies such as an AVL system and on-board automatic passenger counters?**
The vehicles will not be provided with this equipment.
- 41. How does the District measure a delinquent PMI (i.e. 6,000 miles +/-)?**
Delinquent PMI will be measured at 5,000 miles +/- 300 miles.

42. Can the District provide a cleanliness standard that the Contractor will be measured against?

Cleanliness standards are described in Attachment B, Section 1.08.5.3 on page B-22.

43. Can the District provide the assigned unit identification numbers for each bus so potential bidders can determine if there are any conflicts with other vehicles currently operated by potential bidders?

The vehicles will each have a bus designation number between 101 – 107. These can be changed before vehicle delivery if necessary in order to avoid conflict with selected Contractor's existing fleet. The Vehicle Identification Number (VIN) shall also be included in the Maintenance Log, along with the bus designation number.

44. Will the District (or vehicle OEM) provide all software and viewing component hardware required to access and manage the recorded data?

Yes, all software and hardware will be supplied to the Contractor by the District.

45. Who is responsible for information chain of command relative to recorded data?

This will be addressed directly with selected Contractor.

46. Can the District provide the approach, break over and departure angle of the vehicles being purchased?

Pull out distance is 6.5 feet (distance from the front bumper of Greenlink vehicle to rear bumper of in-front vehicle) and turning radius is 29 feet.

47. Can the District provide the overall height of the vehicle?

The maximum height is 133 inches.

48. Is the District aware of any potential clearance issues/concerns on the proposed route?

There are no anticipated issues.

EVERYONE SUBMITTING A PROPOSAL MUST ACKNOWLEDGE THIS ADDENDUM #2 AS INDICATED ON PAGE F-2 OF THE REQUEST FOR PROPOSALS.

WARRANTY SUMMARY
CUSTOMER: HOUSTON, TX (HDMD)
SERIAL #'s: 92332-92338
(7) 29' X 102" SSTL BRT "PLUS" CNG LOW FLOOR(S)

For other terms, conditions and details please refer to the warranty document in the original or reference contract.

OPTIONS		MODEL	YRS	MILES	COMMENTS	SUPPLIER RESP.	COST
BASIC BUS	STD	LOW FLOOR	1	50,000			
	EXT						
ENGINE	STD	CUMMINS	2	UNL			
	EXT						
TRANSMISSION	STD	ALLISON	2	UNL			
	EXT						
DRIVE AXLE	STD	MERITOR	2	100,000			
	EXT						
WHEELCHAIR RAMP	STD	LIFT-U	2	UNL			
	EXT						
A/C SYSTEM	STD	TK	2	UNL			
	EXT						
A/C COMPRESSOR	STD	S391	2	UNL			
	EXT						
BRAKES (EXCLUDES	STD	BENDIX /	2	50,000			
FRICTION MAT'L)	EXT	MERITOR					
BODY STRUCTURE	STD	GILLIG	3	150,000			
	EXT						
STRUCTURAL INTEG-	STD	GILLIG	7	350,000			
-RITY, CORROSION	EXT						
	STD						
	EXT						
	STD						
	EXT						
	STD						
	EXT						
	STD						
	EXT						

TOWING: CUSTOMER TO PAY

LABOR RATE: TBD

NOTES: