

**City of West Hollywood**  
**Operations Contractor for The PickUp**  
**Bidder Questions**

1. RFP, Section Proposal Forms: Please confirm on the **RFP CHECKLIST** that the City would like 1 unbound original and 3 copies and one digital PDF file in the proposal package.
  - a. **City Response: Yes, that is correct the City requires 1 unbound original, 3 bound copies and one digital PDF file of the proposal package.**
2. RFP page 21, Section E: Please confirm the City will provide preventive maintenance for all City installed technology. Will the city provide on board Wi-Fi?
  - a. **City Response: At this time, City installed technology is limited to NextBus provided GPS and MDT units. The City will work with NextBus to install and maintain vehicle tracking hardware. At this time, the City does not plan to have Wi-Fi on board the vehicles.**
3. RFP page 8, Section 4.6.5: Who will be responsible for wrapping the busses?
  - a. **City Response: The City will work with the Contractor to have vehicles wrapped. Wrapping expenses will be covered by the City.**
4. Are the current vehicles used for any services or charter work outside of the current contract? Does the city have any stipulations as to age or mileage for the fleet?
  - a. **City Response: Vehicles branded for The PickUp are not used for any services or charter work outside of the current contract. Per the RFP, the vehicle type that the City is looking to use for this program is a road-trolley that can accommodate a minimum of 20 riders inclusive of ADA requirements. There are no fuel requirements for support vehicles. However, vehicles using alternative fuel sources will be given preference.**
5. RFP page 5, Section 4.1.5: What is the current average driver wage?
  - a. **City Response: Please submit a public records request for this item.**
6. How often are there special events and performances on the Trolley such as a DJ? Are there extended services on special events such as the Gay Pride Parade? If so, please provide the hours and details of the service offering.
  - a. **City Response: There are no planned special performances or events on the trolleys. The PickUp does provide extended service on Sunday during LA Pride Weekend. For that weekend, service hours are 8pm-3am on Friday and Saturday nights, and 3pm-2am on Sunday. Service hours for other major City events (e.g. Halloween, New Year's Eve) would be from 8pm-3am.**
7. Please provide the current version and features the city uses for NextBus. Does the current service provide subscription text messaging to rider with the mobile application?
  - a. **City Response: NextBus currently provides real-time vehicle tracking and arrival predictions for The PickUp. Predictions are made available to the public by NextBus through their mobile app and mobile website. For this service, NextBus does not make arrival predictions available via phone or text messaging.**

8. Please provide current rates paid to existing contractor for variable and fixed costs. Also, please indicate the total amount paid to contractor for fiscal year 2014-2015 and 2013-2014. Please provide a 3 year history of liquidated damages assessed to the current contractor.
- a. **City Response: A copy of the most recent amendment to Agreement with the current service operator is [available online](#). That document would detail the program's operations budget for FY 2017.**

**The existing operations contract for The PickUp does not include a liquidated damages clause.**

9. Please provide copies of the last three months of management reports and invoices from the contractor for this contract. Please provide a copy of the current contract for each contractor for these services.
- a. **City Response: Please submit a public records request for these items.**

10. In order for bidders to comply with California Labor Code 1072 bidders will need the following information from the City from the current service provider:
- a. seniority list for the current employees for this contract with position, full time or part time status, length of service, and current rate of pay;
- b. current rates/benefits of the current employees with specific information regarding co-pays, dependent coverage and amount of premium paid by employer;
- c. information regarding retirement plans;
- d. Any applicable collective bargaining agreements for employees of these services and any applicable MOUs or side letters of agreement
- e. **City Response: Please submit a public records request for these items.**

11. For the purposes of insurance and wage costing, please provide the current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours for the provision of these services. For fixed route services, can the City of West Hollywood please provide that information by route?
- a. **City Response: FY 17 estimates for current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours are below.**

- i. **The PickUp**
1. **Revenue Miles: 27,824**
  2. **Revenue Hours: 3,478**
  3. **Total Miles: 37,124**
  4. **Total Hours:4,416**
  5. **Deadhead Miles: 9,300**
  6. **Deadhead Hours: 938**

12. Please clarify if "billable time" continues past "scheduled hours" due to exterior factors (traffic, weather delays, etc.) that are beyond the control of the contractor.
- a. **City Response: Yes, billable time continues, up to an hour, past "scheduled hours" due to exterior factors that are beyond the control of the contractor.**

13. What type and number of support vehicles are currently provided by the current contractor? Does The City have any requirements or specifications/preference regarding the age, model, seating style, or fuel requirement of support vehicles?
- City Response: The current contractor provides 4 trolley vehicles. Three of the trolleys are branded for The Pickup, the fourth trolley is not branded but is similar in look. The 4<sup>th</sup> vehicle serves as the service's backup vehicle.**

The vehicle type that the City is looking to use for this program is a road-trolley that can accommodate a minimum of 20 riders inclusive of ADA requirements. The City would prefer a traditional, forward-facing, seating arrangement. There are no fuel requirements for support vehicles. However, vehicles using alternative fuel sources will be given preference.

14. Can the city provide the current Makes/Models of existing hardware, if available:
- AVL/GPS – **Hardware provided by NextBus. (M4/M4x DCU)**
  - Mobile Data Terminal (MDT) – **Hardware provided by NextBus. . (M4/M4x DCU)**
  - Scheduling Software – **Not available.**
  - Passenger Facing Technology – **Web and mobile application is provided by NextBus.**
  - Electronic Destination Signage – **Not installed in current vehicle fleet.**

15. Will The City or the contractor be responsible for accepting comments in regards to "For Service Comments, Contact 323-848-6455 or email [ThePickUp@weho.org](mailto:ThePickUp@weho.org)"?
- City Response: The City will be responsible for accepting and responding to passenger comments.**

16. Does the City have a Passenger Code of Conduct? Does the City currently have a problem with loitering on the bus and how should the contractor address this issue? Are food and drinks allowed on the trolley? Are standees allowed while service vehicles are in motion?
- City Response: The City does not have a Passenger Code of Conduct. To assist in maintaining proper passenger conduct, the City contracts with Block by Block to provide safety ambassadors for the service. On popular events (e.g. Halloween) Sheriff's Deputies are assigned to the service. To avoid loitering, all passengers are asked to alight at the service's final eastbound/westbound stop. Food and drinks are not allowed on board the vehicles. Standees are allowed while the vehicles are in motion.**

17. What is a definition of a missed trip? Will the contractor lose revenue time for late trolley's due to traffic or passenger congestion that create service interruptions?
- City Response: A missed trip is defined as a failure of the vehicle to show up for a scheduled trip. An example of a missed trip could be a vehicle running more than 20 minutes late because of mechanical failure, driver error, etc. Contractor will not lose revenue time due to service interruptions caused by elements that are outside of the contractor's control (e.g. traffic).**