

Date Received	Page or SOW Reference	Question	Response
12/22/2022	General	Due to the holidays and the time it is taking to receive quotes for the vehicles required, would MTMA consider a two-week extension to the proposal deadline?	Yes, the MTMA will consider a delayed start date for vehicle delivery, if needed.
12/22/2022	General	Will any existing revenue vehicles be made available to the incoming contractor during the start-up period for purposes of training?	Only MV Community Shuttle vehicles will be available. Spare vehicles may be used for driver training.
12/22/2022	Page 11	Will operators be able to report directly to the Google lot and park their personal vehicles?	Yes, operators may report directly to the MVCS fleet parking lot and park their personal vehicles. A supervisor or other personnel must be on-site for roll-out to ensure driver is fit for duty.
12/22/2022	Page 6	This section states, "New hires shall have no moving violations or accidents within the immediately preceding twelve (12) month period before hire and no more than one (1) moving violation or accident within the immediately preceding three (3) year period before hire. Drivers must have no more than one (1) moving violation or accident within the contract term." Would MTMA confirm whether these are preventable accidents? Further, is this a new requirement or is this practice in place for the drivers currently operating this service?	This requirement only applies to preventable accidents. This is a current requirement.
12/22/2022	Page 3	MVgo Shuttle Program: The RFP indicates additional vehicles may be added to the program at a later undefined date after the contract start date. Would MTMA please confirm the bidders should base their pricing on 7 service vehicles and 2 spare vehicles and that additional vehicles can be negotiated once it is known when they would be brought into service? If this is not correct, please provide bidders with dates to assume the additional vehicles will begin service for each route.	Pricing shall include 9 service vehicles and 2 back-up vehicles. At this time MTMA does not have an estimated timeframe for when new vehicles may be acquired as this would be contingent on MTMA receiving a grant for such vehicles. Should MTMA acquire additional vehicles within the term of the agreement, MTMA will negotiate timing to phase out existing vehicles with the selected operator.
12/22/2022	Page 5	Would MTMA be able to provide the Shoreline Detour Plan and if possible historical/representative usage of the detour for routes B and C so that bidders can understand differences in miles/hours associated with the detour?	The Shoreline detour is only in effect when weekday concerts or events occur. This detour is in effect approximately 15 days throughout the year. The detour only impacts PM MVgo service for Routes B and C only. A map and schedule for Routes B and C Shoreline detour are attached.
12/22/2022	Page 8	Would MTMA permit the use of push-to-talk style radios for these services?	Yes. As long as they are used in compliance with California state laws.
12/22/2022	Page 10	How many bikes do the required bike racks need to accommodate?	Two.
12/22/2022	Page 11	Can MTMA please confirm the expected four (4) new Vicinity Lightning Electric buses and two (2) TurtleTop gas shuttles have been delivered as expected or will be by the new contract start date?	The two TurtleTop vehicles have been delivered. The 4 electric vehicles are expected to be delivered in April, prior to the contract start date.
12/22/2022	Page 14	How are passenger comments, complaints, inquiries recorded and tracked currently?	All passenger comments are logged in an Excel workbook.
12/22/2022	Attachment A	Onboard WiFi is referenced in the RFP for the MVCS service. Is this also in place for MVgo and does MTMA provide this or is the Contractor to price for providing this amenity?	WiFi is currently only provided for MVCS services. MTMA will be responsible for the purchase of any WiFi equipment and service for vehicles. Selected contractor will be required to install and secure any necessary equipment.

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12/22/2022	Attachment F	To comply with Labor Code 1070 requirements as indicated by the RFP, please provide the wage rates for each seniority level provided in Attachment F. For example, is the stated \$27.05 driver wage per hour for a 0–1-year employee and if so, what is the rate for the remaining employees indicated? Typically, a seniority list with wages is provided so that bidders can account for each incumbent employee and their wage rate at the start of the next contract (July 1, 2023). This would be provided for all bargained or non-bargained, non-exempt employees that are currently working on the service.	Please refer to Addendum 1 - Revised Attachment F. For MVCS services, We Drive U recently imposed a wage increase for all MVCS drivers at \$28/hr, with the exception of 1 driver who's wage is \$29/hr. MVgo operator provided a revised wage scale for their current drivers. The previous wage scale included \$2/hr incentive wage for retention and should not have been factored into the employee base wage.
12/22/2022	Attachment F	Please provide the benefit plan design and employee vs employer costs for all non-exempt employees so that bidders can properly account for Labor Code 1070 provisions.	Please refer to Addendum 1, Revised Attachment F.
12/22/2022	Attachment C, Cost Forms	The Cost Forms state "Fuel for both MVgo and MVCS shall be passed through to the TMA as cost." Does this include the cost of electricity for the charging of electric vehicles, or is that cost to be provided under table 2a and 2b for the "cost of EV charging"?	Electricity shall be provided on Table 2a and 2b, if applicable under "Cost for EV Charging".
12/22/2022	Attachment C	Please indicate how bidders should account for start-up costs. Are start-up costs to be amortized or will there be reimbursement of costs as incurred?	Start-up costs should be amortized in the appropriate pricing tables. Any start up costs associated with EV infrastructure (if applicable) shall be amortized in Tables 2a/2b under "Cost for Charging".
12/22/2022	RFP, Page 12	Please provide a provide a 5- year history of operations and maintenance assessments that have been incurred by the current providers? Is the contractor responsible for the tires for the MVCS fleet. If so, please provide the size and brand.	No assessments have been incurred for MVCS Services. MVgo assessments are as follows: 2018 - \$25k 2019 - \$48k 2020 - \$0 2021 - \$0 2022 - \$0
12/22/2022	General	EV component information MVCS fleet: <ul style="list-style-type: none"> • Propulsion type and manufacturer • Component manufacture • Battery type • Is the Contractor responsible for battery replacement or for costs associated with the Battery maintenance including invertors and junction panels? 	See details on Vicinity Website: https://vicinitymotorcorp.com/modelsm/vicinity-lightning-ev.html . Extended battery pack is included. Battery replacements and other components will be considered a "pass-through" maintenance cost and are not included in the fixed costs provided by ABC Companies in Table 4b.
12/22/2022	General/unspecified	There is a request for a resume and information for a Project Manager and include that a change in the PM could cause a rejection in the proposal. We don't have the person in place that would take on that role but would hire one in preparation for the contract launch. Can we submit a resume for an existing Project Manager to show the qualifications of the personnel we hire?	MTMA will not reject the proposal, however this would be a consideration for experience of proposed staff.
12/22/2022	General/unspecified	It is requested that we provide Union status, the current term of the collective bargaining unit but this does not require a union contract. Do you want the information for the Union that we use for another client?	If the proposed staff or any new staff hired for MTMA services are not currently/or will not become part of an existing collective bargaining agreement, then the union status should state "non-union" for purposes of this proposal.

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12/22/2022	General/unspecified	Whom would the vendor be working with for customer inquiries and complaints and how are those communicated? Our software includes 24/7 Customer Support, is this sufficient?	The selected operator will be responsible to share all customer inquiries and complaints with the MTMA's Management Team through regular reporting and access to any software used to log inquiries and responses/resolutions. Selected operator will be responsible for responding to all inquiries. A 24/7 customer support software would be sufficient to meet the requirements for logging incoming inquiries and operator responses to inquiries.
12/22/2022	General/unspecified	What is a Real-time Tracking System (RTTS) and what equipment is needed to support it? Our software includes real-time tracking for the Client's management and for riders to track the bus. Is this sufficient?	The RTTS is a system used to track real-time location of vehicles through GPS. MTMA uses the system to track service (both operator and vehicle) performance, validate service disruptions, analyze data for preparation of schedule changes and to track the location of vehicles in real-time. The system is also used by riders to identify expected vehicle arrival times, track vehicle locations and to receive service alerts. MTMA will be directly acquiring a new RTTS system in spring 2023 with an implementation date set to align with the start date of the selected operator.
12/22/2022	General/unspecified	It states that the contractor would take over the lease agreement with ABC but MTMA is responsible for all costs. Who pays the monthly payment?	MTMA pays the monthly lease payments directly.
12/22/2022	General/unspecified	I only see the lease agreement for the Turtle Top E450. Is there a lease agreement for the electric shuttles?	MTMA has not received the lease agreements for the new electric buses, although the terms are expected to be the same as what is included in the sample provided in the RFP. Should there be any changes, the Operator will have the opportunity to review and approve any changes.
12/22/2022	General/unspecified	ABC maintenance will be on-site to service the MVCS fleet?	ABC maintenance will provide a team on-site every morning for vehicle roll-out for MVCS vehicles only. Repairs are typically done at ABC's maintenance facility in Redwood City.
12/22/2022	General/unspecified	Describe the MTMA surveys that are required.	Rider Surveys are typically conducted in the spring and fall. Drivers may be responsible posting notices of upcoming rider surveys and for distributing and collecting any paper surveys, although the MTMA does distribute a link to an online survey which is more commonly used. Any paper surveys collected shall be submitted to the MTMA management team.
12/22/2022	General/unspecified	Operations Manager/Dispatch attendance section: MVgo office refers to the contractor's facility correct?	Correct.
12/22/2022	General/unspecified	What are the specific WiFi requirements and who pays for it?	MTMA will be responsible for providing the WiFi service for the MVCS. This should not be included in Contractor's proposal.
12/22/2022	General/unspecified	What is the make and model of the 5, 16-seat all-electric vehicles with ADA?	Please disregard. The 5 electric 16-seat vehicles are no longer a part of the MVCS fleet as of December 31, 2022. For the updated lists of MVCS vehicles, please defer to Addendum 1 to RFP.

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12/22/2022	General/unspecified	How are driver breaks and lunches currently covered for the MVCS shuttle routes?	MVCS currently has a total of 11 Full Time operators who are rotated on the schedule for weekday and weekend shifts as well as weekday schedule rotation to maintain 8 hours shifts with lunch breaks. On a given weekday 8 full-time drivers are assigned to staggered jobs, with 1 additional standby driver (9 FTE's).
12/22/2022	General/unspecified	The total drive time from yard to yard for the MVgo routes B, C & D exceeds the HOS of total drive time of less than 10 hours. How does the current vendor use only 8 drivers for those routes?	Daily deadhead time for all driver blocks does not exceed 1 hour, currently. All driver blocks are less than 10 hours.
12/22/2022	General/unspecified	How is the driver transition done for shifts for the MVCS shuttle since it runs 12 hours a day?	MVCS currently has a total of 11 Full Time operators who are rotated on the schedule for weekday and weekend shifts as well as weekday schedule rotation to maintain 8 hours shifts with lunch breaks. On a given weekday 8 full-time drivers are assigned to staggered jobs, with 1 additional standby driver (9 FTE's).
12/22/2022	General/unspecified	Does MTMA cover the cost of wrapping/branding vehicles or is that the cost responsibility of the contractor?	For MVgo vehicles, the cost of vehicle branding should be included in the vehicle cost proposed by contractor. For MVCS vehicles, MTMA will be responsible for all branding.
12/22/2022	General/unspecified	What is the brand of their current shuttle vehicles? Are gas turtle top buses ford e-350 chassis? Gas or diesel?	Please defer to Addendum 1 for list of MVCS vehicles.
12/22/2022	General/unspecified	Details of existing charging infrastructure? L2 or L3? Exact location? Elaborate on future charging requests/plans?	Currently, no electric vehicles are being used for MVCS as we await delivery of new Vicinity buses and installation of new charging infrastructure. We do not have details of proposed new charging infrastructure at this time. The location of future charging infrastructure will be at 1200 Crittenden Lane in Mountain View through 2023, then will be located at City of Mountain View's lot at the corner of Inigo Way and La Avenida Street in Mountain View.
12/22/2022	General/unspecified	RFP states vehicles must be 2 model years old or newer. Does this apply to the two spare vehicles as well? Does the branding/wrap requirement apply to the spares too?	MTMA requires all assigned vehicles be no older than 2 year's. Proposer may include an older vehicle option for spare vehicles, but no older than 5 years. Vehicle branding must also be provided on all vehicles.
12/22/2022	General/unspecified	What is the requirement for advanced notice for changing a route, adding a new route, reducing service, etc? How much notice will be provided?	A minimum of two weeks notice is typically provided for any service changes, unless such change is required by government mandate.
12/22/2022	Page 65	What is the specific termination clause for MVgo vs. MVCS? The RFP outlined conflicting information pertaining to cancellation and associated fees. Exhibit C (p.65) Termination: 30-day cancellation without cause (sliding scale of cancellation fees)	Without Cause Termination for MVgo and MVCS is 90-days, per section 2 of Attachment B: Sample Shuttle Operations Agreement.

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12/22/2022	General/unspecified	Can you please explain in further detail the sliding scale of termination fees? Are there any protections in place for the awarded bidder to ensure it will not experience a significant financial loss if provided with a written notice of cancellation?	Termination fees do not apply. Contractor will be paid through the effective termination date, based on the fees established in the cost forms.
12/22/2022	General/unspecified	What are the specific possible grounds for termination? What are service level requirements needed in order to avoid the notice of termination?	Grounds for "Without cause" termination would primarily involve a lack of funding for the programs. Grounds for "With cause" termination could involve several factors, lack of performance/missed service, dishonesty in/or lack of incident/accident reporting, neglect for safety of passengers, lack of valid insurance, etc. These are all subjective and would be considered on a case by case basis. For lack of performance/missed service a notice of performance issues would be issued to contractor, then escalated after 30 days with a notice to cure within 30 days. Specific parameters for level of service requirements to avoid termination have not been defined. The MTMA has always worked through performance challenges with our Contractors in a fair professional manner.
12/22/2022	General/unspecified	Does MTMA have a preference on whether drivers are Union or Non-Union?	No preference.
12/22/2022	Page 37, 44	MVCS – Can you please provide clarification on how many shuttles are operating per day? Page 37 indicates that 6 shuttles are used for the service per day. Page 44 indicated that 5 shuttles are used per day.	A minimum of 6 vehicles is required to operate the MVCS on weekdays and a minimum of 3 vehicles required on weekends.
12/22/2022	General/unspecified	What is the current operating budget for the MVgo shuttle program?	The current MVgo operating budget is confidential.
12/22/2022	General/unspecified	Where are the current MVgo shuttles stored?	At the current operator's facility in East Palo Alto.
12/22/2022	General	Will you please consider extending the due date, to ten (10) or fifteen (15) days after the answers are received from the Q&A, so that bidder can consume the data and provide a responsible response?	Please refer to Addendum 1 for revised submittal date.
12/22/2022	P. 102, price pages	Will you please provide the price pages in excel?	Yes.
12/22/2022	p. 20, fleet	Community shuttle, will you please provide a complete list, with in service date, planned expiration date, lease end date, current book value and planned replacement date?	Please refer to Addendum 1.
12/22/2022	p. 4 Commute period and p. 14 hours of operation	Are commute period and MVCS hours of operation synonymous?	No. Please refer to section B of Attachment A: Scope of Services for Description of Services. Visit www.mvgo.org/shuttles to view schedules for MVgo routes.
12/22/2022	p. 12, service summary	To independently operate the services, is the bidder to propose two (2) General Managers and two (2) Maintenance Managers, or are bidders allowed to provide economy of scale staffing solutions (provided bidders meet on-site personnel requirements)?	Bidders may provide an economy of scale staffing approach, provided that the designated Project Manager and a minimum of 1 dispatcher are designated <u>solely</u> to MTMA services. One maintenance manager shall serve as the primary point of contact for all MTMA fleet related matters.

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12/22/2022	p.20, charging infrastructure, p.55 section E.	Should bidder assume that charging infrastructure in provided by Google in the near term (Q3 2023) and in the longer term (Q4 2023 and beyond) provided at Inigo Way?	It is possible the longer term facility on Inigo Way will be delayed through Q4, so please assume MVCS will use Google site through Q4 2023.
12/22/2022	p.29, time point locations	Where are the time point locations for MVCS?	At this time all stops are designated TimePoint locations on MVCS routes.
12/22/2022	P107, benefits	Will you please provide the medical benefits costs, medical benefits summary and number of persons who participate in each medical plan offered? (please include medical, dental and vision)	Please refer to Addendum 1, Attachment F.
12/22/2022	p.107, 401k	Will you please provide 401K benefits plan overview and the number of persons who participate in the 401K plan?	Please refer to Addendum 1, Attachment F.
1/9/2023	Attachment C	Can MTMA supply the pricing sheets in excel format as asked for in the original Q&A	Yes, see link to Excel workbook on MVgo website. https://mvgo.org/new-contract-opportunity-shuttle-operations/
1/9/2023	Attachment A	Can MTMA supply the actual number of operating days based on the annual service hours for the MVCS and MVgo services?	Please refer to Attachment A, Section B: Description of Services for operating days and holidays. For 2023, MVgo planned operating days are 252. For MVCS, operating days are 365.
1/9/2023	Attachment A	Clarification for MVgo services. Verifying from the Q&A response that we should be quoting 9 vehicles on route and 2 back-up for the MVgo services, correct?	Correct.
1/9/2023	Attachment A	Since the vendor must include the cost of vehicle branding/graphics for the MVgo services, can an elevation drawing of the bus graphics be supplied for quoting purposes? If there is no desired graphics package, can a vector file be provided of the MVgo logo?	A link to photos of current vehicle branding is provided on the Mvgo website. Art files can be provided to selected contractor during contract implementation phase. https://mvgo.org/new-contract-opportunity-shuttle-operations/
1/9/2023	Lease Agreement, Article 3 – Insurance, B. Physical Damage Insurance	The contractor has elected to self-insure the risk of collision and comprehensive damages to equipment or vehicles operated by the contractor. Please confirm that the coverage required by Article 3.B of the Lease Agreement may be self-insured by the Lessee (Provider).	The contractor can self-insure for collision & comp subject to Credit approval by leasing agent.
1/9/2023	General/facility	At the Crittenden and Inigo sites, do you have schematics of the planned charging infrastructure?	No.
1/9/2023	General/facility	For the charging infrastructure at Crittenden Ave, how many charging stations are there, what is their capacity, and will the selected provider be able to use those chargers in 2024 and beyond?	Unknown. The Crittenden charging is being installed by Google in the spring of 2023. Google is only allowing MVCS use of the new infrastructure for a short period of time (likely only through spring 2024). MVCS will not be permitted to use that charging infrastructure beyond that timeframe.
1/9/2023	General/facility	What is the planned charging infrastructure at the corner of Inigo Way and La Avenida Street (how many chargers and what capacity)? Will the provider be able to use this facility over the term of the Agreement?	The specific charging units have not been identified. The conceptual plan allows for the installation of 4 charging units. Capacity is TBD once the City has selected the charging units. Once this facility is complete, the provider may use the Inigo facility for MVCS services only.
1/9/2023	General/facility	Please confirm provider is not responsible for maintaining charging infrastructure at Crittenden and Inigo Way.	Provider is not responsible for maintaining charging infrastructure. Any troubleshooting or repairs done by the vehicle maintenance provider, ABC Companies, will be a pass-through cost item to the MTMA.

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1/9/2023	General/facility	What load management software is planned to be used at the Crittenden and Inigo sites?	Unknown at this time. Google will likely own any load management software for the Crittenden site. City has not yet selected charging system for Inigo site.
1/9/2023	General/facility	Please provide the number of electric buses the contractor should plan to charge at their location and when that charging should be available? Is it acceptable for the contractor to provide an indicative cost number (start-up cost for charging), as a detailed design will require involvement from both the local power company and the local municipality?	The maximum # of MVgo vehicles would be 9 (throughout the term of the agreement). Temporary charging for MVCS EV's would be 4 vehicles (only through spring). Any start-up costs should be included in the cost for charging in Tables 2a and 2b of Attachment C - Cost Forms. Could be spread throughout the term of the agreement, or front loaded in year 1.
1/9/2023	General/facility	What utility company(ies) is providing power at the Crittenden and Inigo charging sites?	PG&E.
1/9/2023	General - MVgo vehicles	At the end of the Agreement, will MTMA buy the contractor-provided vehicles for the remaining book value?	This is a possibility in the future. Although this would be contingent on MTMA's ability to store its own fleet of vehicles. Currently MTMA relies on the operator for MVgo fleet parking.
1/9/2023	General	Does MTMA require any proposed vehicles to meet FTA Buy America criteria, and do they need to pass an Altoona test?	This is not a current requirement of the MTMA.
1/9/2023	Attachment A	The RFP states that the ABC maintenance personnel will be onsite for MVCS vehicle roll-out every morning. Will the ABC personnel be responsible for pre-trip vehicle inspection? Who will be responsible for post trip inspection?	No. Drivers are responsible for pre and post trip inspections.
1/9/2023	Attachment A	Please confirm ABC Bus Leasing will be performing all OEM maintenance on MVCS leased vehicles?	Confirmed. ABC companies will be responsible for performing ALL maintenance of MVCS leased vehicles.