



September 13, 2019

Sarah Van Omen, Fiscal Specialist
Maricopa County Community College District
2411 W. 14th St.
Tempe AZ 85281

RE: Bus Transportation Services RFP #3422-6

Dear Ms. Van Omen,

On behalf of VIA Adventures, Inc., I am pleased to submit this response to the Request for Proposal for Bus Transportation Services, RFP #3422-6.

VIA's philosophy is that our community is best served when we provide the highest value of customer service to our clients and guests, while also embracing the highest ethical standards in working with our customers, our employees, and our partners.

VIA Adventures is a proven leader in transportation services with decades of extensive experience in public transit operations, private charters, and fleet maintenance programs. We are dedicated to maintaining and advancing best practices in customer service, safety/security, and environmental stewardship.

We greatly appreciate your consideration of this proposal and look forward to talking with you further about how we can best meet your needs. Should our proposal be accepted, we agree to enter into a contract under the terms and conditions as set forth herein.

Sincerely,

A handwritten signature in blue ink, appearing to read "Curtis Riggs", is written over a faint, light blue circular stamp or watermark.

Curtis Riggs, President

PRICING SCHEDULE

7.1 MOTORCOACHES/LARGE BUSES (45-58 PAKS)

The undersigned has read and understands all conditions and terms of RFP 3422-6 is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the firm, fixed pricing indicated below.

Round trip from any MCCC location to:

Ephraim, Utah	\$ _____	for	_____	days
St. George, Utah	\$ _____	for	_____	days
Roswell, New Mexico	\$ _____	for	_____	days
Rexburg, Idaho	\$ _____	for	_____	days
Colorado Springs, Colorado	\$ _____	for	_____	days
Dallas, Texas	\$ _____	for	_____	days
Nogales, AZ	\$ _____	for	_____	days
Winslow, AZ	\$ _____	for	_____	days
Northland Pioneer, Holbrook, AZ	\$ _____	for	_____	days
Eastern CC, Thatcher, AZ	\$ _____	for	_____	days
Cochise College, Douglas, AZ	\$ _____	for	_____	days
AZ Western CC, Yuma, AZ	\$ _____	for	_____	days
Central Arizona College, Coolidge, AZ	\$ _____	for	_____	days
Northern Arizona Univ, Flagstaff, AZ	\$ _____	for	_____	days
Yavapai College, Prescott, AZ	\$ _____	for	_____	days
Pima CC, Tucson, AZ	\$ _____	for	_____	days
Univ. of Arizona, Tucson, AZ	\$ _____	for	_____	days
Las Vegas, Nevada	\$ _____	for	_____	days
San Diego, California	\$ _____	for	_____	days
Long Beach, California	\$ _____	for	_____	days
Los Angeles, California	\$ _____	for	_____	days
Enid, Oklahoma	\$ _____	for	_____	days
Sells, AZ	\$ _____	for	_____	days
Salt Lake City, Utah	\$ _____	for	_____	days
Twin Falls, Idaho	\$ _____	for	_____	days
Grand Junction, Colorado	\$ _____	for	_____	days

see attached

For trips not listed above, provide pricing for trips from:

One location within Maricopa County to another location within Maricopa County \$ _____/mile or hour or day (circle one)

One location within Maricopa County to another location outside Maricopa County but within Arizona \$ _____/mile or hour or day (circle one)

One location within Maricopa County to another location Outside Arizona \$ _____/mile or hour or day (circle one)

List rate for additional hours (overtime) past the fixed pricing rate*: \$ _____/per hour

*Charge for additional hour past a standard 10 hour day.

Section Seven: PRICING SCHEDULE

Rev 090817

Price per day for out of town multi-day trips	\$ _____
Price per day for extra driver/other OTR costs if needed	\$ _____
Price for 1 day trips that go overnight	\$ _____

7.2 SMALL/MINI-BUSES (15-34 PAKS)

The undersigned has read and understands all conditions and terms of RFP 3422-6 is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the firm, fixed pricing indicated below.

Round trip from any MCCC location to:

Ephraim, Utah	\$ _____	for	_____	days
St. George, Utah	\$ _____	for	_____	days
Roswell, New Mexico	\$ _____	for	_____	days
Rexburg, Idaho	\$ _____	for	_____	days
Colorado Springs, Colorado	\$ _____	for	_____	days
Dallas, Texas	\$ _____	for	_____	days
Nogales, AZ	\$ _____	for	_____	days
Winslow, AZ	\$ _____	for	_____	days
Northland Pioneer, Holbrook, AZ	\$ _____	for	_____	days
Eastern CC, Thatcher, AZ	\$ _____	for	_____	days
Cochise College, Douglas, AZ	\$ _____	for	_____	days
AZ Western CC, Yuma, AZ	\$ _____	for	_____	days
Central Arizona College, Coolidge, AZ	\$ _____	for	_____	days
Northern Arizona Univ, Flagstaff, AZ	\$ _____	for	_____	days
Yavapai College, Prescott, AZ	\$ _____	for	_____	days
Pima CC, Tucson, AZ	\$ _____	for	_____	days
Univ. of Arizona, Tucson, AZ	\$ _____	for	_____	days
Las Vegas, Nevada	\$ _____	for	_____	days
San Diego, California	\$ _____	for	_____	days
Long Beach, California	\$ _____	for	_____	days
Los Angeles, California	\$ _____	for	_____	days
Enid, Oklahoma	\$ _____	for	_____	days
Sells, AZ	\$ _____	for	_____	days
Salt Lake City, Utah	\$ _____	for	_____	days
Twin Falls, Idaho	\$ _____	for	_____	days
Grand Junction, Colorado	\$ _____	for	_____	days

DNA

For trips not listed above, provide pricing for trips from:

One location within Maricopa County to another location within Maricopa County	\$ _____ /mile or hour or day (circle one)
One location within Maricopa County to another location outside Maricopa County but within Arizona	\$ _____ /mile or hour or day (circle one)
One location within Maricopa County to another location Outside Arizona	\$ _____ /mile or hour or day (circle one)

Section Seven: PRICING SCHEDULE

Rev 090817

List rate for additional hours (overtime) past the fixed pricing rate*: \$ _____/per hour

*Charge for additional hour past a standard 10 hour day.

Price per day for out of town multi-day trips \$ _____

Price per day for extra driver/other OTR costs if needed \$ _____

Price for 1 day trips that go overnight \$ _____

7.3 VANS (LESS THAN 15 PAKS)

The undersigned has read and understands all conditions and terms of RFP 3422-6 is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the firm, fixed pricing indicated below.

Round trip from any MCCC location to:

Ephraim, Utah	\$ _____	for	_____	days
St. George, Utah	\$ _____	for	_____	days
Roswell, New Mexico	\$ _____	for	_____	days
Rexburg, Idaho	\$ _____	for	_____	days
Colorado Springs, Colorado	\$ _____	for	_____	days
Dallas, Texas	\$ _____	for	_____	days
Nogales, AZ	\$ _____	for	_____	days
Winslow, AZ	\$ _____	for	_____	days
Northland Pioneer, Holbrook, AZ	\$ _____	for	_____	days
Eastern CC, Thatcher, AZ	\$ _____	for	_____	days
Cochise College, Douglas, AZ	\$ _____	for	_____	days
AZ Western CC, Yuma, AZ	\$ _____	for	_____	days
Central Arizona College, Coolidge, AZ	\$ _____	for	_____	days
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Univ. of Arizona, Tucson, AZ	\$ _____	for	_____	days
Las Vegas, Nevada	\$ _____	for	_____	days
San Diego, California	\$ _____	for	_____	days
Long Beach, California	\$ _____	for	_____	days
Los Angeles, California	\$ _____	for	_____	days
Enid, Oklahoma	\$ _____	for	_____	days
Sells, AZ	\$ _____	for	_____	days
Salt Lake City, Utah	\$ _____	for	_____	days
Twin Falls, Idaho	\$ _____	for	_____	days
Grand Junction, Colorado	\$ _____	for	_____	days

DNA

For trips not listed above, provide pricing for trips from:

One location within Maricopa County to another location within Maricopa County \$ _____/mile or hour or day (circle one)

Section Seven: PRICING SCHEDULE

Rev 090817

One location within Maricopa County to another location
outside Maricopa County but within Arizona \$ _____/mile or hour or day
(circle one)

One location within Maricopa County to another location
Outside Arizona \$ _____/mile or hour or day
(circle one)

List rate for additional hours (overtime) past the fixed pricing rate*: \$ _____/per hour
*Charge for additional hour past a standard 10 hour day.

Price per day for out of town multi-day trips \$ _____

Price per day for extra driver/other OTR costs if needed \$ _____

Price for 1 day trips that go overnight \$ _____

Costs/Fees listed above shall include all overhead and profit. No billing will be accepted that shows any other costs than those listed above. This includes, but is not limited to, travel, any out-of-pocket costs, meetings, secretarial, printing, delivery, rent, phone calls, postage, overnight mail service, accounting, fuel charges, office supplies, etc.

You may submit a more detailed pricing schedule in lieu of the above as an attachment to this page, but the next page must be completed, signed and included with your proposal.

PRICING SCHEDULE

7.1 MOTORCOACHES/LARGE BUSES

The undersigned has read and understands all conditions and terms of RFP 3422-6 is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the firm, fixed pricing indicated below:

Single Day Trips

\$625.00 (4-hour minimum) plus \$100.00 per hour up to a maximum of \$1325.00 **OR** \$4.25 per live mile (whichever is greater)

Note: No deadhead charge if within 30 miles of Tempe AZ, otherwise, deadhead charge is \$3.75 per mile

Multi Day Trips

Same as single day trips up to maximum of \$1275.00 per day

Note: The chartering party is responsible for the cost of overnight accommodations for the driver if needed. Either the chartering party or VIA can make the arrangements—whichever is most convenient for the chartering party.

*Additional driver if needed - \$325.00 per day

For service to Mexico, additional surcharge of \$1000.00 will apply.

The above rates are valid for the initial contract term ending June30, 2021. Any one-year option periods shall be subject to a rate increase of 3% annually.

Each agreement to provide charter bus service is subject to driver and vehicle availability.

SIGNATURE PAGE

Pursuant to Arizona Revised Statutes 35-391.06 & 35.393.06, proposer certifies that it does not have a scrutinized business operation in either Sudan or Iran.

SIGNATURE Curt Riggs

PRINTED NAME Curtis Riggs

TITLE President

COMPANY VIA Adventures Inc.

ADDRESS 300 Grogan Ave.

CITY, STATE, ZIP Merced CA 95341

TELEPHONE 209-384-1315 FAX NUMBER 209-384-2610

E-MAIL criggs@via-trailways.com

Is your firm a:

Corporation* () Partnership () Individual () Joint Venture

▪ If a corporation, answer the following:

- a) Where incorporated: California
- b) Date incorporated: 10/12/89
- c) Have your Articles ever been suspended or revoked? () Yes No

If yes, when, for what reason, and when were they reinstated:

▪ Has your firm or its parent or subsidiaries ever been debarred or suspended from providing any goods or services to the Federal Government or other public entities? NO

If yes, when, for what reason, and when were they reinstated:

SCOPE OF WORK

3.1 GENERAL REQUIREMENTS

3.1.1

In the performance of this service, VIA will act as a contractor to MCCCDC to provide transportation service in accordance with all applicable Federal, State, and Local regulations.

3.1.2

VIA will provide transportation services, when requested, to local (inside Maricopa County), statewide (within Arizona), and/or out of state destinations.

3.1.3

VIA shall provide subcontracted, alternate bus service, if requested, when no company vehicles are available at the same prices awarded from this proposal. Subcontracted services, including the age of the buses, will be equal or better to all requirements, terms and conditions of this proposal.

3.1.4

It is understood that locations listed on the Pricing Schedule are not all-inclusive but only represent locations traveled to historically, mostly by athletic teams.

PROPOSAL REQUIREMENTS

4.1 MINIMUM REQUIREMENTS

4.1.1

VIA is licensed by the DOT. Our authority number is 399298.

4.1.2

VIA has been operating charter service continuously from a terminal in Arizona since 1989 (30 years).

4.1.3

We hereby confirm that to the best of our knowledge, we understand the RFP and this proposal is made in accordance therewith unless otherwise stated.

4.1.4

VIA has responded herewith to the questions in Section 5.

4.1.5

The pricing schedule (Section 8) has been signed, and VIA has provided its hourly and mileage rates as allowed in Addendum #1.

4.1.6

VIA will obtain authority to operate into Canada if requested. If service into Mexico is requested, VIA will farm out that work to another carrier as is allowed in the RFP.

4.2 SPECIFIC REQUIREMENTS

4.2.1

All vehicles provided for MCCCCD usage will be model year 2011 or newer. Maintenance records are available upon request.

4.2.2

VIA complies with all DOT regulations.

4.2.3

ADA compliant vehicles are part of the fleet.

4.2.4

All motorcoaches are equipped with a DVD player and audio equipment.

4.2.5

All VIA motorcoaches are restroom equipped and serviced daily.

4.2.6

VIA has 19 motorcoaches with a capacity of 45 or greater.

4.2.7

VIA drivers comply with DOT regulations and are dressed in uniform (coat and tie).

4.2.8

Dispatch services are available 24/7.

4.2.9

VIA goes to great effort to ensure timely performance in the event of a breakdown. See Section 5.2.5.

In the event of a breakdown, VIA always does whatever possible to immediately dispatch alternate transportation to serve the client. This is normally done by calling the transportation company that has an available vehicle closest to the location of the breakdown. However, it is impossible to insure that passengers will always arrive on time for a scheduled event.

4.2.10

Vehicles will spot at least 15 minutes prior to the scheduled departure time.

4.2.11

Motorcoaches will arrive as requested with clean restrooms, windows, and interior. All buses are equipped with first aid kit and fire extinguisher.

4.2.12

VIA buses to not display casino or inappropriate advertising inside or outside.

4.2.13

We understand MCCC'D's definition of a driver's workday. Per federal regulations, drivers may not drive more than 10 hours. VIA often does pay drivers more than 10 hours per day to compensate them for off-duty time or time on duty but not driving.

4.2.14

VIA will provide at no additional cost a vehicle of equal or better value if a "booked" vehicle is unavailable.

4.2.15

VIA will abide by MCCC'D's Travel Administrative Regulations for driver's room and per diem on overnight trips.

4.3 ADDITIONAL SERVICES

Additional services may be provided upon request. None are specifically offered at this time.

4.4 DEVIATIONS FROM RFP

This proposal contains no Material Deviations from the RFP with the exception of travel into Mexico (See Tab 8).

4.4 SIGNATURE

This proposal is prepared under the authority of Curtis Riggs, the President of VIA Adventures Inc.

RESPONDENT QUESTIONNAIRE

5.1 DESCRIPTION OF FIRM

5.1.1

VIA Adventures, Inc. was founded in 1982 as a subsidiary of Merced Transportation Company (MTC) with the intent to provide quality transportation service for fun and necessity, to young and old of all ability levels. VIA has earned a nationwide reputation in the motorcoach transportation industry for excellence in customer service, safety, reliability, and quality equipment. Additionally, VIA is characterized by a commitment to high ethical standards, being a responsible corporate citizen, and promoting mutually beneficial partnerships.

Since its inception, VIA has grown from 1 motorcoach to a fleet of 39 motorcoaches and a variety of transit vehicles. VIA's scope of service has also expanded from private charters to include the operation of daily public transit service, contractual services for tour operators, and the operation of university transit systems.

VIA continues a close relationship with MTC. The two entities not only share common ownership, but are jointly served by one senior management team and the departments of Accounting and Human Resources.

VIA/MTC understands the needs of a wide variety of clients and populations having worked for public agencies, private businesses, schools, associations, groups, urban and rural transit users, youth and teens, persons of all ages with disabilities, infants and their families, commuters, business groups, and recreational travelers and tourists of many nationalities.

VIA/MTC's experience is broad and shows our proven capability to not only manage an existing network but to create, launch, and grow transportation solutions where none existed. VIA/MTC capabilities include an established record of delivering a new solution as promised, on-time, and within budget.

5.1.2

VIA/MTC takes pride in the dedication of its diverse management and the 130 team members who have continued to provide reliable, efficient, and cost-effective transportation services for our communities. VIA/MTC enjoys a remarkable reputation in the industry for safety, quality service, collaborative efforts, and the highest ethical standards.

VIA Adventures and MTC (VIA/MTC) staff have more than 100 years of combined experience providing bus transportation services in California and Arizona.

Lynn Cox, VIA Operations Manager

Tempe, AZ

Lynn has primary responsibility for the day-to-day operations of the Arizona bus division, and will serve as the On-Site Manager for the MCCCCD contract. She has been a manager for VIA for 16 years. She is adept at handling a driver workforce with a focus on good morale and customer service.

Curtis Riggs, President and Chief Executive Officer

Merced, CA

Curtis is responsible for partner relationships including contract oversight, compliance and performance. He oversees the management team and reviews legal and insurance requirements, and determines resource allocations. He has more than 45 years of experience in bus transportation.

Lisa Gonzalo, Human Resources Director

Merced, CA

Lisa is responsible for workforce relationships, wage and benefit administration, labor-related legal requirements and compliance. Lisa has been a personnel specialist for over 25 years. She has been with VIA for 18 years. She is a Human Resources certified professional. Lisa is also charged with ensuring that VIA is in full compliance with all federal and state regulations pertaining to the operation of commercial motor vehicles.

Chris Walls, Driver Trainer

Tempe, AZ

Chris is responsible for all instruction and training related to initial driver certification and continuing safety education. He has been a driver for VIA for 22 years.

Richard Gillette, Lead Mechanic

Tempe, AZ

Richard is responsible for the oversight of all fleet maintenance at our Arizona location. He has more than 20 years of broad experience in commercial bus maintenance and has been with VIA for over 5 years.

5.1.3

Charter service can be available on a 24 hour, 7 days a week basis. The sales office is open normal "business hours." After-hours requests made for service are handled by the on-call dispatcher.

Someone in management at VIA is available at all times, including late nights and holidays to handle any concern. Below is an outline of contact paths for MCCCCD to reach VIA for charter services:

During Business Hours (8:00am - 5:00pm)

- Email: lcox@viatrailways.com
- VIA phone number: (480) 966-4940

After Business Hours (5:00pm - 8:00am)

- VIA phone number: (480) 966-4940, menu to on-call personnel

For charter passengers, the primary answering point at VIA is the main business line. After-hours calls are diverted to the on-call dispatcher/supervisor.

5.2 QUALIFICATIONS

5.2.1

For over 50 years, VIA/MTC's public clients have included Amtrak, universities, colleges and schools, regional centers, counties, cities, joint powers authorities, and the National Park Service. On an international level, VIA/MTC provided bus service for the 2010 Winter Olympics in Vancouver, Canada. Specific qualifications for providing bus transportation services for MCCCDC:

1. VIA operates a bus terminal and maintenance facility in Tempe AZ. Our facility includes offices, a maintenance shop, bus parking, and bus washing capabilities. The entire facility is secure with perimeter fencing.
2. Our Arizona facility has full-time management and maintenance personnel as well as a growing team of charter bus drivers.
3. Arizona operations are supported by our corporate headquarters in Merced CA as needed in the areas of Human Resources, Accounting, and Safety & Compliance.
4. If needed, additional support to the Arizona driver team is available from approximately 50 Merced CA-based drivers.

5.2.2

VIA has been operating continuously in the Phoenix area since 1989. Our thirty-year history of satisfied customers is a testament to the resources available to support vehicle operations. VIA's current facility is owned by a sister corporation, and the financial backing of Merced Transportation and the owners of VIA are available to support our commitments. In 30 years of Arizona operations, VIA has never defaulted on an obligation.

Preventive maintenance scheduling is set up days in advance so as to work with the operations department to avoid repairs during peak hours whenever possible. This also allows the operations department ample time to schedule replacement buses for the vehicles being serviced.

Preventive Maintenance Inspections & Servicing:

A – Service:	3,000 Mile or 45-Day Safety Inspection (whichever comes first)
Air Conditioning:	Annual Check
Air Dryer	Annual Service
B-Service	7,500 Mile, Oil, Filters and Lube
C-Service	50,000 Mile, Transmission Service
D-Service	50,000 Mile, Differential Service
P/S Service	50,000 Mile, Power Steering Service
Smoke Opacity	Annual Check
WC Service	Annual Service, Wheelchair Lift

VIA hereby confirms that it will maintain the buses and equipment in good operating condition and will undertake all repairs and preventive maintenance in accordance with the applicable manufacturer's recommendations.

VIA operates a modern fleet of motorcoaches that are maintained to the highest standards. The average age of the Arizona fleet is approximately 6 years.

VIA has approximately twenty-two charter vehicles based in Arizona. The sizes range from 42 to 57 passenger motorcoaches. It is anticipated that a variety of vehicles will be used for MCCC. The specific vehicles used will be determined by passenger load and specific amenities needed.

Below is a table with specifications of the major types of vehicles:

Type	#	Make	Model	Year	Size	Capacity	Fuel	Special Features
Motor-coach	3	Van Hool/ Prevost	various	various	40 ft.	42	ultra low sulfur diesel	Restroom, WiFi, GPS, DVD entertainment system
Large Motor-coach	19	Van Hool/ Prevost/ Volvo	various	various	45 ft.	52/55	ultra low sulfur diesel	restroom, WiFi, GPS, DVD entertainment system

5.2.3

VIA has fully ADA-compliant buses upon request

5.2.4

The average age of the VIA Arizona fleet is approximately 6 years, whether small or large motorcoach.

5.2.5

VIA’s standard operating procedure in the event of a breakdown is to place passenger care as the highest priority. Both dispatchers and mechanics are available 24/7. We immediately ascertain whether VIA or another carrier can respond more quickly, and dispatch the closest bus to continue the trip with the passengers. Only after passenger care has been handled do we respond to repair a down vehicle. VIA is part of the nationwide “Trailways” network and is a member of both state and national bus associations. These relationships provide additional support availability from friendly “family” carriers throughout the country who will come to our aid.

5.2.6

VIA proposes to offer service using 22 motorcoaches that are available for charter. These consist of three coaches of up to 42 passengers, and nineteen coaches with a capacity of 52-57.

5.2.7

The keys to an effective training and safety program are rigorous initial training, mandatory continuing education, vigilance on the part of supervisors, and a zero tolerance for safety risks.

A critical component of our driver safety program is the application of the principles of continuous improvement to driver safety.

All VIA drivers meet or exceed the training requirements as defined by law through the successful completion of a course of instruction including classroom instruction and behind-the-wheel training in all sections of the Instructor's Behind-the-Wheel Guide for California's Bus Driver's Training Course.

Below is a brief synopsis of items covered as part of VIA's comprehensive training program:

- company safety policy including three service priorities: 1) safety, 2) customer satisfaction, 3) efficiency
- wage and hour laws, ADA law, drug and alcohol and other company and legal policy
- transporting persons with special needs
- classroom defensive driving instruction including on-board emergencies and accidents
- pre-trip inspections, fueling, and post-trip procedures

In the interests of brevity and conservation, we have not included lengthy manuals which detail our full programs.

Quarterly Safety meetings are conducted and provide an opportunity to share new information, the latest safety techniques, and additional training on company policies. When appropriate, accident details are discussed and analyzed for instructive use. Accidents that indicate trends are handled by organizing a campaign to eliminate the behavior leading to the reoccurrence. Drivers are evaluated on a regular basis and those that fall below expectations are re-trained and re-evaluated for job suitability.

In both recruitment and retention efforts, VIA stresses that the services we provide related to quality transportation are an integral part of the growth and success of the larger community. With this in mind, VIA follows a set of procedures to best qualify applicants, screen for employment, and secure the most competent personnel. The driver selection and hiring process includes application submission, informal orientation, reference check and qualification assessment, personal interview, background checks, and driving and safety training and tests.

VIA/MTC is concerned about the safety of its operations and providing all employees with a safe working environment. It is company policy to maintain a drug and alcohol-free workplace.

Employees performing safety sensitive functions are subject to the company's zero tolerance drug and alcohol testing policy, which includes pre-employment, post-accident, random, and reasonable suspicion drug testing. Employees who violate VIA/MTC's drug and alcohol policy will be subject to immediate termination.

The random selection process for testing shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of safety-sensitive employees. The number of employees randomly selected for drug and alcohol testing during the calendar year shall be not less than the percentage rates established by Federal regulations.

5.2.8

All VIA motorcoach operators possess a CDL (Commercial Driver's License) with passenger endorsement in full compliance with federal DOT requirements.

5.2.9

Below is a table with Charter related accidents within the past five years listed on our Accident Register in accordance with FMCSA 49 CFR 390.5:

Date	Location	Fault (Yes/No)	Reason
10/19/18	Planada CA	No	1 Vehicle Towed
06/24/17	Planada CA	No	1 Vehicle Towed
08/28/15	San Diego CA	Yes	1 Injury

5.2.10

VIA maintains a superb reputation in the transportation industry for excellence in customer service, safety, reliability, high ethical standards, professionalism, environmental stewardship, and quality equipment. With over 35 years of experience including daily transit operations and charter services, VIA is uniquely qualified to meet the needs of the MCCCDC as defined in the Request For Proposal.

Current activities and locations are listed below:

Merced CA

- University charter service operations (University of California and CA State Universities)
- Charter bus service (throughout Northern CA and NV)
- Fleet maintenance and repair (both internal and to other fleets)
- Fixed-route public transit operations and maintenance (YARTS)
- Motorcoach service for tour operators
- School bus service (home to school)

Fresno CA

- University charter bus service (CA State University Fresno)
- Charter bus service (throughout Central and Southern CA and NV)
- Fixed-route public transit operations and maintenance (YARTS)
- Fleet maintenance and repair (both internal and to other fleets)
- School bus service (home to school)

Tempe AZ

- Charter bus service throughout AZ, NM, UT, NV
- Fleet maintenance and repair
- University charter bus services (ASU)
- Motorcoach service for tour operators and Destination Management Companies

Specific local university transit and public transit experience

CatTracks (University of California, Merced)

2005–2019

VIA was instrumental in helping to design the system and has operated CatTracks since its inception in 2005. Fourteen years' experience operating the fixed-route bus system providing connections among university campuses and the community of Merced for students, faculty, staff, and the general public. VIA provided a "turn-key" system including buses, drivers, dispatch services, fleet maintenance, insurance, and fuel.

"The Bus" (Merced City and County Transit System)

1996-2003 and 2010-2015

Twelve years' experience includes the complete operational management of both the fixed-route and the paratransit services during 1996-2003 and 2010-2015, with a workforce including 85 transit drivers serving over 50 routes per day.

YARTS (Yosemite Area Regional Transportation System)

1986–Present

Over thirty years' experience operating a year-round fixed-route bus system serving Yosemite National Park and six surrounding counties on four corridors over mountainous terrain in all weather conditions.

Higher education charter bus experience

University of California Merced

2005-Present

VIA was selected as the first company to provide charter bus services to the university on an as-needed basis. We have a fourteen year history of coordinating service with UCM and providing safe transportation for groups on demand. VIA has also managed large-scale movements for UCM with dozens of buses for special events such as commencements, and groundbreaking ceremonies.

Arizona State University

2012-Present

VIA was selected in a competitive process to provide on-demand charter bus services for ASU in Tempe Arizona. We provide service to several departments, clubs, and associations for both local and long-distance group movements.

Merced College

1982-Present

VIA has been the primary supplier of charter bus services to Merced College since 1982. VIA transports the "Blue Devils" athletic teams to out-of-town sporting events. VIA also serves student groups and social travel sponsored by the college.

California State University Stanislaus

1999-Present

VIA has been a long-term supplier of charter bus services to Cal State Stanislaus. Our primary service for them is athletic team transport, educational charters for several departments, recreational transportation for student residence housing, and

Below are four references from present clients whom we have served for at least three years:

- **University of California, Merced**

Address: 5200 North Lake Road
Merced, CA 95343

Client Contact: Karin Groth, Director of Transportation and Parking Services

Annual Volume: (209) 228-6981 / kgroth@ucmerced.edu
Relationship: Approximately \$1,925,000
Scope of Service: 14 years
University transit and charter operations

- **Yosemite Area Regional Transportation System**

Address: 369 West 18th Street
Merced, CA 95340
Client Contact: Cindi Kelly, Transit Manager
(209) 723-3153 /
Annual Volume: Approximately \$2,222,000
Relationship: 20 years
Scope of Service: Intermodal Public transit operations connecting Yosemite National Park with communities in six surrounding counties.

- **Merced College**

Address: 630 West 19th Street
Merced, CA 95340
Client Contact: Autumn Garcia, Director of Community Services
(209) 384-6221 / agarcia@mccd.edu
Annual Volume: Approximately \$33,000
Relationship: 35+ years
Scope of Service: All community public series charter trips

- **Tauck World Discovery**

Address: 10 Westport Road
Wilton, CT 06897
Client Contact: Alicia Decina, Product Manager
adecina@tauck.com
Annual Volume: Approximately \$850,000
Relationship: 30+ years
Scope of Service: Charter service upscale tours of the western and southwestern states.

5.2.11

See above.

5.3 OPERATIONAL

5.3.1

The chartering party is responsible for the cost of overnight accommodations for the driver if needed. Either the chartering party or VIA can make the arrangements—whichever is most convenient for the chartering party.

5.3.2

Charter bus service can often be provided with as little as two hours' notice. However, since on some days VIA is "sold out," booking a bus well in advance is recommended.

5.3.3

VIA has motorcoaches that are fully compliant with ADA regulations including hydraulic lifts and wheelchair tie-down positions.

5.3.4

Cancellation policies are as follows:

- Trips cancelled more than 30 days prior—full refund
- Trips cancelled between 30 days and 7 days prior--\$250 cancellation charge
- Trips cancelled between 7 days and 3 days prior—50% cancellation charge
- Trips cancelled less than 3 days prior—90% cancellation charge

5.3.5

By federal law, 10 hours is the maximum driving time for a driver before the required 8 hours off duty. Our pricing schedule (which follows) provides flexibility to the chartering party inasmuch as there is not a full day charge for a shorter trip based upon hours. Our rate is based upon a four-hour minimum charge of \$625 with each additional hour at \$100. Therefore, a 10-hour day would be \$1225, but the cost would be less if the service is for fewer than 10 hours. Also, there is a maximum hourly charge of \$1325 for a one-day trip, even if the service is as much as 15 hours—the maximum on-duty time allowed.

5.3.6

The hourly rate for time beyond the 4-hour \$625 minimum is billed at \$100 per hour to a maximum of \$1325 for a one-day trip. On multi-day trips, there is a maximum daily charge of \$1225.

5.3.7

Most all of the buses are equipped with all of the preferred amenities with the exception of USB charging stations and audio jacks.

5.3.7.1

Please request power outlets at time of booking. There is no extra charge for this.

5.3.7.2

All buses have seat belts, air conditioning, wifi, tv monitors and A/V equipment. None have USB outlets or audio jacks. 75% have power outlets.

5.3.7.3

We will offer a 5% discount for a bus that is not equipped with power outlets.

5.4 OTHER

5.4.1

Yes, based upon availability, other public agencies affiliated with MCCCDC can use these rates.

5.4.2

None

ATTACHMENT A

BIDDER'S STATEMENT

Interested Bidders are asked to review and provide, as completely and accurately as possible, a written response on each applicable section below:

TYPE OF BUSINESS ORGANIZATION

Please check the appropriate box(es).

The Bidder represents that it operates as:

A CORPORATION incorporated under the laws of
the State of California

An INDIVIDUAL

A PARTNERSHIP

A NON-PROFIT ORGANIZATION

A JOINT VENTURE

Federal Employer Identification Number: 77-0233283

PARENT COMPANY and IDENTIFYING DATA

A "parent" company, for the purposes of this provision, is one that owns or controls the activities and basic business policies of the Bidder. To own the Bidding company means that the "parent" company must own more than 50 percent of the voting rights in that company. A company may control a Bidder as a "parent" even though not meeting the requirements for such ownership if the "parent" company is able to formulate, determine or veto basic policy decisions of the Bidder through the use of dominant minority voting rights, use of proxy voting or otherwise.

The Bidder:

IS IS NOT owned or controlled by a "parent" company.

If the Bidder IS owned or controlled by a "parent" company, Bidder shall provide the name, address, phone and fax numbers, and Federal I.D. No. of the company.

ATTACHMENT A
 BIDDER'S STATEMENT (continued)
 BIDDER REFERENCES
 Private Business Contracts

MCCCD requires a minimum of three (3) current and local references for which you are providing same or similar products and services specified herein. Please indicate below the businesses for which you have provided such during the past two (2) years:

- 1 Company Name: Tauuck World Discovery
 Address: 10 Westport Rd, Wilton CT 06897
 Phone #: 203-899-6562 Fax #: _____
 Contact Person: Alicia Decina
 Contract Period: From: 1989 To: Present
 Describe Services: Charter service upscale tours

- 2 Company Name: AZA Events
 Address: 116700 N Thompson Peak Pkwy Scottsdale
 Phone #: 480-951-4526 Fax #: 480-951-8371 #2 85260
 Contact Person: Lori James
 Contract Period: From: 2004 To: Present
 Describe Services: Charter bus services

- 3 Company Name: Southwest Conference Planners
 Address: 8467 E Via De Comercio Ste 101
 Phone #: 480-44-3505 Fax #: 480 443-1130
 Contact Person: Collin Finnegan - Ewan
 Contract Period: From: 1999 To: Present
 Describe Services: Charter bus services

ATTACHMENT A
 BIDDER REFERENCES (continued)
 Federal, State or Other Political Subdivision Contracts

MCCCD is also interested in speaking with public agencies or educational institutions for whom you have provided such products and services covered herein:

- 1 Company Name: University of California - Merced
 Address: 5200 N. Lake Rd, Merced CA 95343
 Phone #: 209-228-6981 Fax #: _____
 Contact Person: Karin Groth
 Contract Period: From: 2005 To: Present
 Describe Services: University transit and Charters

- 2 Company Name: Yosemite Area Regional Trans. System
 Address: 369 W 18th St, Merced CA 95340
 Phone #: 209-723-3153 Fax #: _____
 Contact Person: Cindi Kelly
 Contract Period: From: 1986 To: Present
 Describe Services: Intermodal Public transit

- 3 Company Name: Arizona State University
 Address: 1551 S Rural Rd Tempe Az 85281
 Phone #: 480-727-5522 Fax #: _____
 Contact Person: Erik Villescaz
 Contract Period: From: 2012 To: Present
 Describe Services: Charter bus service

ATTACHMENT A
BIDDER'S STATEMENT (continued)
ADDITIONAL BUSINESS INFORMATION
Standard Business Hours

- 1 Days of week available for services: All Days
- 2 Business hours of operation: Mon - Fri 7:30 Am - 5:30 pm
- 3 On-call/Emergency service hours: Available 24/7
- Phone Number(s): 480-966-4940
- Web Address: viatrailways.com
- FAX Number: 480-966-5118

General Information

- 4 Business License Number: 0448940
- 5 Number of years in business under current name: 37
- 6 Number of offices in the State of Arizona: 1
- 7 Business Classification (check applicable category)
- Minority Owned Business (MBE) _____
- Woman Owned Business (WBE) _____

Does your firm hold this certification from any other agencies or companies?

No: Yes: _____ With Whom? _____

8 Name and address of office assigned to handle the MCCCDC account:

VIA Adventures
1826 E Third St.
Tempe AZ 85281

9 Account Manager Information:

Name: Lynn Cox
Office Phone: 480-966-4940
Cell: 602-620-3487

10 Contractors License Number(s): TYPE _____ NUMBER _____

11 Do you ever sub-contract any of your services? NO _____ YES

If YES, which services?: _____

ATTACH ADDITIONAL SHEETS IF NECESSARY TO FURTHER DESCRIBE THE EXPERIENCE AND QUALIFICATIONS OF YOUR FIRM FOR PROVIDING THE PRODUCTS/SERVICES UNDER THE CONTRACT



RFP 3422-6 Bus Transportation Services

Description: Bus Transportation Services
RFP #: 3422-6 Addendum #1
Date: September 11, 2019

The following clarifications, changes, additions or deletions for this project shall be made to the above mentioned RFP; all other conditions shall remain unchanged. The Addendum supersedes current conditions shown in the RFP document. This Addendum modifies them as follows:

Correction to the Pricing Schedule (Section 7):

The last paragraph in section 7 page 19 is to be corrected as follows:

You may submit a more detailed pricing schedule in lieu of the above as an attachment to this page, but the signature page (Section 10) must be completed, signed and included with your proposal.

Correction to Strategic Partnerships (Section 1.5):

The link in section 1.5 page 2 for the 2017 – 2020 Strategic Commitments has been updated as follows:

<https://procurement.maricopa.edu/sites/procurement/files/purchasing/forms/MCCCD%20Strategic%20Commitments%202017-2020%20-%20Nov%2015%2C%202016.pdf>

Carly P. Res.

QUESTIONS AND ANSWERS

No further questions will be answered.

Below are responses to the questions that were received regarding this RFP. If your question(s) was not specifically answered it may be because it was not pertinent to your ability to respond to the RFP; did not address what was requested in the RFP; was similar to a question previously asked; was information that only the successful proposer will need and will be provided when they start working on the project; and/or the answer is already contained in the RFP package or available on our website.

Please note the questions are in black, with the response following in blue. When possible wording for each question was kept in the same format as received but may have been edited to provide clarity. Questions may be placed in a different order and renumbered. Responses to questions received are as follows:

- Q1. Is it possible to give an estimated amount of trips annually per vehicle type? (ie; motorcoach/large buses, small/mini bus, vans)
- A1. MCCCCD does not keep a record of the frequency of trips per vehicle type.
- Q2. What is the average length of stay at the destination?
- A2. The average length of stay at a destination differs between colleges depending upon the activity and the Primary Chaperone/Faculty accompanying the students or the Athletic Director.
- In county travel can vary from 2 to 8 hours
 - Out of county travel can vary from 8 to 14 hours.
 - Out of state travel can vary from 2-7 days.

4.4 DEVIATIONS FROM RFP

While VIA Adventures, Inc. can obtain authority to travel into Mexico, we choose not to. Therefore, any request for service into Mexico will be sub-contracted out.