



CITY OF CERRITOSSM

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March 31, 2025

**REQUEST FOR PROPOSALS (RFP) FOR CITY TRANSIT OPERATIONS AND
MAINTENANCE CONTRACTOR SERVICES
RFP NO. 1559-25**

ADDENDUM NO. 1

Please see attached Addendum No. 1, which has been issued for RFP No. 1559-25. Addendum No. 1 shall become an integral part of the Request for Proposals and shall be acknowledged in the space provided and attached to the Bid for the project. The other contents of the Request for Proposals shall remain unchanged.

Sincerely,

Sabrina Chan
Advance Planning Manager

Attachment

cc Cynthia Nava, City Clerk

March 31, 2025

**REQUEST FOR PROPOSALS (RFP) FOR CITY TRANSIT OPERATIONS AND
MAINTENANCE CONTRACTOR SERVICES
RFP NO. 1559-25**

ADDENDUM NO. 1

ANSWERS TO VENDORS QUESTIONS & REQUEST FOR ADDITIONAL INFORMATION

This addendum forms a part of the Request for Proposals document for the above-identified project and clarifies questions and requests that have been submitted pertaining to RFP No. 1559-25. Portions of the Request for Proposals not specifically mentioned in this addendum remain in force.

CLARIFICATION

- On Page 4, Section 1.4 of the Request for Proposals (RFP), Valley View Avenue should be noted as the "east" boundary for the proposed general public on-demand service.

CORRECTION

- On Page A1-17, Section 3.3, the word "average" shall be deleted as follows:

"The CONTRACTOR shall provide a sufficient number of vehicles to ensure service with wait times of no more than 30 minutes within the approximately 13 square mile primary service area."

GENERAL INFORMATION

Q1: Will the City accept a different price proposal formula that is not based on service hour for the Dial-A-Ride?

A1: No, the City's cost proposal requirements are specified on Page 13, Section 4.5 of the RFP. All proposals should be submitted based on cost per vehicle service hour.

Q2: Will the City accept proposals with fixed monthly fees and variable hourly compensation rates?

A2: No, the City's cost proposal requirements are specified on Page 13, Section 4.5 of the RFP. All proposals should be submitted based on cost per vehicle service hour.

Q3: Will the City agree to compensate start-up costs at the completion of transition?

A3: Per Page 13, Section 4.5 of the RFP, the cost proposal shall include a detailed cost per service hour, one-time implementation costs, and ongoing costs for the operation of the general public on-demand and/or Dial-A-Ride services.

Q4: Is there a specific cost format that the City would like to be used?

A4: All proposals should be submitted based on cost per vehicle service hour. The City's cost proposal requirements are specified on Page 13, Section 4.5 of the RFP.

Q5: Please define revenue hour for billing.

A5: Prospective bidders should include sufficient narrative to explain their respective pricing model.

Q6: Will the City accept digital submissions? Is a hard copy and USB of the proposal required to be submitted?

A6: Proposals must be submitted to the City Clerk's Office in the format discussed on Pages 10-13, Section 4.0 of the RFP by the deadline. The City does require a hard copy and an electronic copy submitted via USB. Late submissions will not be accepted.

Q7: Will the City accept electronic/e-signatures?

A7: Yes, electronic/e-signatures will be accepted as part of the proposal submittal.

Q8: Can the City confirm the terms of the contract?

A8: Per Page 8, Section 3.1 of the RFP, the agreement will be for up to a ten (10) year period ending July 31, 2035.

Q9: Is a copy of the presentation from the pre-bid conference available?

A9: Yes, the PowerPoint presentation has been made available on the City's website at the following link: <https://www.cerritos.gov/bids>.

Q10: Is a list of attendees at the pre-bid conference available?

A10: The following transit companies attended the virtual pre-bid conference: Downtowner, Empire Transportation, MJM Innovations, MV Transportation, Onward Health, Parking Concepts, PCAM, LLC, Secure Transportation, Storer Transportation, Transdev Inc., and VIA.

Q11: Is the City open to extending the proposal submission deadline beyond April 16, 2025?

A11: The deadline is unable to be extended. However, please note that negotiations with the selected vendor is anticipated prior to contract execution.

Q12: Due to time for vehicle acquisition, would the City consider an early Award or later Service Initiation date?

A12: Per Page 15, Section 7.0 of the RFP, the preferred service initiation date is August 1, 2025. Prospective bidders may propose an alternate service start date assuming appropriate discussion of the rationale for such a change, as well as anticipated benefits(s) to the City.

Q13: Will the City of Cerritos consider providing a renegotiation clause for service volume changes of more than ten (10) percent plus or minus from the base service levels?

A13: The City retains the sole right to increase or decrease total annual vehicle service hours by up to twenty (20) percent, absent contract renegotiation.

Q14: Does the City require a Project Manager to be named in the proposal, and are there other key staff that are required to be named?

A14: Per Page 13, Section 4.4 of the RFP, please provide the name and title of the proposed Project Manager, and if appropriate, Operations Manager in the proposal, as well as the primary work location and percent dedicated/assigned to Cerritos project.

TECHNOLOGY AND SOFTWARE

Q15: Our service utilizes a QR code card that is issued to program users. Can this be included in our bid?

A15: Yes, innovative approaches to providing the proposed services outline in the City's RFP are permitted. It should be noted for the City's Dial-A-Ride program that "non-tech" options should also be proposed for passengers without access/ability to use a smart phone.

Q16: Is the City open to the contractor using its own proprietary or third-party technology platform for scheduling, dispatching, and customer interaction for both services, or must a specific platform be used?

A16: Prospective bidders should include a thorough discussion of their proposed "technology" within their respective proposal. The City does not have a preferred technology platform, so long as the requirements listed on Page A1-7, Section 1.15.2 of the RFP are addressed.

Q17: What software is the City currently using for its Dial-A-Ride service, and what issues, if any, does the City have with the software that is currently in place?

A17: The software platform for the Dial-A-Ride services are managed and maintained by the City's existing subcontractor. To date, the City does not have any issues with the software that is currently in place.

Q18: Apart from the software for the Dial-A-Ride and the general public on-demand services, what other in-vehicle technology, whether software or hardware, does the City require the Contractor to include in the vehicles?

A18: It is recommended that in-vehicle technology, such as Automatic Vehicle Location (AVL) technology or other on-board security monitoring technology, be utilized.

LABOR AND UNION

Q19: Is there a specific Disadvantaged Business Enterprises (DBE) percentage goal for this project?

A19: DBE businesses will be afforded the full opportunity to submit proposals in response to the RFP, per Page A2-1, Section A4.1 of the RFP. There is no DBE percentage goal for this project.

Q20: Are there any Buy America provisions for the acquisition of the contractor supplied fleet?

A20: While the City does not impose any Buy America provisions, prospective bidders are expected to comply with all relevant federal, state, and local requirements.

VEHICLE, FLEET, AND FACILITIES

Q21: Does the City want all vehicles to be accessible?

A21: Prospective bidders should specify the minimum number of accessible vehicles which will be assigned to each service. Accessible vehicles should be made available to passengers upon request.

Q22: Do all vehicles have to be dedicated or can the proposal ensure a minimum number of vehicles in service at all times?

A22: Please see the RFP for information on dedicated vehicles as follows:

Page A1-10, Section 2.2 regarding dedicated vehicles
Page A1-17, Section 3.3 regarding general public on-demand vehicles
Page A1-18, Section 3.3.1 regarding accessibility
Page A1-20, Section 4.4 regarding accessibility

Q23: Is there a minimum number of vehicles the City would like dedicated for the general public on-demand service? And if service demand exceeds this threshold, are there any ride-sharing limitations/restrictions to provide the additional service?

A23: The RFP does not specify a minimum number of vehicles for the general public on-demand service. However, the contractor shall provide an adequate number of vehicles to ensure wait time of no more than 30 minutes within the approximately 13-square mile primary service area, per Page A1-17, Section 3.3.

Q24: What is the current number of Dial-A-Ride vehicles assigned to service?

A24: Currently, ten (10) vehicles are dedicated to the City of Cerritos Dial-A-Ride service.

Q25: What are the minimum requirements for fleet vehicles?

A25: All fleet vehicles should not be older than model year 2022, and they must be ADA compliant. During the term of the proposed contract, Dial-A-Ride vehicles should be no more than five (5) years old. Wheelchair accessible vehicles shall be provided pursuant to Page A1-18, Section 3.3.1 and Page A1-20, Section 4.4 of the RFP. Vehicle capacity is subject to negotiation with the selected contractor. The City does not have a preference regarding fuel type.

Q26: Will the City of Cerritos please clarify if there are any restrictions or preferences for the fuel type of the vehicle fleet?

A26: The City does not have any preferences or restrictions regarding the fuel type of the vehicle fleet. Prospective bidders are expected to comply with all relevant federal, state, and local requirements.

Q27: Please describe the existing charging infrastructure the city has in place for potential vehicle use?

A27: There is no City-owned charging infrastructure in the City. If an electric vehicle fleet is being used, the proposal should include details and/or a plan for vehicle charging.

Q28: Will the City provide the vehicles for general public on-demand service?

A28: No, the contractor is required to provide the vehicles for the general public on-demand service pursuant to Pages A1-16 and A1-17, Sections 3.1 and 3.3 of the RFP.

Q29: Will the City provide the vehicles for Dial-A-Ride?

A29: No. The contractor is required to provide the vehicles for the Dial-A-Ride program, per Page A1-18, Section 4.1 of the RFP.

Q30: Is the City open to contractors using their own fleet or subcontracted fleet providers, including personal or leased vehicles that meet all vehicle and insurance requirements?

A30: Page A1-16, Section 3.1 and Page A1-18, Section 4.1 of the RFP requires that all vehicles and equipment for the general on-demand service and Dial-A-Ride service be provided by the prospective contractor.

Q31: If proposing a facility outside Cerritos limits but nearby, will the City consider it acceptable if it meets all accessibility and staffing criteria outlined in the RFP?

A31: Yes. Prospective bidders should clearly identify the location and attributes of any proposed facility per Page A1-11, Section 2.4 of the RFP.

Q32: Where is the current operating facility and vehicle storage/maintenance location for the current transit contractors?

A32: The current COW operating facility is located at 12131 Firestone Boulevard, Norwalk, CA 90650. The current Dial-A-Ride operation facility is located at 12800 Center Court Drive, Cerritos, CA 90703.

Q33: Are physical facility inspections part of the evaluation process?

A33: The City reserves the right to inspect the proposed facility and/or vehicles prior to contract award.

Q34: Is a Letter of Intent signed by the property owner/broker sufficient proof of facility securement?

A34: Yes, a Letter of Intent would be sufficient.

Q35: Please confirm if the City will pay for the vehicle wraps or painting for your service design? If this is a contractor cost above a white vehicle, we will need to price decals, painting, wraps, etc.

A35: The City shall be responsible for the costs associated with vehicle branding, with written agreement that such vehicles are/will be assigned solely to the City's transit service for the stipulated period.

Q36: Can the vehicles be generically marked for the City of Cerritos services so that they can be used intermittently for both DAR and micro-transit?

A36: Vehicle branding shall be discussed in further details with the selected contractor.

Q37: Does the City of Cerritos anticipate providing any of the vehicle fleet during the term of the agreement?

A37: No, the City does not anticipate providing any fleet vehicles during the terms of agreement.

Q38: Will the City of Cerritos please describe how the current fleet is being washed and cleaned?

A38: Vehicle maintenance is the responsibility of the vendor.

Q39: Does the City have a preference for make and type of radios?

A39: No, the City does not have a preference for make and type of radios.

Q40: Can push-to-talk devices be used in place of radios?

A40: Yes, push-to-talk devices may be used in place of radios.

Q41: Are phone recordings required?

A41: No, phone recordings are not required.

Q42: Please confirm that one facility can operate both services?

A42: Yes, one (1) facility can operate both services.

INSURANCE/RISK MANAGEMENT

Q43: Will the City accept modifications to the insurance requirements based on standard industry practice?

A43: Insurance requirements will be negotiated with the selected vendor.

Q44: Please clarify why Auto or Transportation Pollution Liability insurance would be applicable to this type of operation?

A44: Insurance requirements will be negotiated with the selected vendor.

Q45: Please confirm a bid bond is not required to be submitted with the proposal, and a performance bond is not required for this contract.

A45: A bid bond or performance bond is not required as part of this proposal/contract.

Q46: Will the City of Cerritos please confirm that there are no liquidated damages associated with this contract?

A46: Yes, there are no liquidated damages associated with this contract.

Q47: To ensure proper notification of all parties, would the City of Cerritos modify the Termination for Convenience language to allow for a minimum 60-day notice period?

A47: No, the Termination for Convenience clause shall not be amended.

SERVICE DETAILS AND PARAMETERS

Q48: Who is the current operator of the existing Cerritos On Wheels (COW) and Dial-A-Ride services?

A48: The City currently contracts with Transdev for operation of the Cerritos on Wheels (COW) and Dial-A-Ride service. Dial-A-Ride service is subcontracted to Secure Transportation with oversight by Transdev.

Q49: Is a call center currently being utilized for both the Dial-A-Ride and the COW services? If so, are they staffed by the same personnel and using the same technology platform?

A49: The incumbent contractor is responsible for customer service and reservation (call-taking) functions. Currently, COW and Dial-A-Ride calls are handled by their respective contractor and subcontractor separately.

Q50: Is the City open to exploring service scalability over time based on actual demand, including possibly revising vehicle count, hours, or geographic boundaries if needed?

A50: The City's RFP includes details regarding the service desired at service startup (i.e., on or about August 1, 2025). The City will meet with the selected contractor periodically to discuss significant developments regarding demand, service span, etc.

Q51: Are there any current service issues for the COW or Dial-A-Ride?

A51: Currently, the City-owned buses that are in use for the existing fixed-route COW service are over fifteen (15) years old and are in need of replacement. The aging conditions of the buses impacts the reliability of the City's fixed-route service. As the existing fixed-route service will be replaced with a general public on-demand service, the aging buses will no longer be used.

Another service limitation is related to funding as funding for the City's transit services is limited to available Proposition A and C local return monies dispersed by Metro.

Q52: With the discontinuation of fixed-route service, is the City's Dial-A-Ride service expected to change in daily operating hours, expanded service area, or ridership eligibility?

A52: Details regarding the proposed Dial-A-Ride service are discussed within Page 2, Section 1.3 of the RFP. The only changes to the existing Dial-A-Ride program are increases to passenger fares and traveling to destinations on both sides of the street that form the boundaries of the Tier 1 service area, instead of only one side of the street.

Q53: If riders are eligible for both service types and the ride (pickup to destination) is eligible in both services, are there any restrictions on which service they use? Can a Contractor carry a Dial-A-Ride and a general public on-demand passenger on the same vehicle?

A53: Innovative approaches to providing the proposed services outlined in the City's RFP are permitted. For example, should a bidder propose to offer "trip co-mingling", specifics as to how such an approach will be provided should be discussed in detail.

Q54: Please confirm that proposals/pricing under this RFP includes no continuation of the fixed route service.

A54: This RFP is solely for operation of an eligibility-based Dial-A-Ride service and general public on-demand service. The City's existing fixed-route service will be terminated.

Q55: If ride-sharing is allowed, and a scheduled rider does not use an online payment option, can the fare be billed (versus paying a fare to the ride-share driver)?

A55: Prospective bidders are encouraged to include appropriate discussion of their respective fare collection methodology within the proposal.

Q56: Would the City allow for fuel adjusting language or consider fuel as a pass-through expense?

A56: Yes, fuel expense can be factored in as a pass-through expense.

Q57: How many customer complaints does the CITY receive each month, and what platform is currently used to track these complaints?

A57: The table below shows a summary of formal customer complaints received during the following fiscal years:

	COW	Dial-A-Ride
FY 24/25	1	0
FY 23/24	1	0
FY 22/23	1	0
FY 21/22	1	1
FY 20/21	2	0

Complaints to the City are accepted by telephone, email or in-person. The complaints are documented and filed as a hard copy and electronically.

Q58: Will a limit on the number of trips an individual can take during the month for the general public on-demand service be implemented?

A58: There will be no limit on the number of trips an individual can take per month for the general public on-demand service.

Q59: Please describe the anticipated fare collection equipment required for the COW general public on-demand vehicles for cash fares as these fleet will be smaller than the current platform.

A59: Fare collection equipment shall be owned and operated by the contractor pursuant to Page A1-7, Section 1.16 of the RFP.

Q60: Will the general public on-demand service linking Cerritos and the rails stations operate Monday to Friday only, or will it also operate on Saturday?

A60: The proposed on-demands service will operate Monday through Friday only.

DATA AND REPORTING

The following reports and documents are available for download at [this Dropbox link](#):

- Current COW and DAR agreements/amendments
- COW Monthly Reports: December 2024, January 2025, February 2025
- Dial-A-Ride Monthly Reports: December 2024, January 2025, February 2025 (includes ambulatory and non-ambulatory ridership data)
- Annual COW Reports: FY 24/25, FY 23/24
- Annual Dial-A-Ride Reports: FY 24/25, FY 23/24
- NTD Reports: FY 22/23, FY 23/24
- Transit Assessment Final Report
- January 25, 2024 City Council agenda report

Q61: Is a summary of the "comprehensive examination of the City's public transit program", which includes anticipated ridership, service hours/miles, average trip distance, and in-service vehicles, available?

A61: Please see the Transit Assessment document located in the share folder for this information.

Q62: To ensure that all bidders are constructing their price proposal to the same anticipated service volume, please provide the City's anticipated baseline volume of annual service hours for general public on-demand service.

A62: Given the general public on-demand service is a new service, the City has no demand forecasts available.

Q63: Does the City have any projected trip demand statistics for service to the Metro and Metrolink stations?

A63: Given the general public on-demand service with new destinations to the Metro and Metrolink Station is a new service, the City has no demand forecasts available.

Q64: Can the City provide a sample call log for the Dial-A-Ride program?

A64: Call logs are managed by the contractor. In January 2025, the Dial-A-Ride service had 930 calls. In February 2025, the Dial-A-Ride service had 933 calls.

MISCELLANEOUS

Q65: The RFP mentions driver training and drug/alcohol testing requirements. Would fingerprint-based background checks or DOJ Live Scan also be acceptable or encouraged in addition to the listed criteria?

A65: Prospective bidders are expected to comply with all relevant federal, state, regional and local requirements related to driver training and drug/alcohol testing requirements.

Q66: Does the City envision a required level of integration with regional services (e.g., Access Services, Metro, or Metrolink), especially for paratransit-eligible individuals?

A66: The City does not anticipate integration with regional paratransit services, such as Access Services. The City will work with Metro and Metrolink for pick-up/drop-off trips to the Metro Green/C Line Station and Metrolink Norwalk/Santa Fe Springs Station as part of the general public on-demand service.

Q67: Is there a scenario where the City would only operate a general public on-demand service or only a Dial-A-Ride service?

A67: No, the City is committed to providing both an eligibility-based Dial-A-Ride service and a general public on-demand service.

Q68: Could the City provide information on City staff overseeing the City's transit services?

A68: Oversight and management of the City's transit contractor is handled by the Advance Planning Division of the Department of Community Development.

Q69: At various times, federal, state, and local governments consider laws, rules, and regulations that require an increase to wages or benefits mandated for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond to an application for increased compensation?

A69: Proposals should factor in potential regulatory requirements to the industry. Should an amendment be requirement, such request must be made to the City in writing with comprehensive justification. The request shall be required to be presented to the Cerritos City Council for review and consideration. Approval of such a request is at the discretion of the Cerritos City Council.

END OF ADDENDUM NO. 1

BIDDER'S CERTIFICATE

I acknowledge receipt of RFP No. 1559-25, Addendum No. 1 and accept the aforementioned conditions.

Date

Bidder's Name