



## **ADDENDUM NO. 2**

**to the**

### **Request for Proposals for Courtesy Shuttle Service**

### **Responses to Proposers' Questions**

**The following clarifications, additions, changes, and/or deletions, by this Addendum shall be incorporated into the Proposal Documents as though fully set forth therein.**

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**Tammy Adams  
Asset Manager, Business Development  
John Wayne Airport  
October 28, 2009**

**John Wayne Airport  
Orange County**

**RECEIPT CONFIRMATION**

**Proposers must complete this RECEIPT CONFIRMATION and attach it to its Proposal(s) under Tab 1.**

**A COPY OF ADDENDUM NO. 2 (4 Pages) FOR A COURTESY SHUTTLE SERVICE OPPORTUNITY HAS BEEN RECEIVED BY:**

**Company:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Addendum No. 2 to RFP for Courtesy Shuttle Service  
October 28, 2009  
Clarification and  
Responses to Questions**

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**ADDITION, CLARIFICATION, CORRECTION**

1. **Addition:** Section 4.01, subsection A (FEE PAID TO OPERATOR) of the Courtesy Shuttle Service Operating Agreement shall be amended to also include the following items in addition to those already stipulated in the items to be covered by the rate: transition planning and execution, any and all furniture and fixtures, and any and all costs for the installation and maintenance of the Courtesy Shuttle office structure.
2. **What are the required features of the GPS system?**  
**Clarification:** It is up to the proposers to determine the capabilities and features of a GPS system necessary to efficiently meet the Airport's needs, based on the report examples provided on Page 33 of the RFP (i.e. real time status, in/out of lot times, arrival/departure time on route, vehicle location, speed and mileage, hours in service route time, and shuttle out of service times).

In addition to the above reports, the Airport also desires for the system to be capable of generating reports that identify vehicle dispatch times, automated passenger counts, staging/dwell time in the Ground Transportation Center (GTC) and shuttle stops, passenger wait times between shuttles at the GTC and shuttle stops, and shuttle off-route alerts (e.g. gas, maintenance and/or washing). A GPS system that is proposed with greater and more efficient reporting capacity will be given a higher rating in this category.

**Correction:** Vehicle inspection data (as previously stated at the pre-proposal meeting) is *not* necessary for the Airport's purpose.

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**QUESTIONS AND RESPONSES**

1. Proposers are asked to provide four references for shuttle services operated during the last five years (Page 27 of the RFP). Are shuttle services that have been operated within the past five years, but were less than five years in duration, acceptable?
  - Yes.
2. On Page 33 of the RFP, under Vehicles/Maintenance, please clarify "closed circuit television". Is this a TV camera that the Airport wants "live" during all hours of operation, or does the Airport want it to film during exceptions only i.e., sudden movement, stops, speeding, etc.
  - The CCTV (DVR) system should monitor activity whenever the shuttle is operating, although at a slower rate during non-events, and full motion (24 frames-per-second or greater) during exception events.
3. Does the shuttle operation term begin at the actual commencement of operations, or when the Board approves the contract?
  - The term of the Operating Agreement begins at the actual commencement of operations.

4. Can the Airport provide a standard assumption for the termination date of the Lot C service route?
  - For purposes of developing proformas, the last day of the Parking Lot C route will be October 31, 2011. Assumptions provided to proposers for preparation of proformas are strictly for the purpose of proforma preparation; the Airport makes no guarantee the stated events will occur on the dates identified or in the sequence stated in the assumptions.
5. If a proposer is the owner/operator of parking facilities and provides an off-airport parking shuttle service, what references will the Airport accept? Is an airline reference acceptable?
  - Please provide whatever references are available, including airlines. References also include vendors with whom you do business.
6. How do we complete the revenue line item on the proforma if there are no gross receipts?
  - Revenue should reflect fees paid to the Operator (by the Airport) for operation of the courtesy shuttle.
7. Why are employees' 10-minute breaks not being reimbursed by the Airport when the Operator is required to provide breaks under the law?
  - Breaks are not directly compensable through an established position; however, the Operator is paid indirectly through the established hourly vehicle rate, and Proposers are to include the costs of providing employee breaks in the hourly rate proposed.
8. Is the shift manager position included in the hourly rate?
  - Yes, proposers shall include the costs for the courtesy shuttle shift manager in the proposed hourly rate.
9. Our company has several shuttle operations, but only one airport. Will non-airport clients be considered?
  - The Airport will consider non-airport experience; however, more weight will be given to those firms with airport experience. We do consider experience at an airport venue to be a valid standard with respect to customer service as well as working within an airport environment. Based on the requirements of the RFP, we anticipate that the ideal candidate would have such experience and would therefore be rated higher in this category. Proposers should demonstrate their firm's ability to satisfy the airport's requirements.