



past experience with similar programs, and their understanding of the needs of the the program and its clients.

FINANCIAL IMPACT

Funding for the Senior Mobility Program is split between the City, OCTA and the Orange County Office on Aging. In FY 2009-2010 OCTA will provide \$176,079, and the Office on Aging will provide \$29,580. The City is required to provide a 20 percent match, which can be in-kind or financial. The City match will consist of an in-kind match of \$41,213 in staff salaries, and \$10,202 budgeted in the General Fund.

COMMUNITY VISION IMPLEMENTATION

The funding received through the Senior Mobility Program allows the City to provide transportation services to seniors in Garden Grove. This is in keeping with one of the goals of the Community Vision, which is to enhance support systems for senior citizens, including provision of public transportation.

RECOMMENDATION

It is recommended that the City Council:

- Approve the Agreement with St. Anselm's Cross Cultural Community Center, and
- Authorize the City Manager and City Clerk to execute the Agreement on behalf of the City.

  
Kim Huy  
Community Services Director

  
By: Saimi Hayes  
Supervisor

**Recommended for Approval**

  
**Matthew Fertal**  
City Manager

## PROFESSIONAL SERVICES AGREEMENT

**THIS AGREEMENT** is made this \_\_\_\_\_ day of \_\_\_\_\_ 2009, by the **CITY OF GARDEN GROVE**, a municipal corporation, ("CITY") and **St. Anselm's Cross Cultural Community Center**, here in after referred to as "CONTRACTOR".

### RECITALS

The following recitals are a substantive part of this Agreement:

1. This Agreement is entered into pursuant to Garden Grove Council authorization dated \_\_\_\_\_.
2. CITY desires to utilize the services of CONTRACTOR to **Provide Transportation Services for the City of Garden Grove Senior Mobility Program.**
3. CONTRACTOR is qualified by virtue of experience, training, education and expertise to accomplish services.

### AGREEMENT

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

1. **Term and Termination.** The term of the agreement shall be for period of three (3) years from full execution of the agreement, with an option to extend said agreement for an additional two (2) years, for a total performance period of five (5) years. Option years shall be exercised one (1) year at a time, at the sole option of the CITY. This agreement may be terminated by the CITY without cause. In such event, the CITY will compensate CONTRACTOR for work performed to date in accordance with hourly rate in (Attachment "B"). Contractor is required to present evidence to support performed work completion.
2. **Services to be Provided.** The services to be performed by CONTRACTOR shall consist of tasks as set forth in the Proposal. The Proposal is incorporated herein by reference. The proposal and this agreement do not guarantee any specific amount of work, and is subject to funding allocated to the City by the Orange County Transportation Authority.
3. **Compensation.** CONTRACTOR shall be compensated as follows:
  - 3.1 **AMOUNT.** Total Compensation under this agreement shall be as follows:
    - a) Total Compensation for fiscal year 2008-09, shall not exceed (NTE) Two hundred ten thousand, two hundred sixty three thousand dollars (\$210,263.00) in arrears and in accordance with proposal and hourly rate in Attachment "B".
    - b) Total Compensation for fiscal year 2009-10, shall not exceed (NTE) Two hundred fifteen thousand, six hundred fifty nine dollars (\$215,659.00), in arrears and in accordance with proposal and hourly rate in Attachment "B".

c) Total Compensation for fiscal year 2010-11, shall not exceed (NTE) Two hundred twenty three thousand, one hundred fifty four dollars (\$223,154.00) in arrears and in accordance with proposal and hourly rate in Attachment "B".

- 3.2 Payment. For work under this Agreement, payment shall be made per invoice for work completed. For extra work not a part of this Agreement, a written authorization by CITY will be required, and payment shall be based on the hourly rate included in Proposal (Attachment B). All work shall be in accordance with RFP No. S-1041 and Attachment "A".
- 3.3 Records of Expenses. CONTRACTOR shall keep complete and accurate records of all costs and expenses incidental to services covered by this Agreement. These records will be made available at reasonable times to CITY.
- 3.4 Termination. CITY shall have the right to terminate this agreement, without cause, by giving thirty (30) days written notice of termination. If the Agreement is terminated by CITY, then the provisions of paragraph 3 would apply to that portion of the work completed.

#### 4. Insurance requirements.

- 4.1 COMMENCEMENT OF WORK. CONTRACTOR shall not commence work under this Agreement until all certificates and endorsements have been received and approved by the CITY. All insurance required by this Agreement shall contain a Statement of Obligation on the part of the carrier to notify the CITY of any material change, cancellation, or termination at least thirty (30) days in advance.
- 4.2 WORKERS COMPENSATION INSURANCE. During the duration of this Agreement, CONTRACTOR and all subcontractors shall maintain Workers Compensation Insurance in the amount and type required by law, if applicable.
- 4.3 INSURANCE AMOUNTS. CONTRACTOR shall maintain the following insurance for the duration of this Agreement:
- (a) Commercial general liability in an amount of \$1,000,000.00 per occurrence: **(claims made and modified occurrence policies are not acceptable)**; Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A- Class VII or better, as approved by the CITY.
  - (b) Automobile liability in an amount of \$2,000,000.00 combined single limit: **(claims made and modified occurrence policies are not acceptable)**; Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A- Class VII or better, as approved by the CITY.



10. **CONTRACTOR'S PROPOSAL.** This Agreement shall include CONTRACTOR'S proposal or bid which shall be incorporated herein by reference. In the event of any inconsistency between the terms of the proposal and this Agreement, this Agreement shall govern.
11. **Licenses, Permits, and Fees.** At its sole expense, CONTRACTOR shall obtain a Garden Grove Business License, all permits, and licenses as may be required by this Agreement.
12. **Familiarity with Work.** By executing this Agreement, CONTRACTOR warrants that: (1) it has investigated the work to be performed; (2) it has investigated the site of the work and is aware of all conditions there; and (3) it understands the facilities, difficulties, and restrictions of the work under this Agreement. Should Contractor discover any latent or unknown conditions materially differing from those inherent in the work or as represented by CITY, it shall immediately inform CITY of this and shall not proceed, except at CONTRACTOR'S risk, until written instructions are received from CITY.
13. **Time of Essence.** Time is of the essence in the performance of this Agreement.
14. **Limitations Upon Subcontracting and Assignment.** The experience, knowledge, capability, and reputation of CONTRACTOR, its principals and employees were a substantial inducement for CITY to enter into this Agreement. CONTRACTOR shall not contract with any other entity to perform the services required without written approval of the CITY. This Agreement may not be assigned voluntarily or by operation of law, without the prior written approval of CITY. If CONTRACTOR is permitted to subcontract any part of this Agreement, CONTRACTOR shall be responsible to CITY for the acts and omissions of its subcontractor as it is for persons directly employed. Nothing contained in this Agreement shall create any contractual relationship between any subcontractor and CITY. All persons engaged in the work will be considered employees of CONTRACTOR. CITY will deal directly with and will make all payments to CONTRACTOR.
15. **Authority to Execute.** The persons executing this Agreement on behalf of the parties warrant that they are duly authorized to execute this Agreement and that by executing this Agreement, the parties are formally bound.
16. **Indemnification.** CONTRACTOR agrees to protect, defend, and hold harmless CITY and its elective or appointive boards, officers, agents, and employees from any and all claims, liabilities, expenses, or damages of any nature, including attorneys' fees, for injury or death of any person, or damage to property, or interference with use of property, arising out of, or in any way connected with performance of the Agreement by CONTRACTOR, CONTRACTOR'S agents, officers, employees, subcontractors, or independent contractors hired by CONTRACTOR. The only exception to CONTRACTOR'S responsibility to protect, defend, and hold harmless CITY, is due to the sole negligence of CITY, or any of its elective or appointive boards, officers, agents, or employees.

This hold harmless agreement shall apply to all liability regardless of whether any insurance policies are applicable. The policy limits do not act as a limitation upon the amount of indemnification to be provided by CONTRACTOR.

IN WITNESS THEREOF, these parties have executed this Agreement on the day and year shown below.

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

**"CITY"**  
**CITY OF GARDEN GROVE**

By: \_\_\_\_\_  
**City Manager**

**ATTESTED:**

\_\_\_\_\_  
**City Clerk**

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

**"CONTRACTOR"**  
**St. Anselm's Cross Cultural Community Center**

By: Vicki Connelly

Name: Vicki Connelly

Title: Executive Director

Date: March 27, 2009

Tax ID No. 95-3480917

If CONTRACTOR is a corporation, a Corporate Resolution and/or Corporate Seal is required. If a partnership, Statement of Partnership must be submitted to CITY.

**APPROVED AS TO FORM:**

[Signature]  
Garden Grove City Attorney

4/3/09  
Date

ADDENDUM No. 1

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: January 22, 2009  
Date Effective: January 22, 2009  
RFP No. 01-1041  
Contract: Provide Transportation Services for the City of Garden Grove Senior Mobility Program

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. Page 11, Item No. c, Auto Liability Requirements, to be revised as follows:  
  
-An amount of \$2,000,000.00 combined single limit
3. Page 15, Section 4, 4.3 (b), Insurance Amounts, to be revised as follows:  
  
(b) Automobile liability in an amount of \$2,000,000.00 combined single limit. Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A- Class VII or better, as approved by the CITY.
4. The contractor is hereby notified that Addendum No. 1 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:

Sandra Segawa, C.P.M., CPPB  
Purchasing Agent, City of Garden Grove



ADDENDUM No. 2

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: January 30, 2009  
Date Effective: January 30, 2009  
RFP No. 01-1041  
Contract: Provide Transportation Services for the City of Garden Grove Senior Mobility Program

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. The contractor is hereby notified that Addendum No. 1 and 2 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same

Issued by:

Sandra Segawa, C.P.M., CPPB  
Purchasing Agent  
City of Garden Grove

Questions received regarding this Request for Proposal

- A. Question: On Page 2, Letter of Invitation, last sentence states "Employees must be bonded" For how much? Bonding requires a specified amount for coverage and costs are determined by the amount of the bond
- Answer: This sentence is to be deleted. Employees do not need to be bonded.
- B. Question: Page 20 of the RFP under E. Contractor Obligations last bullet point "All vehicles must be ADA lift-equipped" Question: Is this necessary for

ambulatory passengers? Can a non-lift equipped vehicle be used?

Answer: It is acceptable to provide both lift equipped and non-lift equipped vehicles, as long as the Contractor ensures the appropriate vehicle is available when needed.

C. Question: Page 21 third bullet point, "All vehicles are CHP inspected" Question: Vehicles with less than 10 passenger capacity are not inspected by CHP, are you requiring only 10+ passenger vehicles for this program?

Answer: Only vehicles that meet the criteria for CHP inspection must be inspected, those vehicles that do not meet the criteria will not be required to be inspected.

D. Question: Page 24 under Fare Collection and Accountability, "Contractor shall collect fares daily.....contractor will deduct fares from invoices...."  
Question: How much is the fare? How much is projected to be received?

Answer: The fare per trip has not been determined, but would possibly be in the range of \$1.00 to \$3.00 per trip. However, trips to the nutrition program and grocery store(s) will not be charged.

E. Question: How many nutrition trips are provided annually? How many trips are projected for the social component such as shopping, medical appointment etc?

Answer: The current annual trips for the nutrition program are 7004 one-way trips. The total number of trips per year will be based on the cost for the service (hourly rate) and total available funds designated for this program on annual basis.

F. Question: Would the City consider a proposal that included pricing based on mileage or passenger counts, rather than the requested hourly rate?

Answer: No

G. Question: We are familiar with the Senior Nutrition enrollment, is there an estimate of the total ridership for the expanded program?

Answer: The total number of hours on an annual basis is unknown at this time. The total hours per year will be based on the cost for the service (hourly rate) and total available funds designated for this program on annual basis.

H. Question: Can you please information on how the program is currently administered?

Answer: We currently contract with OCTA who contracts with a Taxi Service to provide rides to and from the Senior Center only for the nutrition program.

I. Question: Can you please provide information as to the designated budget for this project?

Answer: That information is not available at this time.

J. Question: Does the City intend to provide any vehicles for this service? If so, can you please provide information as to make, model, passenger capacity, fuel type, and mileage?

Answer: No, the City does not intend to provide vehicles for this service.

K. Question: If the selected Contractor is required to provide vehicles, can you provide vehicle specifications?

Answer: The Contractor will be required to provide a passenger van(s), no specific make or model, that meets the vehicle requirements stated in the scope of work.

L. Question: Can you please clarify the anticipated contract start date?

Answer: The anticipated contract date is June 2009, assuming all required documentation submitted by Contractor has been approved by the City.

M. Question: Is there an existing database of clients and associated information that the selected contractor will have access to? If so, what format is it in?

Does the City have a preferred system for dispatch, reservations, and scheduling?

Answer: At this time, there is no existing electronic database of clients. Staff tracks clients that attend the nutrition program on hard copy. The City does not have a preferred system for dispatch, reservations and scheduling.

N. Question: Does the City have any data relative to trip demand on a daily basis? Can you please provide any available information?

Answer: The current annual trips for the nutrition program are 7004 one-way trips.

O. Question: Can you please provide all of the required forms and price form in a usable electronic format such as Word or Excel?

Answer: There is no specific required form at this time, but there is specific data that the Contractor will be required to collect for both the City and OCTA. Attached is an example of a form provided by OCTA that outlines specific data that will be required to be collected and provided in a report. The Contractor has the option to create the format of such reports containing this data.

P. Question: The City has requested pricing per hour; can you please provide the total number of hours that you anticipate the selected Contractor to operate on an annual basis?

Answer: The total number of hours on an annual basis is unknown at this time. The total hours per year will be based on the cost for the service (hourly rate) and total available funds designated for this program on annual basis

**S-1041  
ATTACHMENT "A"**

**SCOPE OF WORK**

**A. Project Objective**

The City of Garden Grove, California (CITY) is seeking proposals from qualified contractors to provide transportation services for the Senior Mobility Program.

**B. Background**

The City of Garden Grove (CITY) will enter into a cooperative agreement with the Orange County Transportation Authority (OCTA) for a Senior Mobility Program (SMP). OCTA is providing grant funds to CITY for the purpose of transporting senior residents on various trips throughout Garden Grove and neighboring cities, up to 5 miles outside Garden Grove city boundaries. The CITY is requesting proposals from qualified firms to provide transportation for this service, as outlined in this Scope of Work.

**C. Term of Agreement**

The City is seeking a three (3) year contract. The City, may, at its option, extend the Agreement with the same or more limited scope of required services for two (2) additional one-year terms. Should OCTA discontinue the grant funding, the City may, at its option, terminate the contract with a 30 day written notice. The Agreement is contingent upon funding approval by the City Council each budget year.

**D. Services Requested**

The selected firm will successfully operate transportation services between senior residents' homes, Garden Grove Senior Center, and various local retail stores and service establishments for the nutrition program, senior center program, medical appointments, social/recreational activities and errands. Transportation companies that respond to this RFP should be capable of providing all necessary vehicles, drivers, fuel, maintenance, insurance, recordkeeping and reporting, and necessary communication equipment to efficiently and effectively provide a safe, dignified and friendly service.

The City's nutrition program is offered at 8:00 a.m. and concludes at 4:00 p.m., Monday through Friday. The hours of operation for the Senior Mobility Program (SMP) are to be weekdays from 8:00 a.m. to 6:00 p.m. The City plans on conducting the senior transportation program five days a week, Monday through Friday, with the exception of holidays and special events on

weekends. Occasionally, the CITY may request the CONTRACTOR to provide services for and participate in promotional or community service activities.

Bid proposals must include a comprehensive Project Summary and Proposal Operational System that includes the following:

- (a) the proposed service rates;
- (b) the proposed operational design, including a description of how the services will be provided, the number/type/mileage/year/condition of vehicles assigned, the number and training of all proposed employees and the service days/times for proposed transportation services between
  - a. senior resident homes,
  - b. Garden Grove Senior Center, and
  - c. various local retail stores and service establishments for
    - i. nutrition program, located at the H. Louis Lake Senior Center, 11300 Stanford Avenue, Garden Grove;
    - ii. senior program, located at the H. Louis Lake Senior Center, 11300 Stanford Avenue, Garden Grove;
    - iii. medical appointments, no farther than five (5) miles outside Garden Grove city limits;
    - iv. social/recreational, may vary by activity; and
    - v. errands, may vary.

Additionally, successful bidders who are awarded a contract will be responsible for registering program participants, scheduling, dispatching, documenting ridership, coordinating cancellations and new riders, and providing the City with copies of its daily trip logs and schedules and other SMP mandated reports.

This is a shared ride service and trips may be grouped or chained to allow the most efficient use of the vehicle. Trips to the Garden Grove Senior Center for the lunch program take priority. Other trips will be made in response to rider requests on a first come, first served basis, as funding allows.

E. Contractor Obligations.

a. *Vehicle Operations:*

- The safety of the passengers is of utmost concern to the City of Garden Grove; therefore, Contractor is required to perform daily inspection of the vehicles.
- Contractor shall maintain vehicles and vehicle equipment required by this RFP in good repair and in good working condition satisfactory to the City. Contractor shall assume all responsibilities for the proper use, maintenance and inspection of all vehicles used in performing services under the Agreement.

- Contractor shall provide curb-to-curb service including assistance to and from the residence by drivers to those seniors who would necessitate any special assistance.
- All vehicles utilized by Contractor must be ADA approved, lift-equipped, accessible vehicles.
- Contractor will ensure that all vehicles conform to the Federal Vehicle Safety Standards and to the California Code of Regulations, Title 13.
- Contractor shall affix a removable City logo to all SMP vehicles used to perform services under the Agreement, or other logo approved in writing by the City. Contractor is not permitted to affix any advertising or other unapproved logo or decal to such vehicles without the City's prior written consent. In the event Contractor uses such vehicle(s) for transportation or other purposes unrelated to performance of the Agreement, Contractor shall remove the City logo.
- Contractor shall ensure that all vehicles used to perform services under the Agreement are inspected annually by the California Highway Patrol (CHP).
- All costs associated with the proper towing of all vehicles used to perform services under the Agreement shall be assumed by the Contractor, and the Contractor shall ensure that there are proper vehicle towing procedures in place.
- Contractor shall ensure that all Contractor drivers are properly licensed and trained, and that procedures are established to ensure that all drivers promptly report all vehicle maintenance problems, all vehicle accidents/collisions, all program participant injuries, all program participant complaints, all program participant altercations, all service interruptions and/or delays, to the Contractor, the Project Manager, and the City.
- Contractor shall establish procedures for timely and properly reporting all automobile accidents and passenger injuries to law enforcement and to emergency response personnel.
- To facilitate customer service and improve vehicle life, it is imperative vehicles remain clean and free from body damage (other than minor scratches).

*b. Personnel Operations:*

- Contractor shall implement a dress code policy requiring that all employees driving vehicle(s) pursuant to the Agreement are in a clean, neat, and identifiable uniform provided by Contractor.
- Contractor shall ensure all drivers possess a valid California Driver's license in the class required for the vehicle proposed to be used at all times during performance of the Agreement.
- Contractor shall ensure that a properly trained and licensed driver(s) is available during the established SMP operating hours.
- Contractor shall ensure that no employee performs any services under the Agreement if they have been convicted (or pleads guilty or nolo contendere), regardless of the time elapsed, in any state, of any crime

that is substantially related to the qualifications, functions or responsibilities of a transit operator.

- All vehicle operators performing services under the Agreement shall be trained to properly operate all vehicles, including those provided by the City via OCTA, if applicable, and to demonstrate knowledge of proper use of wheelchair lifts, ramps, and other equipment associated with this service.
- Contractor shall have in effect personnel policies that conform to all state and federal laws including, but not limited to, all regulations concerning Equal Employment Opportunities, FTA Drug and Alcohol Regulations, Compensation, Workers' Compensation, and other regulations as appropriate.
- The City has a zero tolerance policy for inappropriate behavior between passengers or between passengers and driver. Contractor's personnel policies must clearly address all inappropriate situations and how passenger altercations will be handled. At a minimum, this should include the proper handling of situations in which allegations of sexual misconduct, lewd behavior or sexual harassment have been made. Contractor must also adopt a zero tolerance policy and shall describe their procedure for training employees with respect to such policy.
- The purchasing, consumption, and or possession of illegal substances or alcoholic beverages by Contractor employees performing services under the Agreement are prohibited. Contractor shall immediately remove any employee observed engaging in such conduct from further performance of service under the Agreement. The policies for addressing such incidents should be included in the Contractor's Drug and Alcohol Policies as required by the FTA and in compliance with the FTA Drug and Alcohol Regulations.
- Contractor shall conduct pre-employment Department of Motor Vehicle (DMV) checks of all personnel hired to provide service under the Agreement. Any operator exceeding the California DMV point system or with a revoked or suspended license shall not be allowed to operate under the Agreement. Contractor shall comply with the DMV's Pull Notice Program, and shall pay for all applicable license fees for drivers, other personnel and vehicles. The results of those inspections shall be transmitted to the City.
- Contractor shall require all vehicle operators to promptly report any in-service mechanical failure, including failure of wheelchair ramp, or other lifts, to Contractor's supervisor. Contractor shall promptly assess the problem and report any damaged in-service vehicle or other mechanical failure to the City immediately, and not later than the start of the next business day.
- The City may require that any driver be removed from transporting City customers for excessive complaints, rudeness or other inappropriate behavior or appearance.



- Vehicle operators are not allowed to enter a residence beyond what is necessary to assist a customer out the door and to the vehicle, or from the vehicle back in the door.
- If requested, vehicle operators must assist customers with boarding or exiting.
- Vehicle operators may be requested to assist with the boarding and exiting of handicapped individuals. It must be understood that assisting passengers, such as handicapped individuals, may at times require both physical strength and sensitivity.
- Vehicle operators may handle customer's personal belongings only if requested and only during boarding and exiting. Driver will set items in a safe place such as a curb or on a bench, but may not carry or move items beyond that point.
- Vehicle operators are not permitted to solicit or accept tips, cash gifts or any other payment for services.
- Vehicle operators are not permitted to operate a cell phone, wear headphones, read, smoke, eat or drink while operating the vehicle.
- Vehicle operators must ensure that all passengers are seated and appropriately restrained before pulling away from a stop.
- Vehicle operators must have a current Red Cross CPR/First Aid certification and must carry the certification card at all times on duty.

*c. Administration:*

- Contractor shall identify a Project Manager who will oversee the proper operations and administration of all transportation services provided to the City under the Agreement. The designated Project Manager must be available to the City during operating hours.
- Contractor shall adhere to the performance standards set by the City, and shall meet periodically with the City to evaluate its performance under the Agreement. Transportation services and passenger demands will be assessed regularly by the City to ensure that the mobility needs of the City's seniors are met, and SMP is operating reliably and efficiently.
- In addition to SMP mandated reports, a City monthly report must accompany each invoice including dates of service, names and addresses of individuals served, pick-up location, destination location, trip category, vehicle service hours, destinations and any other coordinated transportation services.
- Contractor shall enter into an approved professional services agreement with the City in the form attached, and shall be responsible for all requirements contained therein.
- Contractor shall attend preliminary meetings with City staff to finalize the logistics and paperwork to properly implement, coordinate, and administer the SMP program to the satisfaction of the City and OCTA.
- Contractor shall hire capable and courteous personnel who are responsible for taking requests for transportation service and responding to telephone inquiries regarding the transportation service.

- Contractor shall notify the City of all automobile accidents and passenger injuries, both by telephone immediately and in writing by the close of the next business day.
- Contractor shall enforce all established policies with regard to operational emergencies, driver training, passenger safety, quality control, and professional service performance.
- Contractor shall submit with the bid proposal, certified financial statements reflecting the financial condition of Contractor for the past two years.
- Contractor shall meet with City staff regarding the schedule, status, and program services, at a minimum, on a monthly basis.
- Contractor shall comply with all State and Federal regulations relating to driver training, licensing, vehicle inspections, maintenance documentation, allowable hours on duty requirements, drugs and alcohol testing, and other applicable regulations.
- Contractor to provide City and OCTA all required monthly system operating data and information for periodic audits as required by the OCTA Senior Mobility Program.
- Contractor shall provide the necessary staff to ensure efficient and timely administration of reservations, as well as scheduling and dispatching of City senior transportation trips in accordance with the service schedules and policies set forth by the City.
- Contractor shall provide all necessary operating equipment for the driver and supporting office personnel, if applicable.
- Contractor shall be responsible for all training of the vehicle drivers regarding service policies, passenger fares and overview of other City services.
- Contractor shall comply with all California OSHA requirements including the requirement of SB198 to develop and implement an employee injury prevention safety plan.
- Contractor is required to provide a computerized system for trip reservations, scheduling and dispatching of senior transportation services, as well as for the collection, recording and reporting of operational and performance data regarding these services.
- The invoice for services rendered shall follow a format provided by the City, with all relevant back-up documentation, including monthly operations summaries, included with the invoice.
- CONTRACTOR shall provide to CITY, upon demand, proof of all necessary licenses, certificates, and training demonstrating sufficient skills in assisting senior or handicapped passengers entering, riding and exiting the vehicle.

*d. Fare Collection and Accountability:*

- Contractor shall adhere to the cash fare for service as established by the City. The City reserves the right to change the fare.
- Contractor shall have the vehicle operator collect fares daily and Contractor will deduct fares from the invoices submitted to the City.

- Submitting monthly reports that include daily totals of passengers.
- Contractor shall cooperate fully with the City, OCTA, and/or state agencies in the event an audit of the SMP under the Agreement is conducted. CITY will have reasonable access to the necessary portions of Contractor facilities, records and files for review or audit purposes.

#### G. Payment

Bid proposals shall include a proposed payment. All payments are subject to approval by the Garden Grove City Council and shall be in accordance with the terms and conditions of the Agreement.

Invoices for payment of service shall be prepared in such a form and supported by such copies of invoices, payrolls, and other documents as may be required by the City to establish amounts allowable. All invoices and related records are subject to audit by the City and/or OCTA. Invoices will be required on a monthly basis with backup data and will be submitted to the City. A schedule of invoice submittals will be determined between the City and the Contractor.

**"ATTACHMENT B"**

**PROPOSAL**

This section shall include the proposed cost, as an hourly rate, to provide the services desired. Include any other cost and price information that would be contained in a potential agreement with the City. The hourly rate may be used for pricing the cost of additional services outlined in the Scope of Work.

Hourly rate must include ALL costs and fees associated with providing services, including all wages, overhead, mileage, insurance, benefits, training and other expenses. If any costs are outside of this quote, CONTRACTOR must note it below. **No fees, costs or charges will be considered or paid by CITY that are not identified in this proposal. Please DO NOT change/alter this page in any way! This page must be submitted with your proposal to be considered complete.**

<b>PROPOSAL PRICE</b>
<b>The Hourly Rate must be stated below as requested.</b>
Hourly Rate \$ <u>42.50</u>
<b>Total Proposed Hourly Rate Amount Written in Words:</b> <u>Forty-two dollars and fifty cents</u>
When there is a discrepancy between the words and figures, the WORDS WILL GOVERN.
<b>Please attach a detailed summary of all itemized costs resulting in this rate.</b>

**ADDITIONAL COSTS ASSOCIATED WITH PROVIDING SERVICES:**

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Please check your calculations before submitting your Proposal; the City of Garden Grove will not be responsible for Proposer miscalculations.

AGENCY: SAINT ANSELMI'S CROSS-CULTURAL COMMUNITY CENTER

NO.	NAME	TITLE	HOURLY SALARIES		MONTHLY	FTE	Total Salary
			Hourly	Monthly			
1	Joseph Vu	Dir. Transportation	27.00	4680.00	0.10	468.00	
2	Dong Nguyen	Driver	14.00	2426.67	1.00	2,426.67	
	Ferrin Sanchez	Driver	14.00	1213.33	0.50	1,213.33	
3	Roy Ngo	Driver	14.00	2426.67	1.00	2,426.67	
4	Trung Nguyen	Sch/Dispatcher	17.30	2998.67	0.20	599.73	
5	Vicki Connely	Executive Director	45.00	7800.00	0.10	780.00	
<b>Total Salaries</b>				<u>7,914</u>			
<b>Total Benefits</b>				<u>2,453</u>			
<b>Total Salaries &amp; Benefits</b>				<u>10,368</u>			
<b>Operating Expenses:</b>							
	Van Lease(1 Million Insurance Coverage)		2.5			3,025	
	Travel Gas & Mileage					800	
	Rent					1,000	
	Telephone& Other Office expenses					600	
	Administration (5%)					800	
<b>Total Program Costs: Monthly</b>						<u>\$ 16,592.86</u>	
<b>Annual</b>						<u>\$ 199,114</u>	
<b>VEHICLE SERVICE HOUR</b>						<u>\$ 42.50</u>	