

# NOTICE

Please note this bid from Creative Bus Sales, Inc. for the solicitation FLT2100000001 was received at the Purchasing Division office prior to the established bid-opening date and time on September 28, 2020, but did not load properly at the public bid opening. This response has since been loaded and is now posted.



Frank Whittaker

Assistant Purchasing Director



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.



Go



## Header 1

[List View](#)

## General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 758934

Procurement Type: Central Purchase Order

Vendor ID: VS0000014439

Legal Name: Creative Bus Sales, Inc.

Alias/DBA:

Total Bid: \$109,206.00

Response Date: 09/28/2020

Response Time: 13:10

Responded By User ID: biddepartment

First Name: Marcus

Last Name: Hoffman

Email: biddepartment@creativel

Phone: 8003262877

SO Doc Code: CRFQ

SO Dept: 0216

SO Doc ID: FLT2100000001

Published Date: 9/22/20

Close Date: 9/28/20

Close Time: 13:30

Status: Closed

Solicitation Description: Two (2) Large 2021 10 passenger wheelchair accessible van

Total of Header Attachments: 1

Total of All Attachments: 1



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Busses	2.00000	EA	54603.000000	109206.00

Comm Code	Manufacturer	Specification	Model #
25101502			

**Commodity Line Comments:**

**Extended Description:**

Two (2) 2021 model, ten (10) passenger, with two (2) wheelchair spaces- wheelchair accessible vans.



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Centralized Request for Quote  
 Vehicles**

<b>Proc Folder:</b> 758934		<b>Reason for Modification:</b>	
<b>Doc Description:</b> Two (2) Large 2021 10 passenger wheelchair accessible van		Addendum No. 2 is issued to publish and distribute the attached information to the Vendor community.	
<b>Proc Type:</b> Central Purchase Order			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2020-09-22	2020-09-28 13:30	CRFQ 0216 FLT2100000001	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** Creative Bus Sales, Inc.  
**Address :** 28293 Clay Street  
**Street :**  
**City :** Elkhart  
**State :** Indiana **Country :** USA **Zip :** 46517  
**Principal Contact :** Marcus Hoffman  
**Vendor Contact Phone:** 800-326-2877 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

**Vendor Signature X**  **FEIN#** 33-0388707 **DATE** 9/25/2020

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

Addendum No. 1

Addendum No. 1 is issued to publish and distribute the attached information to the vendor community.

\*\*\*\*\*

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the Fleet Management Division (FMD) for the WV Department of Health and Human Resources to establish a contract for the one time purchase of two (2) 2021 model, ten (10) passenger, wheelchair accessible vans per the specifications and terms and conditions as attached hereto.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION FLEET MANAGEMENT OFFICE 2101 WASHINGTON ST E CHARLESTON WV 25305 US	STATE OF WEST VIRGINIA IN CARE OF SURPLUS PROPERTY 2700 CHARLES AVENUE DUNBAR WV 25064 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Busses	2.00000	EA	54,603.00	109,206.00

Comm Code	Manufacturer	Specification	Model #
25101502	Forest River Vans		X9C

**Extended Description:**  
Two (2) 2021 model, ten (10) passenger, with two (2) wheelchair spaces- wheelchair accessible vans.

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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	Document Phase	Document Description	Page
FLT2100000001	Final	Two (2) Large 2021 10 passenger wheelchair accessible van	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Mike Wilson, Regional Sales Manager  
(Name, Title)

(Printed Name and Title)

28293 Clay Street, Elkhart, IN, 46517

(Address)

800-326-2877 / 574-830-0063

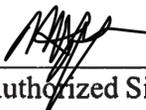
(Phone Number) / (Fax Number)

mikew@creativebussales.com

(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Creative Bus Sales, Inc.  
(Company)

  
(Authorized Signature) (Representative Name, Title)

Marcus Hoffman, Bid Manager  
(Printed Name and Title of Authorized Representative)

9/25/2020  
(Date)

800-326-2877 / 602-437-2758  
(Phone Number) (Fax Number)

**REQUEST FOR QUOTATION**  
**Two 2021 Model, 10 Passenger Wheelchair Accessible Vans**

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**12 VENDOR DEFAULT:**

**12.1** The following shall be considered a vendor default under this Contract.

12.2.1 Failure to provide Contract Items in accordance with the requirements contained herein.

12.2.2 Failure to comply with other specifications and requirements contained herein.

12.2.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

12.2.4 Failure to remedy deficient performance upon request.

**12.3** The following remedies shall be available to Agency upon default.

12.3.1 Immediate cancellation of the Contract.

12.3.2 Immediate cancellation of one or more release orders issued under this Contract.

12.3.3 Any other remedies available in law or equity.

**13 MISCELLANEOUS:**

**Contract Manager:** Mike Wilson

**Telephone:** 800-326-2877

**Fax:** 574-830-0063

**Email:** mikew@creativebussales.com

STATE OF WEST VIRGINIA  
Purchasing Division

# PURCHASING AFFIDAVIT

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

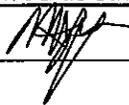
**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Creative Bus Sales, Inc.

Authorized Signature:  Date: 9/25/2020

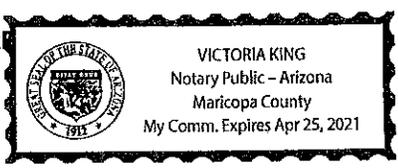
State of Arizona

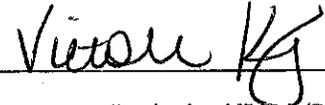
County of Maricopa, to-wit:

Taken, subscribed, and sworn to before me this 25th day of September, 2020.

My Commission expires April 25th, 2021.

AFFIX SEAL HERE



NOTARY PUBLIC 

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: FLT2100000001**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

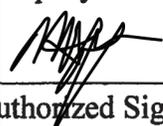
(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Creative Bus Sales, Inc.

\_\_\_\_\_  
Company

  
\_\_\_\_\_  
Authorized Signature

9/25/2020

\_\_\_\_\_  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Exhibit A Pricing Page

<b>Contract Item</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Extended Cost</b>
2021 Model, 10 passengers Van w/Wheelchair Lift	2	\$ 54,603.00	\$ 109,206.00

**Delivery - FOB:**

West Virginia Surplus Property

2700 CHARLES AVENUE

Dunbar, WV 25064

\$ 658.00 ea (\$1,316.00 total)

\*Note - The above delivery "option" is not evaluated as part of the award.

Manufacturer/Brand: Forest River Vans

Model Name & Number: Ford Transit AWD X9C

Vendor Name: Creative Bus Sales, Inc.

Vendor Email: marcush@creativebussales.com

Vendor Signature/Date:  9/25/2020

Vendor should not alter pricing page and should fill out pricing page as it. The addition of alterations to the pricing page and/or addition of commodities other than those listed on the pricing page, on line or as an attachment will result in disqualification of bid submittal.

DEALER APPROVAL

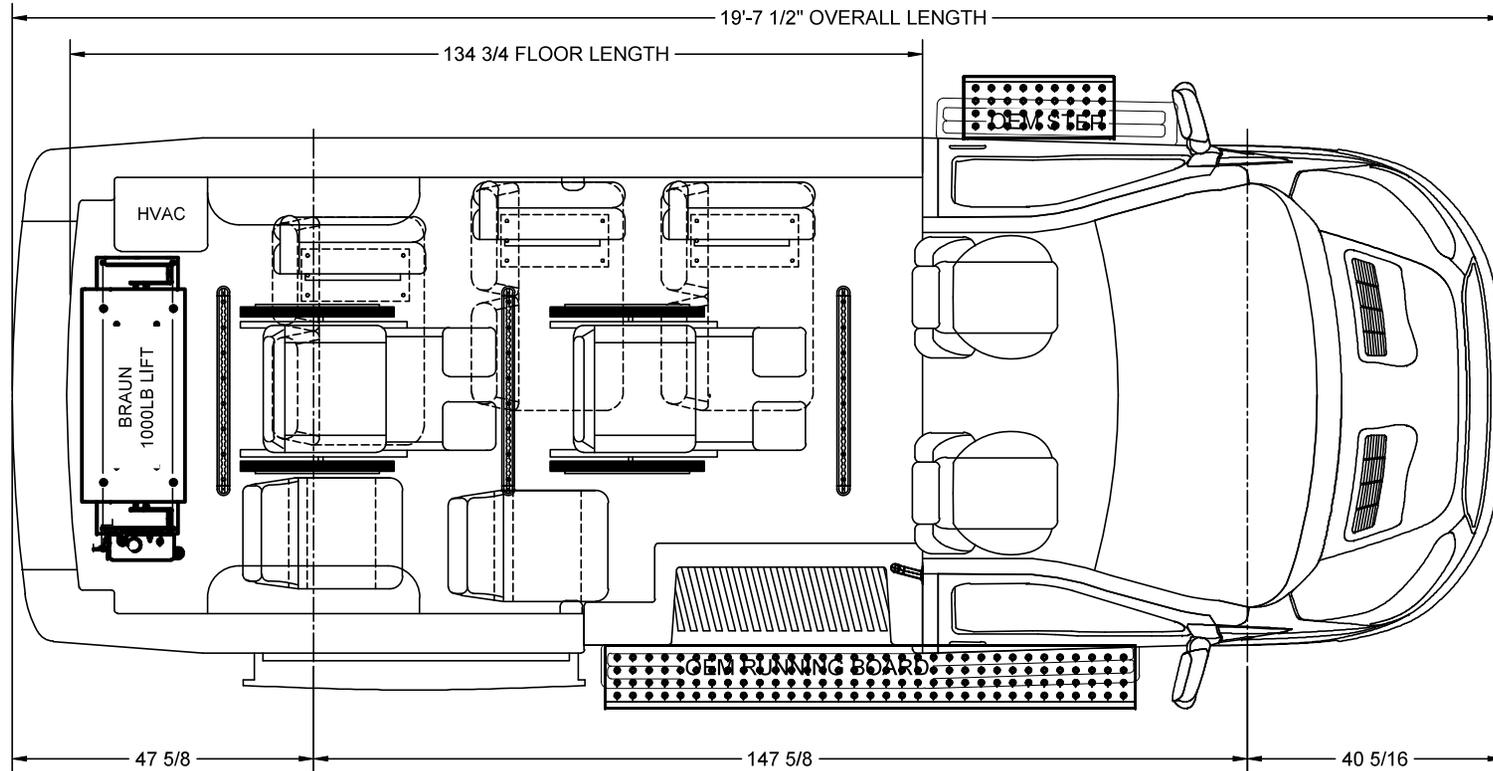
# PRELIMINARY FLOORPLAN

WOOD FLOOR

APPROVED

\_\_\_\_\_  
CUSTOMER SIGNATURE

THIS FLOORPLAN IS FOR ILLUSTRATION PURPOSES ONLY, FINAL BUILD MAY VARY.



SEAT SPACING:	D: 30" P: 32-1/2"	WHEELCHAIR CAP: 2
		SEATED CAP: 8
HIP TO KNEE:	D: 22" P: 29"	TOTAL CAP: 10

FORD TRANSIT 9,250 GVWR

THIS DRAWING AND THE INFORMATION THEREON ARE THE EXCLUSIVE PROPERTY OF FOREST RIVER VAN, A DIVISION OF FOREST RIVER. IT SHALL NOT BE COPIED OR DUPLICATED IN ANY MANNER, NOR SHALL IT BE SUBMITTED TO OUTSIDE PARTIES FOR EXAMINATION WITHOUT OUR WRITTEN CONSENT. IT IS LOANED FOR USE WITH REFERENCE TO WORK UNDER CONTRACT WITH, OR PROPOSALS SUBMITTED TO FOREST RIVER VAN, A DIVISION OF FOREST RIVER.

REV. / LET.	DESCRIPTION OF CHANGE	BY	CHK	DATE	ECN No.	TOLERANCE UNLESS OTHERWISE SPECIFIED	
						WOOD	OTHER
						± 1/8"	± 1/16"
						± 1°	± 1/2°

TITLE: 148" WHEEL BASE FORD TRANSIT MEDIUM ROOF  
DATE: 9/25/20  
NAME: BPG DWG. No. 148-SRW-A-161





## FOREST RIVER BUS

AMERICA'S #1 BUS MANUFACTURER

COMMERCIAL VAN DIVISION

FORD TRANSIT ADA PACKAGES



### STANDARD CONVERSION FEATURES

- AVAILABLE ON TRANSIT 150, 350 AND 350 HD
- FLOORPLANS UP TO 15 PASSENGERS OR 4 WHEELCHAIRS
- VINYL NON-SKID COMMERCIAL FLOORING
- TRADITIONAL WOOD FLOOR OR MODULAR ALUMINUM FLOOR DESIGNS
- FIXED OR REMOVABLE SEATING
- REAR OR SIDE MOUNTED WHEELCHAIR LIFTS
- Q-STRAINT AND AMF-BRUNS WHEELCHAIR/OCCUPANT SYSTEMS
- SAFETY GRAB RAILS AND HANDLES
- COMPLETE SAFETY EQUIPMENT PACKAGES
- MEETS OR EXCEEDS ALL FMVSS COMPLIANCE REQUIREMENT
- FORD QVM CERTIFIED

### OPTIONS

- RUNNING BOARDS AND ENTRY STEPS
- BI FOLD ELECTRIC BUS DOORS
- WHEELCHAIR/WALKER STORAGE RACKS
- PARTITIONS AND MODESTY PANELS
- PRISON PACKAGES
- STRETCHER/COT MOUNT SYSTEMS
- SHUTTLE/ HOSPITALITY/ HEALTHCARE PACKAGES

### WHEELCHAIR LIFTS



### WHEELCHAIR/OCCUPANT RESTRAINTS



### PASSENGER SEATING



**SURE-LOK**  **K**<sup>®</sup>  
Safe and Secure



# TITAN 800

MEETS THE REQUIREMENTS OF WC18  
AND IS COMPATIBLE WITH WC19 WHEELCHAIRS



INTRODUCING THE

# TITAN800

THE STRONGEST TITAN RETRACTOR EVER MADE

In addition to its familiar technology and distinctive blue webbing, the new **TITAN800** was built with an innovative energy distribution design for maximum load capacity to meet the latest industry regulations.

## MAIN FEATURES:

- STRONGER WEBBING TO WITHSTAND THE HIGHER LOAD REQUIREMENTS OF **WC18**
- J-HOOK ATTACHMENT KEEPS WEBBING FLAT AND UNTWISTED
- INNOVATIVE PLI FITTING TELLS OPERATORS WHEN THE RETRACTOR IS LOCKED INTO PLACE



## WC18 AT A GLANCE:

At the end of 2015, the revised RESNA WC18 standard for Wheelchair Tie-downs and Occupant Restraint Systems (WTORS) will go into effect.

The most significant implication of the revised standard is that wheelchair tie-downs must be stronger, capable of withstanding loads up to 60% higher.

# THE ORIGINAL **TITAN**

For some transportation properties, the need to comply with the new WC18 standard may not be as immediate. The original **TITAN** has you covered. It secures all WC19 wheelchairs and boasts unique features not found on any other securement system.

## MAIN FEATURES:

- HIGHLY-VISIBLE, YELLOW “LOCKED” INDICATOR TAG, LETTING OPERATORS KNOW WHEN THE RETRACTOR IS IN LOCKED MODE
- S-HOOK ATTACHMENT ALLOWS FOR EASY, ONE-HANDED WHEELCHAIR SECUREMENT
- LOW-PROFILE DESIGN MINIMIZES POTENTIAL TRIPPING HAZARDS
- AUTO-TENSION, AUTO-LOCKING MECHANISM  
● AUTOMATICALLY RETRACTS WEBBING BACK INTO THE HOUSING - KEEPING IT CLEANER AND LONGER LASTING



Both the **TITAN800** and **AL700 TITAN** systems, when properly used with a complete Sure-Lok System (comprised of wheelchair tie-down, a complete occupant restraint system, including lap and shoulder belt), track and anchorages are designed to meet the following requirements where applicable:

- 30mph/20g Impact Test Criteria per SAE J2249
- 30mph/20g Impact Test Criteria per Canadian Z605 Standard
- 30mph/20g Impact Test Criteria per National Standards for School Buses
- 30mph/20g Impact Test Criteria per ISO 10542 Standard
- 49 CFR Part 38 Americans with Disabilities Act (ADA)
- 49 CFR Part 571.222 (FMVSS 222) School Bus Passenger Seating and Crash Protection
- FMVSS 302 Flammability Test
- Certificates of Conformance

• **\*TITAN800 only:** Meets the requirements of WC18



# TITAN RETRACTORS, KITS AND OCCUPANT RESTRAINTS

## TITAN800



AL800855S  
**TITAN800**  
with L Track Fitting



AL800944S-SNC  
**TITAN800**  
with SNC Fitting

## THE ORIGINAL TITAN



AL700907S / AL700855S  
**AL700 TITAN**  
with L Track Fitting



AL700945S-SNC / AL700944S-SNC  
**AL700 TITAN**  
with SNC Fitting

## TITAN800 KITS WITH OCCUPANT RESTRAINTS

KIT PART NO.	INCLUDED IN KIT	OCCUPANT RESTRAINT
L AL812S-4C	AL800855S (4)	AL700727HA
L AL812S-4C-7	AL800855S (4)	AL700868-4
S AL860S-4C-SNC	AL800944S-SNC (4) Q8-7580-A (4)	AL700727HA

## TITAN800 KITS WITHOUT OCCUPANT RESTRAINTS

KIT PART NO.	INCLUDED IN KIT
L AL87S-4C	AL800855S (4)
S AL861S-4C-SNC	AL800944S-SNC (4) Q8-7580-A (4)

- L L Track Fitting
- S SNC Fitting

## SAMPLE TITAN800 KIT

AL812S-4C



## AL700 TITAN KITS WITH OCCUPANT RESTRAINTS

KIT PART NO.	INCLUDED IN KIT	OCCUPANT RESTRAINT
L AL712S-4C	AL700855S (2) AL700907S (2)	AL700727HA
L AL712S-4C-7	AL700855S (2) AL700907S (2)	AL700868-4
S AL760S-4C-SNC	AL700944S-SNC (2) AL700945S-SNC (2) Q8-7580-A (4)	AL700727HA

## AL700 TITAN KITS WITHOUT OCCUPANT RESTRAINTS

KIT PART NO.	INCLUDED IN KIT
L AL727S-4C	AL700855S (2) AL700907S (2)
S AL761S-4C-SNC	AL700944S-SNC (2) AL700945S-SNC (2) Q8-7580-A (4)

### AL700727HA Integrated Combination Belt with Height Adjuster

Integrated Combination Belt with triangular fittings to attach lap belt to stud on rear wheelchair tie-down retractor assemblies.



### AL700868-2 / AL700868-4 Dual Retractable Integrated Combination Belt

Triangular fittings to attach lap belt to stud on rear wheelchair tie-down retractor assemblies and a flat mounting bracket on the upper retractor.

The AL700868-4 offers an angled mounting bracket on the upper retractor to accommodate angled vehicle sidewall wire molding.

For use with AL700 Titan Series Systems only.



### AL700842 Integrated Lap Belt

Integrated Lap Belt with triangular fittings to attach to stud on rear wheelchair tie-down retractor assemblies.



FE200599 Length 52" / FE200732 Length 82"

### Non-Retractable Shoulder Belt for Series L Track

Non-Retractable Shoulder Belt attaches to Series L Track on vehicle sidewall, providing increased positioning flexibility for multiple station vehicles.





## Proposer's Capability and Experience

### Responder Information

Creative Bus Sales, Inc.  
28293 Clay Street  
Elkhart, IN 46517

Mike Wilson | Regional Sales Manager  
Phone: 800.326.2877  
Fax: 574.830.0063  
Email: [mikew@CreativeBusSales.com](mailto:mikew@CreativeBusSales.com)

### 1. Background and Experience

Operating 18 full-service locations, Creative Bus Sales is the largest bus dealership in the United States representing over 20 major vehicle manufacturers. The Company's team of vehicle sales representatives possess over 560 years of cumulative vehicles sales experience, resulting in 5,000+ vehicles sold nationwide every year.

Creative Bus Sales is dedicated to servicing its customers at the highest possible level. Nationwide, the Company has in excess of 270 company operated service bays dedicated to pre-delivery inspections, warranty and service work. Green Alternative Systems (GAS), a division of Creative Bus Sales, has performed over 10,000 alternative fuel conversions (CNG, Propane, and Electric). Additionally, the Company is the only dealership in the nation to possess multiple Ford-certified, Qualified Vehicle Modifier (QVM) dealership locations.

Creative Bus Sales houses a dedicated customer service department to handle all pre- and post-sales needs of its customers. The Company has a team of 25+ dedicated outside and inside parts sales representatives responsible for handling all customer parts needs. Creative Bus Sales currently holds multiple State Purchasing Contracts, a partial listing of contracts is shown below.

#### **Nationwide Transit Contract Experience (a partial listing of significant projects)**

- |                                 |                                      |
|---------------------------------|--------------------------------------|
| • Orange County Transit (OCTA)  | Over 950 Paratransit Buses & Vans    |
| • City of Los Angeles (LADOT)   | Over 500 Paratransit Buses           |
| • Caltrans/DGS                  | Over 5,000 Paratransit Buses & Vans  |
| • RTC Las Vegas                 | Over 400 Paratransit & Transit Buses |
| • Access Services               | Over 1,000 Paratransit Mini Vans     |
| • Dallas DART                   | Over 400 Paratransit Buses           |
| • Florida (FDOT)                | Over 600 Paratransit Buses & Vans    |
| • GSA                           | Over 350 Paratransit Buses           |
| • Arizona Dept of Trans (ADOT)  | Over 600 Paratransit Buses & Vans    |
| • North Carolina (NCDOT)        | Over 600 Paratransit Buses & Vans    |
| • Texas (Multiple Contracts)    | Over 1,200 Paratransit Buses & Vans  |
| • Washington (WSDOT)            | Over 650 Paratransit Buses & Vans    |
| • Oregon (ODOT)                 | Over 300 Paratransit Buses & Vans    |
| • Oklahoma (Multiple Contracts) | Over 400 Paratransit Buses & Vans    |
| • New Mexico (NMDOT)            | Over 450 Paratransit Buses & Vans    |



# Creative Bus Sales

THE NATION'S LARGEST BUS DEALER SINCE 1980

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- Pennsylvania (Penn DOT) 324 (Delivered) 114 (Backlog) Paratransit Buses & Vans

Creative Bus Sales currently holds transit contracts and/or services customers in the following states: WA, OR, CA, NV, ID, MT, WY, UT, CO, AZ, NM, KS, OK, TX, IL, IN, AR, LA, MS, AL, GA, FL, NC, SC, PA, TN, MD, and MA.

## References

See attached Reference List

## Customer Service Capabilities

Creative Bus Sales' service locations are located within the contract requirements of all recipient's locations. The Creative Care and Technical team are available to assist immediately as needed. The Company has the authority to deploy internal and factory personnel from any discipline including engineering, manufacturing, parts, service and management in response to a customer's needs. No delay in problem resolution due to out of state factory personnel availability is experienced. Swift and accurate resolutions to issues and needs are achieved through factory personnel directly reviewing issues, "first hand", as they are presented.

Creative Bus Sales has excellent relations with all major component manufacturers. The Company's Service Technicians and supervisory team are certified by John Deere, Cummins, A/C Carrier, MCC, Trans Air, Thermo King, Freedman Seating, Ricon, and Braun amongst many others. Service Technicians are graduates of the Automotive Technical College and many are Automotive Service Excellence (ASE) Master Technicians.

Creative Bus Sales' Parts and Service Department is dedicated solely to the service and support of commercial and transit buses and does not service any other type of equipment, school buses or trucks. Such focus ensures an unmatched level of competency in the industry. Technical assistance can be provided immediately during business hours by contacting Creative Bus Sales service technicians. Complete description of warranty policy and procedures can be provided upon award.

With over 5,000 units sold annually, Creative Bus Sales has the largest "fleet" of vehicles in service in the nation. This gives the Company the most vehicle performance data in the industry. The Company is exposed to issues with vehicles across the country in a variety of operating conditions. This data allows the Company to recognize issues well in advance of smaller dealers that do not service the volume of vehicles Creative Bus Sales does. This translates to quicker warranty approvals and repair execution for customers, as many times the Company has already seen the issue prior to receiving the call. Additionally, our technical support team has an information sharing process that communicates common issues and repairs, resulting in reduced troubleshooting times frames and quicker repairs. All of this allows the Company to get customer vehicles back up and running in the quickest manner possible, minimizing downtime for customers.



# Creative Bus Sales

THE NATION'S LARGEST BUS DEALER SINCE 1980

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## **List of Centers**

One call to our dedicated Creative Care team will initiate immediate warranty service and technical response. Creative Bus Sales is an authorized repair facility for all products represented. The Company has the authority to make on the spot decisions regarding warranty repairs and approvals. In addition to the Company operated facilities, local warranty repair facilities will be authorized to perform the required repair on an as needed basis. The Company has attached a list of local shops we currently have long standing relationships with. Our intent is to make all warranty and service as local as possible while providing the customer with the best possible service. Our team of certified technical advisors are available to assist with any necessary troubleshooting efforts. This ensures less downtime and a better overall experience to the end users.

## **Spare Parts and Inventory Levels**

A critical part of the project is a quick response time to service assistance and parts supply. Creative Bus Sales operates dedicated parts warehousing operations with over 60,000 square feet of capacity and \$10,000,000 worth of inventory. The Company stocks significant parts supply at all its locations. In addition, the Company operates dedicated parts warehouses in Arizona, California, Florida, Indiana, Georgia, Pennsylvania, and Texas.

One call to our Parts Department will facilitate the end user's needs. With 25+ dedicated employees, Creative Bus Sales' Parts Department has over sixty years of cumulative experience in this field. Most parts can be shipped within twenty-four hours of order. Complete description of parts policy and procedures can be provided upon award.

## **Inspection procedures**

Due to Creative Bus Sales' proximity to manufacturers locations, the Company has inspectors on site during vehicle builds. The Company has a team of inspectors located in Elkhart, Indiana that visits manufacturer facilities on an ongoing basis. This allows the Company to catch any potential issues during the build process, prior to customer receipt. Once completed at the manufacturer, vehicles are delivered to a Company location for additional inspection. In many cases these vehicles flow through Creative Bus Sales' Elkhart inspection facility immediately following completion. The Elkhart facility is over 50,000 square feet and processes deliveries of approximately 1,500 vehicles yearly. Any issues identified can be repaired in house or sent back to the manufacturer for repair. Next, vehicles are shipped to one of the Company's local facilities for final PDI (Pre-Delivery Inspection). This additional inspection allows the Company to catch any issues that may have occurred during the initial driving period of the vehicle. Any deficiency noted shall be repaired before delivery. All documents required under the contract shall be provided upon delivery or pickup. The Company inspection processes mentioned above are all in addition to any inspections performed by the manufacturer and/or line inspectors hired by the end user.



# Creative Bus Sales

THE NATION'S LARGEST BUS DEALER SINCE 1980

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## 2. Key Personnel and Experience

### Executive Management Team

- Tony Matijevich | President
- Terry McCrea | Chief Financial Officer
- TJ Matijevich | Vice President & General Manager
- Mike Wilson | Regional Sales Manager
- Marcus Hoffman | Bid Manager
- Carl Henderson | Service Manager

## 3. Fiscal Responsibility

With a 40 year history, 18 locations nationwide, and 350+ employees, Creative Bus Sales has the necessary longevity and financial stability to service any contract of any size. Since 1980, the Company has grown to service customers in nearly every state in the U.S. More than 50% of the Company's facilities are owned facilities, not leased properties, with significant investment in renovations, equipment, and employees.

Creative Bus Sales has long standing relationships with vehicle floorplan providers and banking partners. Floorplan relationships go back 20+ years and the same goes for its banking relationships. The Company has achieved increased revenue, sales, and transaction growth year over year for the past 10+ years.

## 4. Delivery Performance

Creative Bus Sales prides itself on delivering vehicles on time with all specifications met. The Company has not paid liquidated damages on any transit contract in the past five (5) years. Please see supplemental spreadsheet titled "Delivery Performance" for a detailed delivery performance history.

## 5. Ownership History and Statement Regarding Judgements and Violations

Originally founded in 1980 as Creative Transportation Systems (CTS), the Company was later renamed Creative Bus Sales in 1990. The current owner, Tony Matijevich, purchased the Company in 1993 and it has been family-owned and operated since.] Prior to purchasing Creative Bus Sales, Tony was the President of ElDorado National, the largest manufacturer of small and mid-size buses in the nation at the time. Under the current leadership and vision, Creative Bus Sales has become the largest-volume small, mid and large-size bus and van dealership in the United States. Over the past 40 years, the Company has expanded its scope through a combination of dealer acquisitions and organic growth.

Creative Bus Sales was incorporated in the State of California in 1993 under the current ownership. Creative Bus Sales has had no judgments, litigation, licensing violations or other violations outstanding or resolved against it within the past five (5) years.



# Creative Bus Sales

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## 6. Additional Information

Creative Bus Sales Nationwide Locations:

1. Chino, CA
2. San Diego, CA
3. Sacramento, CA
4. Canby, OR
5. Mukilteo, WA
6. Murrysville, PA
7. Elkhart, IN
8. Jacksonville, FL
9. Davie, FL
10. Charlotte, NC
11. Atlanta, GA
12. Colorado Springs, CO
13. Albuquerque, NM
14. Phoenix, AZ
15. Irving, TX
16. Tyler, TX
17. Tulsa, OK
18. Springdale, AR

### Notices should be sent c/o

Mike Wilson

Phone: 800.326.2877

Creative Bus Sales, Inc.

Fax: 574.830.0063

28293 Clay St, Elkhart, IN 46517

Email: [mikew@CreativeBusSales.com](mailto:mikew@CreativeBusSales.com)

### Preparer

Marcus Hoffman, Bid Manager for Creative Bus Sales, is the preparer of this proposal.

### Flexible Scope

Creative Bus Sales is committed to flexibility in the products and services offered in the contract upon request by the State.

### Independent Pricing

Creative Bus Sales certifies that in connection with this Contract the prices proposed have been arrived at without consultation, communication or agreement for the purpose of restricting competition.

### Signer(s)

Each person signing this proposal and/or addenda is the person responsible for or authorized to make decisions as to the prices quoted in the cost proposal and has not participated and will not participate in any action contrary to those stated above.

### Consent

If awarded a contract, Creative Bus Sales will not assign any part of its interest in the agreement without prior consent of the State.

### Acceptance of Terms

Creative Bus Sales accepts the Contract Terms and Conditions.



# Creative Bus Sales

*THE NATION'S LARGEST BUS DEALER SINCE 1980*

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## **Cutoff Dates**

Creative Bus Sales agrees to comply with this section. Model year cutoffs are well communicated by the OEM's and chassis dealers alike. We generally receive 60 – 90 day notice and will notify the agency promptly.

Sincerely,

**Marcus Hoffman | Bid Manager**

Creative Bus Sales, Inc.



# Creative Bus Sales

THE NATION'S LARGEST BUS DEALER SINCE 1980

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## References

Capital Area Rural Transportation System  
David Marsh- GM  
2010 East 6<sup>th</sup> Street  
Austin, TX 78702  
512-481-1011  
Dave@ridecarts.com

Houston Metro  
Michael Southwell- Procurement  
1900 Main Street  
Houston, TX 77208  
713-739-4803  
Michael.Southwell@ridemetro.org

Capital Metro  
Andrew Murphy- Equipment Specialist 2910  
East 5<sup>th</sup> Street  
Austin, TX 78702  
512-389-7566  
Andrew.murphy@capmetro.org

Valley Metro- RPTA  
Dave Hyink  
Fleet Manager  
480-924-6653 x 243  
dhyink@valleymetro.org  
101 North First Ave Suite 1100  
Phoenix, AZ 85003

WY- DOT  
Rob Rodriguez  
Transit Program Specialist  
307-777-4181  
robert.rodriguez1@wyo.gov  
5300 Bishop Blvd.  
Cheyenne, WY 82009

Med Valet Corporation  
Larry Cranmer  
3535 NW 58<sup>th</sup> Street #920  
Oklahoma City, OK 73112  
405-848-7275  
larry@medvalet.biz