



# Creative Bus Sales

## Executive Summary

Bid Number: 99999-001-SPD0000152

Bid Title: Public Supplemental Public Mass Transit & Transportation Vehicles and Related Equipment and Accessories

Bid Due Date: February 6, 2018 5:00 PM EST

Bid Review Committee,

On behalf of Creative Bus Sales, I'd like to thank you for the opportunity to submit a proposal regarding your solicitation.

It is our understanding that DOAS is looking to enter a multiyear transit bus vehicle contract. The contract may be awarded to multiple vendors at the discretion of DOAS.

Creative Bus Sales is the largest and most established bus dealer in the nation. With that comes many years of experience, customer service, and support throughout the country. Our company strives to keep transit moving in America by representing reputable products that meet the end users' needs. The document after the executive summary, "Letter of Qualifications", gives a better background of Creative Bus Sales and the key personnel that are responsible to service the DOAS contract.

Our company holds various transit contracts throughout the country. Creative Bus Sales staff prides themselves in maintaining and renewing contracts with their customers for years upon years. Creative services some of the largest contracts in the country, such as Cal ACT and Caltrans, ADOT, Florida TRIPS, Texas Smart Buy, Orange County Transit, RTC-Reno, and GSA. These are just a few major multi-vehicle contracts that Creative Bus Sales has had the pleasure to be a part of for nearly 10-20 consecutive years. Our ability to make ordering, owning, and operating a fleet is what we believe keeps our customers returning.

Creative Bus Sales can provide new vehicles faster from the time of order than any other dealer. Our process ensures that what you ordered comes as requested, ready to roll into your fleets operation. Each vehicle ordered goes through a rigorous Pre-Delivery Inspection from Creative Bus's ASE Certified technician to ensure the manufacture built the vehicle according to specifications and FMVSS. All the vehicles we deliver come with a FMVSS Annual Safety Inspection. Our PDI process is another level of insurance from us making sure your vehicle is ready for service.

After the vehicles are accepted and in revenue service, there will come a time when our service and warranty department are needed to correct mechanical issues that arise. Creative Bus Sales has a dedicated service and warranty administrator set aside for each customer that is an expert with the respective manufacture we offer. Our service and warranty



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administrators create relationships with end users that ensure all needs are met, while keeping the vehicles rolling. Many transit operators can perform their own warranty work and wish to do so. Our staff works with them to make this possible and processes end user reimbursement for warranty costs. For those agency's that are not capable of performing warranty or service work, local CBS facilities are used for repairs. In the event a CBS shop isn't within proximity, our staff has existing relationships with local shops and OEM certified repair centers capable of performing warranty or service work. Creative Bus Sales prefers to keep everything as local as we can to the end user, making it easier for the end user to get the vehicle repaired and back in to revenue service.

Along with our service and warranty side of Creative Bus Sales is the largest transit bus parts department in the nation. At any given time, we have over \$4.5 million in parts inventory at our warehouses to ensure fast, easy delivery to our vehicle owners. Many parts can arrive next day, most in as little as 2- 3 days from the time of order.

When it is time to order vehicles, we have a proven system in place that has been perfected through years of fine tuning with customers. Our system easily integrates with your requirements to issue a purchase order. Our contract administrator will establish base vehicle templates including vehicle specifications, floorplans, and base prices that were bid. There will also be a catalog of available additional equipment that can be added or deleted. The use of this system has helped us manage major contracts making sure all parties receive what was ordered, at the published price. Our office staff will manage tabulation spreadsheets with DOAS to track vehicle orders from the start of the process, to the issuance of an invoice and collection of payment. This insures that no vehicle orders are lost and unaccounted for and gives DOAS visibility to when certain steps have been completed.

Creative Bus Sales hopes to be able to bring these few ~~qualies~~ to DOAS and many more ~~qualies~~ that we have to offer. We look forward to the opportunity to work together on the project.

Please feel free to contact us if more information is needed to substantiate our proposal.

Thank You,

Marcus Hoffman

Transit Bus Sales

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