



Creative Bus Sales

Letter of Qualifications

Responder Information:

Creative Bus Sales, Inc.
800 Pickens Drive Ext NE
Marietta, GA 30062

Jeff Shank-General Manager Southeast Region
(800) 373-2143 – Phone
(904) 241-0507 - Fax
jeffs@creativebussales.com

Company History - Bidders Qualifications

Creative Bus Sales, Inc. began serving the needs of California transportation providers in 1980 under the name of Creative Transportation Services, Inc. (CTS). In 1980, CTS was sold and became Creative Bus Sales, Inc. Tony Matijevich subsequently purchased Creative in 1993. Prior to the purchase, Tony was the President of ElDorado National, at the time, the largest manufacturer of small and mid-size buses in the nation. Under the current leadership and vision, Creative Bus Sales has become the largest volume small and mid-size bus dealership in the United States. Creative is unique in the bus industry as a dealer that focuses only on the needs of the commercial bus customer. Along with organic growth, Creative has acquired experienced established dealerships throughout the country. Most recently Creative acquired National Bus Sales and Leasing, based out of Marietta, GA. National has over 30 years of local and regional sales experience, specifically concentrated in the government sector. The combined experience and scope of the two companies covers nearly every state contract in the United States.

Creative Operates Dealerships in the Following Locations:

Seattle, WA	Springdale, AR
Portland, OR	Mokena, IL
Sacramento, CA	Elkhart, IN
San Francisco, CA	Pittsburg, PA
Chino, CA	Charlotte, NC
San Diego, CA	Ladson, SC
Las Vegas, NV	Marietta, GA
Phoenix, AZ	Jacksonville, FL
Albuquerque, NM	Palmetto, FL
Tulsa, OK	Miami, FL
Dallas, TX	

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.



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Background Creative Bus Sales is the largest commercial bus dealership in the United States. CBS sells, delivers and services in excess of 4,000 buses per year to agencies and companies throughout the United States. Creative Bus Sales has held several State Contracts over the last 30+ years and has delivered several thousand state contract vehicles during this time.

Experience - Partial Listing of Significant Projects

Significant Transit Projects Completed Over the Last 4-5 Years:

OCTA	Over 950 Paratransit Buses
City of Los Angeles	Over 500 Paratransit Buses
Caltrans Division of Mass Transit	Over 2,000 Paratransit Buses
RTC Las Vegas	Over 400 Paratransit and Transit Buses
Access Services	Over 700 Paratransit Mini Vans
Dallas DART	398 Paratransit Buses

Experience - Listing of Statewide Paratransit Contracts (Held or Previously Held)

Alaska, Washington, Oregon, California, Nevada, Arizona, New Mexico, Montana, Colorado, Texas, Oklahoma, Louisiana, Alabama, Mississippi, Georgia, Florida, South Carolina, North Carolina, West Virginia, HGAC, GSA.

Experience - Listing of Georgia Paratransit Contracts (Held or Previously Held)

Creative Bus Sales, Marietta personnel have decades of experience servicing the following contracts: GDOT, Chatham Area Transit, MARTA, Athens Transit, Rome Transit, Hall Area Transit, Macon Transit Authority, Columbus METRA Transit System, Albany Transit Services, Augusta Public Transit.

Notices should be sent c/o:

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Marietta, GA 30062 jeffs@creativebussales.com

Preparer: Marcus Hoffman, Transit Sales for Creative Bus Sales, Inc. is the preparer of this proposal.

Flexible Scope: Creative Bus Sales, Inc. is committed to flexibility in the products and services offered in the contract upon request by the State.

Independent Pricing: Creative Bus Sales, Inc. 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



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cost proposal and has not participated and will not participate in any action contrary to those stated above.

Key Personnel: Project Manager – Glenn Bell is the proposed Project Manager for this contract.

Organization and Key Staff Members Assigned to This Contract:

Creative Bus Sales, Inc. currently employs over 380 employees in all locations.

Tony Matijevich, President
Terry McCrea, Chief Financial Officer
Jeff Shank, General Manager Southeast Region
Marcus Hoffman, Transit Sales
Glenn Bell, Transit Sales
Carl Henderson, Director of Service Eastern Region
Mike Greenlaw, Service Manager Marietta

Project Team: Glenn Bell, Project Manager will be responsible for the day-to-day maintenance of this contract. Some or all the above-mentioned personnel will be utilized as needed during the course of this project.

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

Acceptance of Terms: Creative Bus Sales, Inc. accepts the Contract Terms and Conditions.

RFP Response: Our understanding of the scope of work pertaining to this RFP solicitation and components includes but not limited to:

Customer Service Capabilities: Our service locations or are located within 5 hours of all recipient's locations. Technical assistance is provided on the day of the phone call. We are exclusively able to direct factory personnel from any discipline including engineering, manufacturing, parts, service and management, in response to your needs at the time. Creative's Marietta Georgia service facility employs six (6) Transit qualified line technicians, as well as a dedicated Field Service Truck, and Technician to meet all service requirements. 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.



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

Creative's 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 insures 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.

List of Centers

One call to our Customer Service team will facilitate the best warranty option. Creative Bus Sales is an authorized repair facility. We have the authority to make on the spot decisions regarding warranty repairs. As needed, local warranty repair facilities will be authorized to perform any necessary repairs; as well as our 10,000 sq. ft., 18 bay service, and parts facility in Marietta, Georgia.

Spare Parts and Inventory Levels

A critical part of the project is a quick response time to service assistance and parts supply. Both of these items are provided from locations from our Eastern Regional PDC located in Marietta, GA. Additional inventories are available in Arizona, California, Florida, Indiana, and Texas. Once again, one call to our Parts network will facilitate the end user's needs.

Creative Bus Sales provides parts supply and aftermarket support from five of our facilities. Over \$4,500,000 worth of inventory is maintained always company wide, with an inventory level of \$710,000 maintained within the Marietta, GA PDC, (parts distribution center). The Marietta PDC employs six (6) parts order analysts to service Georgia. Parts department personnel have over sixty years of 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

Each vehicle will have a PDI (Pre-Delivery Inspection) performed before final delivery to the end customer. Any deficiency noted shall be repaired before delivery. All documents required under the contract shall be provided upon delivery or pickup. This pre-delivery inspection will be in addition to inspections performed by the manufacturer and/or line inspectors hired by the end user.



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Cutoff Dates

CBS 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 days' notice and will promptly notify the agency promptly.

Sincerely,

A handwritten signature in red ink, appearing to read 'Marcus Hoffman', is written over the word 'Sincerely,'.

Marcus Hoffman
Transit Sales
Creative Bus Sales, Inc.