

**Responder Information**

Creative Bus Sales, Inc.
3880 Valley View Ln.
Irving, TX 75062

Ryan Frost – General Manager
(469) 333-8909 – Phone
(469) 333-8918 - Fax
RyanF@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, 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.

Creative Family of Companies Include:

Creative Bus Sales - Chino, California	El Dorado Bus Sales - San Mateo, California
Creative Bus Sales - Atlantic Beach, Florida	Green Alternative Systems -Elkhart, Indiana
Creative Bus Sales - Phoenix, Arizona	Creative Bus Sales -Albuquerque, New Mexico
Creative Bus Sales - Irving, Texas	Creative Fleet Leasing - Chino, California
Creative Collision and Paint-Chino, California	Green Alternative Systems – Brooklyn, NY
Green Alternative Systems- Chicago, IL	Green Alternative Systems- Yorba, CA
Creative Bus Sales- Tulsa, OK	Creative Bus Sales- Orlando, FL
Creative Bus Sales- Jacksonville, FL	Creative Bus Sales-Colorado Springs, CO
Creative Bus Sales- Canby, OR	Creative Bus Sales-Mulkiteo, WA

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.

Background Creative Bus Sales is the largest commercial bus dealership in the United States and sells, delivers and services hundreds of buses per year to agencies and companies in California and throughout the United States. Creative Bus Sales has held several State Contracts over the last 17 years and has delivered several thousand State contract vehicles during this time.

Experience (a 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
Montgomery County, MD.	93 Paratransit Buses

Notices should be sent c/o:

Jason Roy – Senior Sales Representative Creative Bus Sales, Inc. 3880 Valley View Ln. Irving TX 75062
(469) 333-8909 – Phone (469) 333-8918 – Fax JasonR@creativebussales.com

Preparer: Jason Roy, Senior Sales Representative 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 cost proposal and has not participated and will not participate in any action contrary to those stated above.

Key Personnel: Project Manager –Jason Roy is the proposed Project Manager for this contract.

Organization and Key Staff Members Assigned to This Contract:

Creative Bus Sales, Inc. currently employs over 250 employees in all locations.

Tony Matijevich, President
Ryan Frost, General Manager
Terry McCrea, Chief Financial Officer
Justin Rougemont, Operations & Service Manager
Jon Ragsdale, Warranty Administrator
Chad Darnall, Service Manager-Irving, TX

Project Team: Jason Roy, Project Manager will be responsible for the day-to-day maintenance of this contract. Some or all of 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 recipients 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 need at the time. 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 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. Service technicians are graduates of the Automotive Technical College and Automotive Service Excellence (ASE) Master Technicians.

Creative's parts 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 Warranty Administration team will facilitate the best warranty option.

Creative Bus Sales is an authorized repair facility. They have the authority to make on the spot decisions regarding warranty repairs. As needed, local to the end user warranty repair facilities will be authorized to perform the required repair.

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 in Arizona, California, Florida, Indiana, and Texas. Once again, one call to our Parts network will facilitate the end users needs.

Creative Bus Sales provides parts supply and aftermarket support from five of our facilities. Over \$10,000,000 worth of inventory is maintained at all times. 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.

Sincerely,



Jason Roy
Senior Sales Representative
Creative Bus Sales, Inc.