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**Bid Form**



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## Letter of Transmittal

Dear Doris Abraham,

Thank you and The Jefferson Parish Purchasing Department for the opportunity to submit a response to IFB 50-00143887, Purchase of Mobility Vans for the Jefferson Parish Transit Department.

Our understanding of the scope of work pertaining to this Invitation for Bid is to provide The Jefferson Parish Purchasing Department proposals for the manufacture and delivery of products in accordance with the terms and conditions set forth in this solicitation, meeting all specifications and FMVSS laws.

CBS's proposal may include manufacturer's brochures, standard warranty information, and additional technical information within our bid submittal. Information shown on these documents indicates our manufacturer's standard equipment or specifications and does not necessarily reflect the exact equipment to be utilized or included with the bid vehicle(s). Our vehicle is built to meet all bid specifications/amendments unless otherwise noted in our exceptions list.

The resulting contract will be for the purchase of mobility vans with related necessary components, and selected options. The contract shall be a one-time purchase. The enclosed offer, statements, and specifications are valid for forty-five (45) days after bid opening, December 14, 2023.

The information contained in our proposal contains our qualifications to perform the required work, detailed specifications, warranties, and descriptions of our facilities and staff. Your expected delivery will be within eight (8) months after receipt of a purchase order.

Included are all the required documentation and general forms. If you need more information or clarification, please give us a call at 800.326.2877 with any inquiries.

Sincerely,

**Nick Corley | Sales Operations Manager**

Creative Bus Sales, Inc.

800-326-2877

[ncorley@creativebussales.com](mailto:ncorley@creativebussales.com)



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## Experience and Qualifications

### Responder Information

Creative Bus Sales, Inc.  
56396 Frank Pichon Drive  
Slidell, Louisiana, 70458

Ryan Frost | Regional Vice President  
Phone: 800.326.2877  
Email: RFrost@CreativeBusSales.com

### 1. Background and Experience

Operating 23 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 more than 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 has a dedicated customer service department to manage 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    |



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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.

## **Customer Service Capabilities**

Creative Bus Sales' service locations are located within the contract requirements of all recipient 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, "firsthand," 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.

The 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. A 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.

## **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. Our intent is to make all warranties and service as



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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 for 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. A complete description of the 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 building 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.

## **2. Key Personnel and Experience**

### **Contract Management Team**

- Tony Matijevich | President
- TJ Matijevich | Vice President Sales
- JR Sauder | Senior Vice President
- Ryan Frost | Regional Vice President
- **Micah Bailey | Sales Executive, Project Manager**
- Nick Corley | Sales Operations Manager
- Carl Henderson | Senior Director of Service
- Jamie Greenlaw | Fleet Warranty Administrator



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## 3. Fiscal Responsibility

With a 40 year history, 23 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 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.

## 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.

## 6. Additional Information

Creative Bus Sales Nationwide Locations:

- |                         |                      |
|-------------------------|----------------------|
| 1. Chino, CA            | 11. Rogers, AR       |
| 2. Sacramento, CA       | 12. Slidell, LA      |
| 3. Canby, OR            | 13. Jackson, MS      |
| 4. Mukilteo, WA         | 14. Elkhart, IN      |
| 5. Phoenix, AZ          | 15. Buffalo, NY      |
| 6. Albuquerque, NM      | 16. Canonsburg, PA   |
| 7. Colorado Springs, CO | 17. Carlstadt, NJ    |
| 8. Irving, TX           | 18. Hudson, NH       |
| 9. Lewisville, TX       | 19. Jacksonville, FL |
| 10. Tyler, TX           | 20. Davie, FL        |



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21. Orlando, FL  
22. Charlotte, NC

23. College Park, GA

## Notices should be sent c/o

Ryan Frost      Creative Bus Sales, Inc.      56396 Frank Pichon Dr., Slidell, LA, 70458  
Phone: 800.326.2877      Fax: 909-465-5529      Email: RyanF@CreativeBusSales.com

## Preparer

Nick Corley, Sales Operations 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 Jefferson Parish.

## 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 to the agreement without prior consent of the Jefferson Parish, Department of Purchasing.

## Acceptance of Terms

Creative Bus Sales accepts the Contract Terms and Conditions.

## 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 receive 60 – 90 day notice and will notify the agency promptly.

Sincerely,

**Nick Corley | Sales Operations Manager**  
Creative Bus Sales, Inc.