

ATTACHMENT 1 TO BULLETIN NUMBER 14  
PART 2 – QUESTIONS AND ANSWERS  
LOS ANGELES COUNTY SHERIFF’S DEPARTMENT

**REQUEST FOR PROPOSALS (RFP) NO. 475-SH**  
AUTOMOTIVE FLEET MANAGEMENT AND MAINTENANCE SERVICES

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	POTENTIAL PROPOSER’S QUESTION	ANSWER
40.	<p>RFP 5.18.1 The prospective contract is subject to the requirements of the County’s Living Wage Program (Los Angeles County Code Chapter 2.201). Prospective Contractors should carefully read Exhibit J (Living Wage Ordinance), Exhibit K (Living Wage Rate Annual Adjustments), and sub-paragraph 9.1 (Compliance with County’s Living Wage Program) of Appendix C (Sample Contract), all of which are incorporated by reference into and made a part of this RFP. The Living Wage Program applies to both contractors and their subcontractors. Proposals that fail to comply with the requirements of the Living Wage Program may be considered non responsive and excluded from further consideration.</p>	<p>a. What are the exemptions for the living wage to the awarded contractor?</p> <p>b. Within the context of the Living Wage provisions, please define the difference between a “vendor” and a “subcontractor”.</p> <p>c. Sections 5.18.5 and 7.9.13.1 of the RFP both require the Proposer to submit a staffing plan using Exhibit 18 (Living Wage Program Staffing Plan). Exhibit 18, however, requires information that only the incumbent contractor can provide – such as employee name – especially if Section 5.18.6 requires that the predecessor contractor’s employees be hired. We assume the Exhibit 18 form is to be submitted to the County after award. Please confirm.</p>	<p>a., b. Please review all Living Wage Program information and related documents referenced in the RFP. Vendors may also review the Living Wage Contractor’s Guide found at <a href="http://file.mylacounty.gov/SDSIntra/sd/listserver/pcs_contracts/1006307_March2016_LW_ContractorGuide11-16-16.pdf">http://file.mylacounty.gov/SDSIntra/sd/listserver/pcs_contracts/1006307_March2016_LW_ContractorGuide11-16-16.pdf</a>. All requests for exemptions from the Living Wage Program were due May 31, 2018</p> <p>c. Proposer must submit with their proposal a staffing plan using Exhibit 18 (Living Wage Program Staffing Plan) of Appendix D (Required Forms) that, at a minimum, reflects the minimum staffing required in Exhibits 3A (Minimum Staffing Levels per Repair Location) and 3B (Administrative and Other Required Staffing) of Appendix B (SOW Exhibits). Employee names may be omitted if unknown at the time of submission.</p>
41.	<p>SOW 3.5.1 Contractor shall obtain, and maintain current, all required business licenses, permits, and certifications required from the performance of all work associated with the Contract, at no additional cost to the County.</p>	<p>Please provide the estimated/historical cost per year of existing contract-required permits.</p>	<p>Refer to the attached CUPA Permit and Permit List as of November 2018, as provided by the incumbent contractor. The Department does not represent or guarantee that the list is inclusive of all required business licenses, permits or certifications.</p> <p>*Note: Document was originally provided on March 27, 2019 and is amended to reference the current question number.</p>

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42.	<p>SOW 3.7.1 Contractor shall develop and maintain a clean fuel program, in accordance with sub-paragraph 3.3.5.17 of this SOW, which shall include and incorporate all current and future federal, state, local, and Department clean fuel program mandates to ensure cost-effective clean fuel compliance. The clean fuel program shall be diverse in its approach to clean fuel alternatives.</p>	<p>Please provide a list of all vehicles falling under the clean fuel program and where they are located</p>	<p><u>Current List:</u> CNG Truck SD6431 – Pitchess Detention Center CNG Truck SD6758 – Pitchess Detention Center CNG Truck SD6759 – Pitchess Detention Center Ford C-Max SD8915 –plug-in hybrid, assigned to Fleet Operations, Eastern Avenue Ford C-Max SD8916 – plug-in hybrid, assigned to Access to Care Unit</p>
43.	<p>SOW 3.10.1.6 In addition to managing and maintaining a comprehensive parts inventory procured by Contractor, Contractor shall manage and maintain the Department’s outfitting parts and components inventory and the Department’s cannibalized parts inventory, as further discussed in this SOW.</p>	<p>a. Since the Department supplies outfitting parts and components, will it also be responsible for delivery of parts and components to the outfitting location?</p> <p>b. If the Department cannot deliver outfitting parts and components directly to the Contractor at the County’s outfitting location, will the Department periodically have parts and components transported and delivered from storage to the outfitting site?</p> <p>c. Will the new location for outfitting vehicles have storage for at least one week’s parts supplies?</p> <p>d. Where will outfitting services be done under the new contract?</p> <p>e. Will the County have new vehicles delivered directly to the outfitting location?</p>	<p>a., b., c., d. County purchases and supplies outfitting parts and components to Contractor, unless County directs Contractor to purchase such outfitting parts in accordance with FFS/Direct Purchase process. As referenced in Exhibit 3A (Minimum Staffing Levels per Repair Location) and Exhibit 3B (Administrative and Other Required Staffing) of Appendix B (SOW Exhibits), the SOW outfitting services are performed at the Eastern Avenue Repair Location. The outfitting parts and components inventory is stored at the Eastern Avenue repair location and no off-site delivery is required.</p> <p>e. No, Contractor shall transport vehicles from the Departments</p>

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		f. Do the minimum staffing levels for the staffing plan for the body shop and outfitting call for enough people to complete the current outfitting and body repair needs?	storage location area to the Eastern Avenue Repair Location.  f. In order to comply with the requirements of Appendix A (SOW) and Appendix C (Sample Contract) new contract, contractor may need additional staff based on workload.
44.	SOW 3.10.7.9 At the direction of the County Project Manager or designee, Contractor shall use the Department’s cannibalized parts for Fixed-Price work. If cannibalized parts are used for Fixed-Price work, Contractor shall credit County on the following month’s Fixed-Price invoice for the fair-market value of any such cannibalized parts used, unless otherwise specified and approved by County Project Manager or designee.	Referenced section indicates that for cannibalized parts used for fixed fee work, the contractor must credit parts cost back to the county. Please verify that we are required to pay an employee to remove, store, and inventory cannibalized parts, and when we put a cannibalized part on a vehicle, we have to credit the parts cost back to LASD. This double tap on contractor cost absorption will disincentivize contractors from cannibalizing usable parts. Is this the intent, so only new parts are used?	No, the contractor is paid Fee-For-Service to remove the Cannibalized parts, refer to sub-paragraph 4.32.8, Appendix A (SOW). In addition, the inventory control clerk that manages the Cannibalized parts inventory is part of the Minimum Staffing in Exhibit 3A (Minimum Staffing Levels per Repair Location) of Appendix B (SOW Exhibits) under the Fixed-Price portion of the Contract.
45.	SOW 3.11.1 Under the Fixed-Price portion of the Contract, Contractor shall purchase the most current Motor Labor Guide (MLG) manuals (hard copy) for all vehicles currently in the Department’s inventory. Contractor shall also purchase sufficient ALLDATA subscriptions to accommodate a minimum of seven (7) computer workstations (locations to be determined by County Project Manager or designee).	Requirement is for contractor to purchase hard copies of Motor Labor Guide (MLG) time standards for all vehicles in the fleet. Will LASD allow contractor to use electronic Mitchell 1 Labor Guide Times (which are easier to update and not subject to wear and tear) and not have hard copies of MLG?	Yes, this section will be revised to reflect that electronic copies will be acceptable. This revision to the SOW will be updated in a subsequent bulletin.

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46.	SOW 4.9.4.1 Contractor’s failure to complete work within the general repair time requirements (sub-paragraph 4.9.5 (General Repair Time Requirements)) or to receive a written extension of time will, in addition to other remedies, result in County’s assessment of liquidated damages in accordance with Appendix B (SOW Exhibits), Exhibit 8 (Performance Requirements Summary (PRS) Chart). In addition, County may elect to proceed with said repairs utilizing County staff, obtain repairs from outside vendor repair locations, or utilize any combination of such services.	Please provide the historical operational readiness (duty line capable) rate under the current contract for the last five years on the program.	Refer to the attached Vehicle Availability Report for the time period of February 2018 to January 2019.
47.	SOW 4.19.1 Contractor shall make replace-versus-repair (RVR) recommendations when a vehicle is over the mileage ranges and repair costs listed in Table F (Department Replacement Guidelines) below, or when Contractor believes the vehicle is uneconomical or unsafe to repair as identified during a repair location visit and as approved in writing by County Project Manager or designee.	Regarding the decision to repair versus replace, there is a mileage and repair cost threshold. Does vehicle age factor in decision at all?	Refer to sub-paragraph 4.19.6 Appendix A (SOW), the final decision to replace, repair, or reassign a vehicle to Fee-For-Services repair billing category shall be at the sole discretion of County Project Manager or designee.  In general, the age of a piece of equipment may factor in. There are some specialized pieces of equipment that aren’t easily replaceable.  This revision to the SOW will be updated in a subsequent bulletin.
48.	SOW 6.1.3.1 Contractor’s light vehicle, truck, bus, or off-highway vehicle technicians shall each perform a minimum five (5) or more hours of direct vehicle	The County’s maintenance IT system, ShopFax, excludes indirect labor such as hiking from applied labor. Therefore, if technicians assigned to outfitting	No. County does not require technicians to be assigned to outfitting to move vehicles. Any exception will need to be approved

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	repair labor each business day, in satisfaction of the minimum staff technician requirement at the repair locations listed in Appendix B (SOW Exhibits), Exhibit 3A (Minimum Staffing Levels per Repair Location).	vehicles are required to also the hike vehicles from one location to another, will the County grant an exception to the five-hour or more hours of direct vehicle repair labor each business day requirement for the shop?	by County Project Manager on case by case basis.
49.	SOW 4.4 Safety Inspections, Recurring, Mandatory, 4.4.2 Safety Inspection, Quarterly (Catalina Island)  SOW 4.4.2 Safety Inspections, Quarterly (Catalina Island); 4.4.2.5, page 63	a. Please confirm that there is no existing repair facility to be staffed on Catalina.  b. Will the County provide air or water transport to get parts and personnel to Catalina Island or is this at Contractor’s expense?  c. Does the County provide transportation to and around Catalina Island?  d. What is the true cost of transporting a vehicle from Catalina and back again?	a. Correct, there is no County repair location on Catalina Island. Contractor uses subcontractors on Catalina Island.  b. Transport of Contractor personnel and parts delivery to Catalina Island will be at the Contractor’s sole expense.  c. County does not provide transportation to or around Catalina Island. During an inspection, Contractor Staff will be transported by deputy personnel along with a Department monitor.  d. The last small/medium vehicle transported from Catalina Island by Avalon Freight Services cost \$.255 per pound round trip. Department pays for transport of vehicle.
50.		Please provide a listing of Government Furnished equipment, facilities, and utilities.	Refer to the attached Master Inventory all Stations dated June 27, 2018.  *Note: Document was originally provided on August 22, 2018.
51.		Would it be possible to add a column in the FP by group/ FP by type...fixed price or no fixed	Refer to the attached Vehicle Inventory listing, which includes Exhibit 1 (Fixed-Price Vehicles-

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		price? (Then we can see which assets by location are fixed/ not fixed pricing. This helps us create the best and lowest price bid we can. Without this information, there is a lot of guesswork.	Department Inventory) and Exhibit 1A (Fee-For-Service Vehicles- Department Inventory) of Appendix B (SOW Exhibits). Proposer can combine the spreadsheets to obtain this information.  *Note: Document was originally provided on August 22, 2018
52.		Are tires in the contract procured through an agreement or on an adhoc basis?	Contractor to determine, however, must meet the requirements of subparagraph 3.10 (Parts Management and Standards) of Appendix A (SOW).
53.		What key performance indicators (KPIs) are currently being reported on the contract?	Refer to Paragraph 7.0 (Reporting Requirements) of Appendix A (SOW).
54.		How is scheduled maintenance planned? And what frequency is planned maintenance based on for each vehicle?	Scheduled maintenance is coordinated by the Contractor. Department brings the vehicles in when notified. Frequency of maintenance is set forth in Exhibit 4 (Preventive Maintenance Schedules, Labor Times, and Vehicle Classifications), and Exhibit 5 (Preventive Maintenance and Other Inspection Checklists) of Appendix A (SOW); or as otherwise stated in Appendix A (SOW).
55.		How do the main repair facilities support the maintenance smaller sites?  How do the repair facilities interact between one another? Are they grouped/done by capacity/ location/ capability	Repair locations are stand alone. Eastern Avenue and Pitchess Detention Center can handle the larger repairs such as engine replacement.  Minor service can be done at any Department Repair Location. The Department Repair Locations are grouped in “Zones” in Exhibit 3B

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			(Administrative and Other Required Staffing) of Appendix B (SOW Exhibits), by geographical location for the ease of supervision by the Contractor and County.
56.		What percentage of workload is carried out in-house, as opposed to a supplier network of garages?	Refer to the attached Workload Percentage document for the period of May 1, 2017 through April 30, 2018.  *Note: Document was originally provided on March 27, 2019 and is amended to reference the current question number.
57.		How are repairs scheduled and prioritized according to resources? i.e. do you use original equipment manufacturer (OEM) recommendations for repair times to schedule events?  How are jobs prioritized throughout the workshop?	AllData provides a repair time guideline.  Refer to Exhibit 4 (Preventive Maintenance Schedules, Labor Times, and Vehicle Classifications) of Appendix B (SOW Exhibits).  Contractor prioritizes based on the criteria set forth throughout the Appendix A (SOW), the needs of the Department and at the discretion of the County Project Manager or designee.
58.		Do you track repeat repairs (i.e. the same repair performed multiple times on the same asset due to incorrect procedure or failed part)? If so, what are your repeat repair statistics?	Yes. Refer to the attached Monthly Report.  *Note: Document was originally provided on March 27, 2019.

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59.		<p>a. How do you track warranty terms for parts?</p> <p>b. Is it tracked and annotated in the asset history?</p> <p>c. If so, is this highlighted to the mechanics when repairs are necessary?</p> <p>d. How is manufacturer warranty processed?</p>	<p>a., b., and c. Refer to Appendix A (SOW), including but not limited to:</p> <ul style="list-style-type: none"> <li>i. sub-paragraph 3.8 (Warranty Work)</li> <li>ii. sub-paragraph 3.10.5 (Parts, Warranty, Information); and</li> <li>iii. sub-paragraph 4.16 (Repair History Review)</li> </ul> <p>d. Current contractor sends the vehicle out to the manufacturer.</p>
60.		Are you able to provide a complete copy of the current contract in operation?	Yes, a copy of the current contract, change orders, and amendments was provided to vendors on March 27, 2019.
61.		How many electric/hybrid vehicles are currently on the fleet?	As of August 2019 there are 50 active hybrids in Fleet and 50 in storage for a total of 100.
62.		How heavily utilized is the fleet? Is this number trending upwards or downwards year-on-year?	<p>All vehicle types are to be available 24/7.</p> <p>Refer to Section 2.1 of the RFP for additional information.</p>
63		Is there any form of collaboration (operationally or in terms of maintenance) with neighboring law enforcement (Joint response, crisis response, sharing of data etc.)?	<p>TRAP is a “joint task force” of the Department and other agencies, however, the Department is responsible for the maintenance of the vehicles assigned to the TRAP unit. These vehicles are included on the Fee-For-Service Department inventory.</p> <p>The Department provides mutual aid to other agencies as far as operationally, however, it does not provide other agencies with any fleet maintenance services.</p>

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64		Is there a requirement for any training services around the fleet or close staff?	Refer to sub-paragraph 2.3.7 (Contractor Employee Qualifications and Training) of Appendix A (SOW).
65.		Are we able to obtain a staff list or roles and responsibilities?	Refer to the attached Penske Personnel List. However, please note that the requirements for the proposed contract under this RFP # 475-SH differ from the requirements stated in the contract.  *Note: Document was originally provided on August 22, 2018.
66.		Do you assign criticality to your fleet assets? If so, can you provide a critically list associated with asset type?	No, not assigned.
67.		Can you provide utilization rates of each of your locations?	No, not tracked.
68.		Can you show us organization charts that explain the current fleet operation today?	No. Not available.
69.		What shift patterns do staff work to?	Refer to Exhibit 3A (Minimum Staffing Levels per Repair Location) and Exhibit 3B (Administrative and Other Required Staffing) of Appendix B (SOW Exhibits), for minimum shift requirements.
70.		What is your current vacancy rate of unfilled positions within your workshops and how long has each vacant position been unfilled?	Current Contractor meets minimum staffing requirements.
71.		How fit for purpose do you believe your current systems are? (Shopfax, cognos, Crystal, Fleet Asset status tracking program)	The current Fleet Management Information System (ShopFax) and other programs (Cognos, FAST) are meeting the needs of the Department.

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72.		<p>a. What interfaces have you integrated and proven in ShopFax in order to improve the process for repairs that are undertaken by 3<sup>rd</sup> parties?</p> <p>b. How is data from this activity uploaded to the core fleet management system and how are associated warranties that are provided able to be tracked and managed?</p>	<p>a. Systems that have information that are uploaded to ShopFax are FAST and FuelForce</p> <p>b. Data entry and warranty are provided by Contractor</p>
73.		Please provide a list of the types of hardware typically used in fleet operations that have been proven to be integrated with ShopFax, for example: barcode readers, RFID chips, printers, scanners, workstations and workshop equipment.	<p>Refer to attached Master Inventory All Stations as of June 27, 2018.</p> <p>*Note: Document was originally provided on August 22, 2018.</p>
74.		Please explain how fleet can be analyzed to review performance against service levels, broken down by make, model, derivative, age, specification, etc.	Contractor would use ShopFax.
75.		Are there any examples of green initiatives across the current fleet?	Yes, 20% of the inventory is to be electric by 2020
76.		How is maintenance quality measured?	Department Contract Program Monitors monitor all requirements of the Contract to ensure Contractor compliance.
77.	SOW 2.0 Staffing, 2.3.7.6 Contractor Employee Qualifications and Training	Can you provide a copy of the current quick reference training booklet?	The employee training guide is a Penske document and will not be shared.
78.	SOW 5.11 IT Staff Training – subsection 5.11.1	If the current existing employees are selected for hire, is the initial five day ShopFax training required, if yes, can you provide	Yes. Proposer will need to contact World Information Systems for cost.

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		the historical expense for this requirement?	
79.	SOW 5.12 Training, User – 5.12.1 ShopFax, subsection 5.12.1.1	<p>a. What is the historical expense for engaging World Information Systems to provide the initial two-day training at the Eastern Avenue repair location?</p> <p>b. What is the historical expense for engaging World Information Systems to provide the annual eight hour continuing training at the Eastern Avenue repair location?</p>	<p>a. The Proposer will need to contact World Information Systems for costs.</p> <p>b. The Proposer will need to contact World Information Systems for costs.</p>
80.	SOW 3.1.2.3.1; Contractor shall be entitled to a one-time only reimbursement to offset any County repair location regulatory compliance costs pursuant to sub-paragraphs 3.1.2.3.2 and 3.1.2.3.3 below. Thereafter, all facility compliance costs shall be borne exclusively by Contractor throughout the term of the Contract. Contractor shall not be entitled to further reimbursement by County for said costs.	a. Will the County honor the one-time only reimbursement to offset any County repair location regulatory compliance costs pursuant to sub-paragraphs 3.1.2.3.2 and 3.1.2.3.3 for all bidders, including the incumbent?	<p>a. All requirements to meet the reimbursement criteria are outlined in sub-paragraph 3.1.2.3, Appendix A (SOW).</p> <p>The incumbent will be responsible for any non-compliance items that they should have been keeping up with during their tenure and as required by the current contract.</p>