



City of Carmel-By-The-Sea

DEC 06 2024

Office of the City Clerk

*via email
11:58 pm*

RFP#24-25- 004: ON-SITE MAIL DELIVERY SERVICES PROPOSAL

PREPARED FOR

City of Carmel-by-the-Sea
Attn: City Clerk
cityclerk@ci.carmel.ca.us.

PREPARED BY

Rhandal Sayat, CEO
Mayon Capital, Inc.
dba: MoGo Express
(831) 760-1324
rhandal@mayoncapital.com



PROPOSAL SUMMARY

MoGo Express is pleased to submit our proposal to the City of Carmel-by-the-Sea for establishing a service agreement to provide on-site mail delivery services within the city limits. With our proven track record of delivering timely, consistent, and customer-focused mail services, we are committed to meeting the City's needs in full compliance with U.S. Postal Service standards, as well as the City's contracting and insurance requirements.

Carmel-by-the-Sea is a historic and unique coastal village known for its natural beauty, cultural heritage, and commitment to preserving its quality of life. As a one-square-mile community with a population of 4,000, the City has maintained its long-standing tradition of not using visible street addresses for mail delivery, relying instead on post office boxes. MoGo Express understands the importance of this tradition and is prepared to enhance the existing on-site mail delivery service for residents with qualifying medical conditions and designated City facilities. For residents without qualifying conditions, MoGo Express offers the option to contract directly with us for these services.

Our proposal ensures seamless mail delivery and collection services for the City's participating customers and multiple facilities, including City Hall and the Police Department. On average, MoGo Express will handle two totes of mail per day, delivering to residences and City facilities and returning collected mail to the U.S. Post Office. Our services will operate Monday through Friday, excluding federal holidays, with mail pickup beginning at 7:30 AM and deliveries completed no later than 5:00 PM.

As part of our commitment to excellence, MoGo Express will adhere to all U.S. Postal Service policies while ensuring customer accessibility through telephone support available from 8:00 AM to 5:00 PM. At the customer's request and expense, we will deliver or replace mailboxes as needed. Our operations will respect City regulations, avoiding mail delivery within public rights-of-way unless explicitly authorized. All MoGo Express couriers will be uniformed and undergo background checks in accordance with the standards of the City's Police Department.

MoGo Express is confident in our ability to deliver this essential service while upholding the City's standards and preserving its community traditions. We welcome the opportunity to partner with Carmel-by-the-Sea to provide a reliable and professional mail delivery solution tailored to the City's unique needs.

KEY FEATURES:

Service Scope and Delivery

- Provide on-site mail delivery services for Carmel-by-the-Sea residents and City facilities.
- Deliver and collect mail within the City's one-square-mile boundaries.
- Handle approximately 82 customers and two totes of mail per day.
- Deliver mail to customer locations, including City Hall and the Police Department.
- Return collected mail to the U.S. Post Office daily.

Service Frequency and Timing

- Operate Monday through Friday, excluding federal holidays.
- Mail pickup begins at 7:30 AM; deliveries must be completed by 5:00 PM.

Operational Standards

- Comply with all U.S. Postal Service policies and any updates.
- Provide customer support via telephone from 8:00 AM to 5:00 PM.
- Deliver or replace mailboxes upon customer request and expense.
- Ensure no deliveries occur in public rights-of-way unless authorized by the City.
- Adhere to City contracting and insurance requirements.

Courier Requirements

- Couriers must wear uniforms and carry identification as employees of the service provider.
- All couriers must pass a background check in compliance with City Police Department standards.

Additional Features

- Coordinate efforts with City staff to maintain service quality and compliance.
- Enhance customer satisfaction through courteous and consistent service.

KEY CONTACTS:

Jayme Fields - Finance Manager
City of Carmel-by-the-Sea
(831) 620-2017
jfields@ci.carmel.ca.us

QUALIFICATIONS & REFERENCES

COMPANY OVERVIEW

MoGo Express was founded by a team of visionaries with deep expertise in the logistics and delivery sector. Our founders were former contractors with FedEx, where they honed their skills in parcel delivery and logistics management. Their experience gave them invaluable insight into the complexities of supply chain operations, customer service, and time-sensitive deliveries.

Building on this foundation, the founders went on to create the first on-demand delivery service platform in emerging countries, recognizing the potential for innovation and service enhancement in the last-mile delivery space. This groundbreaking platform introduced a new level of efficiency and flexibility to the logistics industry, particularly in areas where traditional delivery systems had yet to gain traction.

With a commitment to operational excellence and customer satisfaction, MoGo Express now leverages this extensive experience to offer reliable and efficient delivery solutions tailored to meet the unique needs of our clients. Whether in emerging markets or established cities like Carmel-by-the-Sea, we understand the importance of connecting people with services that enhance their quality of life, and we remain dedicated to delivering those services with professionalism, reliability, and care.

KEY QUALIFICATIONS

- **Proven Expertise:** With over 10 years of experience in providing reliable, professional parcel delivery and logistics services, we have consistently tailored our offerings to meet the diverse needs of our clients, ensuring exceptional service delivery.
- **Customer-Centric Approach:** Our commitment to customer satisfaction is evident in the courteous, timely, and efficient services we deliver. We prioritize communication, flexibility, and reliability to ensure that every customer's needs are met.
- **Trained Professionals:** Our team of uniformed couriers undergoes rigorous background checks and comprehensive training to ensure the highest

standards of quality, compliance, and professionalism in every delivery.

- **Regulatory Compliance:** We possess extensive knowledge of U.S. Postal Service policies and local regulations. We consistently adhere to all postal service standards, ensuring seamless operations and compliance at every stage of the delivery process.
- **Operational Excellence & Technology Integration:** Our established processes, resources, and proprietary technology platform enable us to manage high-volume mail delivery and collection efficiently, even during fluctuating demand. Couriers are seamlessly connected through their smartphones, receiving real-time updates on delivery schedules, route management, and driver status. This integrated approach helps us optimize operations, reduce costs, and ensure timely deliveries, while providing visibility for both our team and customers.
- **Scalable Workforce Solutions:** MoGo Express prides itself on maintaining a fully in-house workforce. All couriers are direct hires and undergo a rigorous selection and training process to ensure they meet the highest standards of professionalism, safety, and customer service. Each courier is uniformed and undergoes background checks per the City's requirements, ensuring full compliance with both city and industry standards.
- **Insurance & Liability Coverage:** We secure superior insurance coverage, including Professional Liability, Workers Compensation, Commercial Automobile Liability and Cyber & Data Risk, with policies issued by insurers rated A+ by AM Best. This ensures that we are fully compliant with the City of Carmel-by-the-Sea's insurance requirements, offering peace of mind for both the City and its residents. Our robust coverage underscores our commitment to risk management and protecting the interests of all parties involved in the mail delivery services.
- **Industry Versatility:** Our company has successfully served a wide range of industries, including municipalities, retail, healthcare, and e-commerce. This diverse experience equips us with the flexibility and expertise to address the unique needs of the City of Carmel-by-the-Sea.
- **Community Focus:** We are deeply committed to maintaining the heritage and quality of life in communities like Carmel-by-the-Sea. We understand the unique character of the City and are dedicated to preserving its traditions while providing top-tier mail delivery services.

- **Robust Infrastructure:** Our reliable systems for route management, customer support, and performance tracking ensure that we can efficiently meet daily service demands and quickly resolve any service issues that may arise.
- **Flexible Solutions:** We offer tailored solutions to accommodate special requests from residents, including mailbox delivery and replacement services. Our ability to address individual needs ensures that we provide an all-encompassing service experience.

PREVIOUS RELEVANT EXPERIENCE:

- **Boray Express (FedEx Ground Contractor):** Delivery and operations for their route contract in Monterey, Pacific Grove and Pebble Beach

Mohammad Rizwan
(415) 519-2366
- **Layman Logistics (Amazon Logistics Contractor):** Sub for some of their routes in the Bay Area

Khrystyna Layman
(737) 333-4454
- **New Bath Expo:** Delivery of materials for their remodeling projects throughout Monterey and the Bay Area.

Edward Robins
(831) 521-4204
- **Karssli Corporation (FedEx Ground Contractor):** Delivery and route management for their route contract in Santa Cruz.

Mustafa Karssli
(831) 818-1449

WORK PLAN

SUMMARY:

MoGo Express is fully committed to meeting the City of Carmel-by-the-Sea's mail delivery requirements with the utmost professionalism and attention to detail. Our work plan ensures seamless service execution, from daily mail collection and delivery to exceptional customer service and compliance with City and U.S. Postal Service requirements..

Service Delivery Approach

To ensure that mail is delivered and collected consistently and on schedule, we will implement the following processes:

- **Collection and Delivery:** Mail will be collected once a day, Monday through Friday, excluding federal holidays, from the U.S. Post Office at 7:30 AM, and delivered to the designated locations within the City's one-square-mile boundaries. We will ensure that all deliveries are completed by 5:00 PM each day.
- **Addressing the Unique Environment:** Since the City does not use visible street addresses, we will utilize a detailed, updated list of residents who have requested mail delivery services, ensuring that each location receives mail on time, whether it's to a specific residence or City facility like City Hall or the Police Department.
- **Delivery to City Facilities:** In addition to residents' homes, we will provide services to City properties, including City Hall and the Police Department. These facilities will be prioritized according to the City's needs.

Staffing Plan

Our staffing model is designed to ensure we can meet the City's needs consistently, with the ability to scale operations if the number of residential accounts increases or changes.

- **Couriers:** We will assign dedicated couriers who are familiar with the local geography, including the particularities of non-traditional addresses. Couriers will be uniformed and identified with clear documentation. They will be responsible for ensuring timely deliveries and maintaining consistent,

high-quality service.

- **Training and Support:** Each courier will receive training on the City's layout and special requirements for navigating mail delivery in a community without street addresses. Additionally, they will be trained on customer service best practices to ensure a positive experience for all residents and City personnel.

Quality Control and Timeliness

To ensure service delivery aligns with the City's expectations, we will implement robust systems to track and manage operations.

- **Route Optimization:** Our team will use a route management system to ensure that deliveries are made in the most efficient manner. Routes will be adjusted dynamically, based on daily mail volume and service needs, to ensure on-time delivery.
- **Tracking and Reporting:** Our system will track the daily mail collection and delivery progress. We will provide the City with regular updates, allowing for full transparency. This system will ensure that no deliveries are missed and that each delivery is completed on time.
- **Contingency Plan:** In case of service disruptions (e.g., weather, courier absence), we will implement a backup plan that includes temporary courier replacements or adjusted schedules. Affected customers will be notified promptly.

Customer Service and Support

We prioritize customer satisfaction and have designed a comprehensive support system to address customer inquiries and resolve issues promptly.

- **Customer Support Line:** We will maintain a dedicated customer service line available from **8:00 AM to 5:00 PM**, ensuring residents and City staff can easily reach us with any concerns or requests.
- **Mailbox Services:** As requested by residents, we will provide and replace wooden mailboxes, coordinating with customers for delivery at their expense. We will ensure these services are timely and meet customer expectations.
- **Feedback and Resolution:** We will regularly collect feedback from residents and City staff regarding our service quality and address any concerns as quickly

as possible. This proactive approach ensures we continually improve our service delivery.

Compliance and Communication with City

We are committed to working closely with the City to ensure our operations comply with all applicable standards and regulations.

- **Adherence to U.S. Postal Service Standards:** We will maintain full compliance with U.S. Postal Service regulations to ensure that all mail delivery and collection activities are in line with national standards.
- **Coordination with City Staff:** Our team will maintain open lines of communication with City staff to ensure we remain aligned with the City's needs and to address any operational issues or changes in service requirements.

PROPOSED COST

Service Type	Proposed Price	Notes
Service Initiation	\$TBD	One time cost to initiate the service. Change order will also incur this fee.
Standard Mail Delivery	\$3.00 per address/day	For regular mail or small packages up to 100 stops.
Registered or Certified Mail	Additional \$3.00 per item	Covers signature confirmation and tracking.
Oversized Parcels	Additional \$5.00 per item	For items exceeding 10 lbs or large dimensions
Express Delivery (Same Day)	Additional \$10.00 per address	Urgent delivery before 12PM
Special Handling (Fragile Items)	Additional \$5.00 per trip	For safe transport of sensitive items requiring extra care.

Total Estimated Monthly Cost: Based on the City's projected delivery volume, the estimated monthly cost is approximately **\$5,500.00**.

CERTIFICATE OF LIABILITY INSURANCE

COPY



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/14/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
NUTMEG INS AGENCY INC/PHS
76210797
The Hartford Business Service Center
3600 Wiseman Blvd
San Antonio, TX 78251

CONTACT
NAME:
PHONE (A/C, No, Ext): (888) 925-3137 FAX (A/C, No):
E-MAIL ADDRESS:

INSURED
Mayon Capital Inc
761 NEESON RD
MARINA CA 93933-5107

INSURER(S) AFFORDING COVERAGE	NAIC#
INSURER A: Hartford Underwriters Insurance Company	30104
INSURER B:	
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE \$2,000,000
	CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000
	General Liability						MED EXP (Any one person) \$10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						GENERAL AGGREGATE \$4,000,000
	OTHER:						PRODUCTS - COM/OP AGG \$4,000,000
A	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident) \$2,000,000
	ANY AUTO						BODILY INJURY (Per person)
	ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/>						BODILY INJURY (Per accident)
	HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/>						PROPERTY DAMAGE (Per accident)
A	UMBRELLA LIAB EXCESS LIAB						EACH OCCURRENCE \$2,000,000
	<input checked="" type="checkbox"/> OCCUR CLAIMS-MADE						AGGREGATE \$2,000,000
	DED RETENTION \$10,000						
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						PER STATUTE OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE -EA EMPLOYEE
							E.L. DISEASE - POLICY LIMIT

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations. Certificate holder is an additional insured per the Business Liability Coverage Form SL3032 attached to this policy.

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

© 1988-2015 ACORD CORPORATION. All rights reserved.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/09/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Hiscox Inc. d/b/a/ Hiscox Insurance Agency in CA 5 Concourse Parkway Suite 2150 Atlanta GA, 30328	CONTACT NAME: PHONE (A/C, No, Ext): (888) 202-3007 E-MAIL ADDRESS: contact@hiscox.com FAX (A/C, No): INSURER(S) AFFORDING COVERAGE INSURER A: Hiscox Insurance Company Inc INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	NAIC # 10200
INSURED Mayon Capital Inc 2728 Ransford Avenue Unit B Pacific Grove, CA 93950		

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E L EACH ACCIDENT \$ E L DISEASE - EA EMPLOYEE \$ E L DISEASE - POLICY LIMIT \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A				
A	Cyber and Data Risk	Y	P103.974.389.1	10/09/2024	10/09/2025	Each Claim: \$ 5,000,000 Aggregate: \$ 5,000,000
A	Professional Liability	Y	P103.974.388.1	10/09/2024	10/09/2025	Each Claim: \$ 2,000,000 Aggregate: \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.