

San Benito County Local Transportation Authority

Request for Proposals #2012-03

Public Transit Radio Communications System

Release:
November 16, 2012

Due Deadline for Questions:
3:00 P.M., PST November 30, 2012

Deadline for Proposal Submittal:
3:00 P.M., PST, December 14, 2012

Prepared By:

San Benito County Local Transportation Authority
330 Tres Pinos Road, Suite C7
Hollister, California 95023

San Benito County Local Transportation Authority

Public Transit Radio Communications System

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SECTION I. INVITATION

San Benito County Local Transportation Authority (LTA) is soliciting proposals for dispatch software for its County Express demand response services.

The County of San Benito is a 1,391 square mile bedroom community to Silicon Valley and has a vibrant agricultural economy. The county seat is the City of Hollister, where most of the public transportation is located. The County population is roughly 58,000. The City of San Juan Bautista, which has several nationally recognized Historical Sites and is a Preserve America Community, has a population of roughly 1,800.

The LTA is a Joint Powers Authority between the City of Hollister, City of San Juan Bautista and the County of San Benito. The Board of Directors consists of two elected officials from each of the City of Hollister and the County of San Benito and one elected official from the City of San Juan Bautista. The LTA operates and administers traditional public transportation and specialized transportation services within the County of San Benito, including certain out-of-County services.

~ END SECTION 1 ~

SECTION 2. INSTRUCTIONS TO RESPONDENTS

2.1 Responding to RFP

Respondents shall submit a completed proposal with appropriate attachments or explanatory materials in response to RFP #2012-03. All attachments shall be identified with the Respondent's name, the RFP number and page number.

2.2 RFP Documents

The following exhibits are included as a part of this RFP:

- Exhibit A – Cost Proposal
- Exhibit B – Customer References
- Exhibit C – Acknowledgement of Addenda Form

2.3 RFP Process Schedule

The following is an anticipated RFP schedule. The LTA may change the estimated dates and process as deemed necessary.

The proposed schedule for the submittal reviews and notification is as follows:

Activity	Date
Release RFP	November 16, 2012
Advertise RFP Online at: www.SanBenitoCountyExpress.org http://www.rfpdb.com/ Newspaper: Hollister Free Lance	November 16, 2012 November 27, 2012
Deadline for Written Questions	3:00 p.m., PST November 30, 2012
Deadline for Issuance of Updates and Addenda	5:00 p.m. PST December 7, 2012
Deadline for Submittals	3:00 p.m., PST December 14, 2012
Project Completion	January 30, 2012

2.4 Submission of Response to RFP

Proposals must be submitted on the form(s) provided by and made available at the Local Transportation Authority, 330 Tres Pinos Road, Suite C7, Hollister, California. All items shall be filled in and the signatures of all persons signing shall be written and printed in longhand. Proposals shall be signed by the firm or by a duly authorized officer of the firm, enclosed in a **sealed envelope clearly marked as RFP #2012-03**, containing two (2) hard copies and one (1) electronic copy on a compact disc of the proposal, including all applicable supporting documentation, and must be addressed and delivered to the office and individual named below:

Lisa Rheinheimer, Executive Director
San Benito County Local Transportation Authority
330 Tres Pinos Road, Suite C7
Hollister, California 95023

All proposals must be received by no later than **3:00 P.M., PST, on Friday, December 14, 2012**. Proposals received after the above date and time will be rejected and will be returned unopened. Facsimile transmission of proposals will not be accepted.

All proposals shall remain firm for at least ninety (90) calendar days after the Proposal Submittal Deadline or unless otherwise specified. Within ninety (90) calendar days after the Proposal Submittal Deadline opening, a purchase order and/or a contract may be awarded by the LTA to the highest ranked Respondent, as it may deem proper in its absolute discretion. The time for awarding a purchase order and/or a contract may be extended at the sole discretion of the LTA, if required to evaluate proposals or for such other purposes as the LTA may determine, unless the Respondent objects to such extension in writing with the proposal.

All costs of the preparation of a proposal shall be the responsibility of the Respondent.

All materials submitted in response to the Request for Proposal become the property of LTA and shall not be returned.

A responsive proposal shall be limited in length to no more than 20 double-sided pages, and 12 point size font. Page limit is not inclusive of cost proposal, certification forms, or any additional appendices. Submissions beyond the page limit will not be considered.

A responsive proposal shall include, at a minimum, the following items:

- A cover letter.
- A brief description of the firm, including the year the firm was established, type of firm (partnership, corporation, etc.), and a statement of the firm's qualifications for performing the subject services.
- A concise, but detailed description of the firm's approach to meeting the requirements set forth in Section 3, Scope of Work. The Respondent should outline proposed equipment features and address equipment installation.
- A list of Subcontractors to be used, if any, and their relevant expertise.
- A list of references for relevant clients, including a contact person.

- An itemized cost proposal that includes, costs for equipment acquisition and installation. The cost proposal must be submitted in a separate sealed envelope. The cost proposal shall not be included in the compact disc. All prices of software and software updates shall be F.O.B. DESTINATION only.
- A project timeline with tasks and milestones, specifying delivery dates.
- Other information that will assist the LTA in selecting the most qualified firm(s).
- Completed Exhibits:
 - Exhibit A – Cost Proposal
 - Exhibit B – Customer References
 - Exhibit C – Acknowledgement of Addenda Form

Mistakes must be corrected and the correction inserted in the proposal; the correction must be initialed in blue ink by the person signing the proposal.

The submission of a proposal shall be considered an agreement to all terms, conditions, and specifications provided herein and in the various RFP documents, unless specifically noted otherwise in the proposal.

2.5 Point of Contact

All questions regarding this RFP shall be directed to Mary Gilbert, Transportation Planning Manager by email to mary@sanbenitocog.org or by facsimile at 831.636.4160 with the subject: "RFP #2012-03" followed by a brief description. No other individual has the authority to respond to any questions submitted unless specifically authorized by Lisa Rheinheimer, Executive Director. Failure to adhere to this process may disqualify the Respondent.

2.6 Interpretation

Should any discrepancies or omissions be found in the RFP specifications/requirements, or doubt as to their meaning, the firm shall notify the LTA in writing at once (e-mail is acceptable). The LTA will post addenda with further instruction or clarification on www.SanBenitoCountyExpress.org for all interested firms to view. The LTA shall not be held responsible for oral interpretations.

2.7 Questions

Questions must be received by November 30, 2012 at 3:00 P.M., PST. Questions will be answered via addenda. All addenda issued shall be incorporated into the contract. It is the firm's responsibility to check the website to obtain the most current information regarding this RFP.

2.8 Updates and Addenda

No one is authorized to amend any of these documents in any respect by an oral statement or to make any representation or interpretation in conflict with their provisions. Any changes to these documents will be issued in writing via Addendum by Betty LiOwen or designee.

Respondents shall be responsible for monitoring the LTA's website at www.SanBenitoCountyExpress.org for the most current information regarding this RFP. Current information may in the form of an update or a formal addendum. The last day for updates and addenda shall be posted on the above mentioned website on December 7, 2012 at 5:00 P.M.,

PDT. It is the firm's responsibility to check the website to get the most current information regarding this RFP.

2.9 Late Responses

All responses to the RFP must be delivered in person or received by mail no later than **3:00 P.M., PST, on Friday, December 14, 2012.** Respondents shall be responsible for the timely delivery of their proposals. Responses to this RFP will not be accepted after the deadline and will be returned unopened.

2.10 On-Site Inspection

On site inspection of Respondent's facilities may be performed by the LTA and an evaluation committee to ascertain that facilities and equipment may be in accordance with the requirements and intentions of the specifications.

2.11 Multiple Submittals

Only one proposal will be accepted from any one firm; however, several alternatives may be included in one proposal.

2.12 RFP Evaluation Criteria

An evaluation committee consisting of LTA staff will review each proposal for completeness and content. Each proposal will be evaluated based upon the relevant experience of the Firm. The evaluation committee will review and rank the proposals and may conduct interviews and/or system demonstrations, if necessary. The rankings will be based upon the following criteria:

- Organization: Does the firm offer the breadth and quality of services required for the anticipated project? Does the firm's organizational structure show sufficient depth for its present workload?
- Staff: Do the qualifications of key personnel to be assigned to the anticipated project coincide with project requirements? Do assigned personnel have requisite education, experience, and professional qualifications?
- Experience: Has the firm demonstrated the ability to successfully provide services for projects of a similar complexity and nature as described herein?
- Technical Approach: How does the firm intend to achieve the budget and project delivery goals for the anticipated projects? How will the firm perform the Scope of Work specified in Section 3 of this RFP? Will the firm be able to perform the Scope of Work specified in Section 3 of this RFP in a timely manner?
- Product: Does the product and configuration of the product proposed meet the specifications specified in Section 3 of this RFP? What types of features does the system provide?
- Reputation: Are the firm's references from past clients and associates favorable? Does the firm show financial and operational stability?
- Cost: Is the proposed budget cost effective? Are future updates to the software cost prohibitive?

2.14 Selection Procedure

The LTA shall perform an initial review of all proposals to determine responsiveness as specified in Paragraph 2.4 in this RFP. Proposals that are incomplete, or improperly written, may be considered non-responsive and may be rejected. Each proposal will be evaluated by the Evaluation Committee for its completeness and responsiveness to the Evaluation Criteria specified in Section II, Paragraph, 2.13 and the Scope of Services outlined in Section III of the RFP.

References may be contacted by any one person of the Selection Committee. One-half (0.5) bonus point shall be provided for each reference. A maximum of three (3) references is allowed.

Each proposal will be evaluated by the following criteria:

Technical Approach	30 points
Product	20 points
Experience and qualifications of proposer	10 points
Proposed personnel	10 points
Cost	30 points
Total	100 points
Client references (Bonus Points)	1.5 points

Based upon the scores of responsive proposals, the Evaluation Committee will set a competitive range and invite Respondents in the competitive range to demonstrate the proposed demand response dispatch software. The Evaluation Committee reserves the right to evaluate the demonstration and reevaluate the initial proposal based upon new information provided during the demonstration.

The Evaluation Committee will select the proposal with the highest score and the LTA shall negotiate terms of a contract consistent with the RFP and the proposal.

If agreement is not reached within a reasonable time after the highest ranked proposal is selected, LTA reserves its right to terminate negotiations with the highest ranked proposer, negotiate with the next highest ranked proposer, suspend the process entirely or request new proposals.

The LTA reserves the right to reject any and all proposals received pursuant to the RFP. The LTA is under no obligation to award any contract.

2.15 Protest Procedures

Under certain circumstances, an interested party to procurement may protest to the LTA the award of a contract that may or may not involve the direct application of funds from the Federal Transportation Administration (FTA). The fact the LTA is a recipient of FTA funds cannot be construed as evidence of the FTA's involvement in a particular procurement.

These procedures are intended to insure that valid complaints are properly handled and responded to. Spurious proposal protests may be subject to civil proceedings for the recovery of

compensatory and/or punitive damages.

Detailed below are the LTA's Protest Procedures and instructions for, when applicable, obtaining the protest procedures of the FTA.

1. General Conditions

The LTA's review of any protest will be limited to:

1.1. General Conditions

- Violations of State or Local laws or regulations. Violations of Federal laws or regulations shall be under the jurisdiction of the FTA.
- Violations of the LTA's purchasing procedures.
- Violations of the LTA's protest procedures or failure to review a complaint or protest.

1.2. Protests must be filed with the LTA's Executive Director within three days of the RFP opening or closing date for the receipt of proposals if the protest is based on:

- Restrictive or severely defective specifications. Defective specifications must represent a material weakness that affords an undue advantage to one proposer over another.
- Improprieties in any type of solicitation that are apparent prior to proposal opening or closing date for proposals.

1.3. Protests must be filed with the LTA's Executive Director within three days of the award of a contract arising from a Request for Proposals if the protest is based on the LTA's failure to adhere to its procedures.

1.4. The initial protest filed with the LTA shall:

- Include the name, address and telephone number of the protestor.
- Identify the number of the solicitation contract.
- Contain a statement of the grounds for protest and any supporting documentation. The grounds for the protest must be supported to the full extent feasible. Additional materials in support of an initial protest will be considered only if filed within the time limits specified below in paragraph 3.
- Indicate the ruling or relief desired from the LTA.

1.5. No formal briefs or other technical forms of pleading or motion are required, but a protest and other submissions should be concise, logically arranged, clear and legible.

2. Time for Filing

Protests shall be filed within the specified limits set forth in the specifications, which are the subject of the procurement, and must adhere strictly to any procedures specified therein. The time period established for the filing of protests as set forth in all such specifications will be controlling and will take precedence over a time period established herein.

Protests must be filed within the time limits set forth in paragraphs 1.2 and 1.3 above, in order to be construed as timely. If the requirements and scope of work, which are the subject of a particular procurement, set forth a different period for filing a protest, then the provisions of paragraph 1 above will apply.

A protest may be considered, even if the initial filing is late, in the following circumstances:

- Good cause based on a compelling reason beyond the protestor's control, whereby the lateness is due to the fault of the LTA in the handling of his/her protest submission.
- The LTA determines the protest raised issues significant to a procurement practice or procedure.
- The LTA is directed by the FTA to either consider or reconsider the protest.
- A court of competent jurisdiction invites, expects, or otherwise expresses interest in the agency's decision.

3. Time for Submission of Additional Information

Any additional information requested or required by the LTA from the protestor or interested parties shall be submitted as expeditiously as possible, but in no case later than five (5) days after the receipt of such request, unless specifically accepted by the LTA.

4. Confidentiality

Materials submitted by a protestor will not be withheld from any interested party outside of the Agency, or from any member of the public making a request for public records or public information, except to the extent that withholding of records or information is permitted or required by law or regulation. If the protestor considers that the protest contains proprietary material which should be withheld, a statement advising the LTA of this fact may be affixed to any transmittal to any Government agency which may be involved in the protest. The alleged proprietary information must be identified wherever it appears.

5. Furnishing of Information of Protests

The LTA shall, upon request, make available to any interested party information bearing on the substance of the protest which has been submitted by the protestor or interested parties, except to the extent that withholding of information is permitted or required by law or regulation. Any comments thereof shall be submitted within a maximum of ten (10) days.

6. Withholding of Award

When a protest has been filed before the contract is awarded, the LTA will not make an award prior to the resolution of the protest. When a protest has been filed before the opening of proposals, the LTA will not open proposals prior to the resolution of the protest. When a protest has been filed after the award of a contract and prior to the procurement, the LTA will notify the Contractor to suspend activity unless the LTA determines:

- The items to be procured are urgently required; or
- Delivery or performance will be unduly delayed by failure to either make the award promptly or to continue with the procurement; or
- Failure to make prompt award or to continue with the procurement will otherwise cause undue hardship to the LTA or other Local, State or Federal Governments.

7. Protest Review - Level One

Upon receipt of a protest, the LTA's Executive Director will create an *ad hoc* Protest Review Panel to review all relevant materials associated with the protest. The Panel shall be comprised of two representatives of San Benito County Local Transportation Authority. The Panel shall determine the validity of the protest and what actions will be taken.

The Panel will be directed to prepare a report within fifteen (15) days. The Panel will notify the protestor and any interested parties of their findings, actions and of the procedures for requesting reconsideration. The report shall include the following:

- Copies of all relevant proposals;
- A copy of the Request for Proposal including pertinent provisions of the specifications;
- A copy of the abstract of proposals;
- Any other documentation that pertains to the protest including correspondence with the Respondents; and
- A statement by the LTA explaining its actions and the reasons for them.

A conference on the merits of the protest with members of the panel may be held at the request of the protestor. The request for a conference should be made in a timely manner so as not to interfere with the resolution of the protest and not later than twenty (20) days after the initial protest was filed.

8. Protest Review - Level Two

Reconsideration of a decision by the LTA may be requested by the protestor or any interested party. The request for reconsideration shall contain a detailed statement of the factual and legal grounds upon which reversal or modification is deemed warranted, specifying any errors of law made or information not previously considered.

The request for the reconsideration of the Protest Review Panel's decision shall be filed not later than ten (10) days after the Panel issues its written report and shall be filed with the LTA. The protest shall not be considered pending during the ten (10) day period specified in this paragraph.

Upon receipt of the request for reconsideration, the LTA shall schedule an informal administrative hearing with the protestor and the Protest Review Panel. The hearing shall be held not later than fifteen (15) days after the receipt of the request for reconsideration.

The LTA shall issue in writing its final determination of the reconsidered protest within five (5) days of the administrative hearing.

9. Effect of Judicial Proceedings

The LTA may refuse to decide any protest where the matter involved is the subject of litigation before a court of competent jurisdiction or has been decided on the merits by such a court. The foregoing shall not apply where the court requests, expects or otherwise expresses interest in the LTA's decision.

2.16 Reservations

The LTA reserves the right to do the following at any time and for its own convenience, at its sole discretion:

- To reject any and all proposals, without indicating any reason for such rejection
- Waive or correct any minor or inadvertent defect, irregularity or technical error in any RFP or procedure, as part of the RFP, responses to the RFP, or any subsequent negotiation process
- Terminate this RFP and issue a new RFP anytime thereafter
- Procure any materials or services specified in the RFP by other means
- Extend any or all deadlines specified in the RFP, including deadlines for accepting RFPs, by issuance of an Addendum at any time prior to the deadline for receipt of responses to the RFP
- Disqualify any Respondent on the basis of any real or perceived conflict of interest or evidence of collusion that is disclosed by the RFP or other data available to the LTA, such disqualification being in the LTA's sole discretion
- Reject the RFP of any Respondent that is in breach of or in default under any other agreement with the LTA
- Reject any Respondent deemed by the LTA to be non-responsive, unreliable, or unqualified
- Right to include the system demonstration in its evaluation of proposals
- Right to reevaluate the proposal based upon new information presented during the system demonstration

2.17 Notification of Withdrawals of Proposals

The Respondent may withdraw a proposal by submitting a written request for its withdrawal to a LTA representative at any time prior to the proposal submission deadline. The withdrawal shall be signed by the Respondent or an authorized agent of the Respondent. After the proposal submission deadline, the Respondent shall not be relieved of its proposal without the consent of the LTA, nor shall any change in the proposal be made because of a mistake. The LTA may allow a Respondent to withdraw a proposal because of a mistake only when the Respondent has notified the LTA in writing within five (5) work days following the proposal opening, specifying in detail how the mistake occurred, and has established to the satisfaction of the LTA that: (1) a mistake was made; (2) the mistake made the proposal materially different from what the Respondent intended; and (3) the mistake was made in filling out the proposal and was not due to an error in judgment nor to carelessness in inspecting the site.

The proposer may thereafter submit a new proposal prior to the deadline. Modifications of a proposal offered in a manner, oral or written, will not be considered after the deadline.

2.18 Notice of Intent to Award

Notice of Intent to Award may be issued upon receipt of all required documents.

2.19 Contractor Responsibility and Performance

The LTA will consider the Contractor to be the sole point of contact with regard to all contractual matters.

Contractor shall provide the services of one (1) or more qualified contract manager(s) responsible for assuring that the services provided under the contract are satisfactory. It is desirable that the Contractor have local representation to provide on-site consultation/problem resolution if required.

2.20 Insurance

The Contractor, at its sole cost and expense, for the full term of this contract (and extensions thereof), shall obtain and maintain at minimum all of the following insurance coverage. Such insurance coverage shall be primary coverage as respects the LTA and any insurance or self-insurance maintained by the LTA shall be in excess of the Contractor's insurance coverage and shall not contribute to it.

1. Types of Insurance and Minimum Limits

- a) Worker's Compensation and Employer's Liability Insurance in conformance with the laws of the State of California.
- b) The Contractor's vehicles used in the performance of this contract, including owned, non-owned (e.g. owned by the Contractor's employees), leased or hired vehicles, shall each be covered with Automobile Liability Insurance in the minimum amount of \$500,000 combined single limit per accident for bodily injury and property damage.
- c) The Contractor shall obtain and maintain Comprehensive General Liability Insurance coverage in the minimum amount of \$1,000,000.00 combined single limit, including bodily injury, personal injury, and property damage. Such insurance coverage shall include, without limitation:
 - (i) Contractual liability coverage adequate to meet the Contractor's indemnification obligations under this Request;
 - (ii) Full Personal Injury coverage;
 - (iii) Broad form Property Damage coverage, and
 - (iv) A cross-liability clause in favor of the LTA.

2. Other Insurance Provisions

- a. As to all insurance coverage required herein, any deductible or self-insured retention exceeding \$5,000 shall be disclosed to and be subject to written approval by the LTA.
- b. All required Automobile Liability Insurance, Comprehensive or Commercial General Liability Insurance or Professional Liability Insurance shall contain the following endorsement as a part of each policy:

"The San Benito County Local Transportation Authority is hereby added as an additional insured as respects the operations of the named insured."

- c. All the insurance required herein shall contain the following clause:

"It is agreed that these policies shall not be canceled nor the coverage reduced until thirty (30) days after the San Benito County Local Transportation Authority ("LTA") shall have received written notice of such cancellation or reduction. The notice shall be deemed effective the date delivered to the LTA as evidenced by properly validated return receipt. Such notice shall be sent to: San Benito County Local Transportation Authority, 330 Tres Pinos Road Suite C7, Hollister, CA 95023".

- d. The prospective Contractor agrees to provide the LTA at or before the effective date of any award resulting from this RFP with a certificate of insurance of the coverage required.
- e. All required insurance policies shall be endorsed to contain the following clause: This Insurance shall not be cancelled until after thirty (30) days prior written notice has been given to:

San Benito Local Transportation Authority
Lisa Rheinheimer
330 Tres Pinos Road, Suite C7
Hollister, CA 95023

The Contractor agrees to provide its insurance broker(s) with a full copy of these insurance requirements and provide the LTA on or before the effective date of this contract Certificates of Insurance for all required coverage. By submitting a proposal, firm agrees to provide insurance specified in Paragraph 2.20 of this RFP.

2.21 Pre-Award Conference

If requested, successful Respondent(s) shall meet with the LTA representatives prior to the Award of Contract to review the specifications and finalize the initiation of the proposed contract.

2.22 Execution of Agreement

Upon successful reference checks, evaluations and receipt of all required documents, the agreement must be executed by both parties.

~ END SECTION 2 ~

SECTION 3. SCOPE OF WORK

3.1 General Description

The specifications described below set forth the minimum requirements for the quantity and quality of work to be provided hereunder. The items to be purchased shall meet or exceed the specifications attached hereto. As used herein, the term "work" refers to the articles, equipment, materials, supplies and labor as specified, designated or otherwise required by the RFP. Additional terms, conditions and requirements pertaining to the methods and manner of performing the work are described elsewhere in the RFP.

Except where specified to the contrary herein, all work shall be new and shall be supplied with the equipment and accessories indicated as standard equipment in manufacturer's published descriptions, owner's manuals, and other literature for said work. No advantage shall be taken by the respondent in omitting any unspecified minor article that goes into making the unit complete.

3.2 Current Environment

The LTA has currently 21 vehicles that provide demand response and fixed route transit services. Each vehicle is equipped with a mobile radio to allow communication between vehicles in service and the dispatch staff at two office locations.

Each office location has a base station that allows dispatchers to communicate with the vehicles.

The LTA operates on a 2-channel system on one frequency. One channel is associated with operations of *County Express* fixed route and demand response transit services, operating from an office at 3240 Southside Road in Hollister, CA. The second channel is used for *Specialized Transportation Services* operating from an office at 300 West Street in Hollister, CA.

Transmittal equipment is located on an antenna at Park Hill in Hollister, CA.

3.3 Required Items - Specifications

a. *Mobile Radio Equipment*

Proposals shall include a description of mobile radio equipment that will allow for the continued communication needs of LTA as described in section 3.2. Proposals shall be for a total of 21 mobile radios and antennae to be mounted on LTA vehicles. Equipment proposed shall ensure uninterrupted communication between the vehicles and the dispatch offices, with no interference from other users. The unique channels shall remain unique.

b. *Base Station Equipment*

Proposals shall include a description of equipment for two permanent radio base stations, one at each office location. Proposals shall also include a description of "backup" base station equipment that can be used in the event of the failure or malfunction of the permanent base stations. If possible, this equipment should be portable to allow for use at either site, and will not be intended to be used for long periods of time.

c. *Radio and Base Station Performance*

At a minimum, radios installed in vehicles shall be connected to a “panic” button. Such button can be push discretely by the user to contact the base station. The person at the base station shall have the ability to listen or record the audio from the vehicle.

3.4 Additional Items

Proposals shall specify any additional items necessary for the system to operate a communications system to allow the system to operate in the manner described in section 3.2, Current Environment.

Respondents shall provide warranty information for all proposed equipment. A minimum warranty of 12 months must be provided for all equipment.

3.5 Installation

The firm shall be responsible for all installation and configuration of all radio equipment.

Installation will occur during LTA’s service hours unless the installation will cause severe disruption to LTA’s ability to continue its public transportation services.

3.6 System Acceptance

The firm shall work with the LTA and shall develop acceptable procedures to ensure proper installation and acceptance.

3.7 Technical Support

Live customer support shall be readily available before, during and after the LTA’s service hours by phone. Customer support shall be knowledgeable about the equipment and be able to solve any technical issue that arises during operational usage. On-site technical support should be available for in-field support.

~ END SECTION 3 ~

Please provide a cost proposal for work described Section 3: Scope of Work.

Name of Firm:

Item No.	Item Description	Quantity	Unit Price	Total Extended Price	Indicate Brand & Model Number Offered	Installation Cost
					Total	

EXHIBIT B
CUSTOMER REFERENCES

List and submit three (3) customer references for whom your firm has furnished similar services in size and nature with this firm with SOQ.

1. FIRM NAME: _____

ADDRESS: _____

CONTACT PERSON: _____

TELEPHONE NUMBER: _____

BRIEF DESCRIPTION: _____

2. FIRM NAME: _____

ADDRESS: _____

CONTACT PERSON: _____

TELEPHONE NUMBER: _____

BRIEF DESCRIPTION: _____

3. FIRM NAME: _____

ADDRESS: _____

CONTACT PERSON: _____

TELEPHONE NUMBER: _____

BRIEF DESCRIPTION: _____

~ END EXHIBIT B ~

EXHIBIT C
ACKNOWLEDGEMENT OF ADDENDA FORM

(Proposer or Proposed Subcontractor Business Name)

hereby acknowledges receipt of all Addenda through and including:

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Addendum No. _____ , dated _____ .

Authorized Representative Name and Title: _____

Authorized Representative Signature: _____

Date _____

~ END EXHIBIT C ~

~ END SECTION 4 ~