

PURCHASING **D**IVISION
BOARD OF COUNTY COMMISSIONERS
BROWARD COUNTY, FLORIDA

A D D E N D U M N O . 1

**CALL CENTER FOR PARATRANSIT SERVICES
(NON-SHELTERED MARKET)**

DATE OF ADDENDUM: August 13, 2009

TO ALL PROSPECTIVE BIDDERS:
PLEASE NOTE THE FOLLOWING CHANGES:

1. The bid opening date remains as Wednesday, September 2, 2009 at 2:00 p.m.
2. The following information is provided in response to questions received for subject solicitation:
 - Question 1: How many Customer Services Reps, Schedulers and Reservationist are currently working in the Call Center?
Response 1: According to the most recent data available, currently there are 39 full time (FTE) call takers and schedulers employed by our nine (9) individual service providers.
 - Question 2: As a service requirement what is the average talk time expectation?
Response 2: Accurate data is not available from the current service providers to respond to this question.
 - Question 3: How long is the average talk time for the current vendor?
Response 3: Accurate data is not available from the current service providers to respond to this question.
 - Question 4: Who is the current vendor servicing this contract?
Response 4: Currently there are nine (9) providers servicing this contract:
 - AAA Wheelchair Wagon Service, Inc.
 - Allied Medical Transport, Inc.
 - Areawide Council on Aging of Broward County, Inc.
 - Handi-Van, Inc.
 - Lucanus Developmental Center
 - M & T Transportation, Inc.
 - Medex Transport, Inc.
 - Support Management, Inc.
 - Village Car Service, Inc.
 - Question 5: What is the expected answer rate for this program?
Response 5: Please refer to "TELEPHONE SERVICE/COMMUNICATIONS" on page 38 of 73.

This addendum **SHOULD** be acknowledged on the Bid Sheet Form or returned with your Invitation for Bid due Wednesday, September 2, 2009 at 2:00 p.m. **All "must" documents are considered a matter of responsiveness and shall be submitted at the time of bid. Failure of a Bidder to return the documents shall be cause for rejection of the bid.**

All other terms, conditions and specifications remain unchanged for Bid No. V0709118B1.

NAME OF COMPANY: _____

SUBMIT BID TO:

Broward County Purchasing Division
115 S. Andrews Avenue, Room 212
Fort Lauderdale, Florida 33301-1801
954-357-6065/66

BOARD OF COUNTY COMMISSIONERS
BROWARD COUNTY, FLORIDA

INVITATION FOR BID

Bidder Acknowledgment

— GENERAL CONDITIONS —

THESE INSTRUCTIONS ARE STANDARD FOR ALL CONTRACTS FOR COMMODITIES/SERVICES ISSUED BY THE BOARD OF COUNTY COMMISSIONERS. THE BOARD OF COUNTY COMMISSIONERS MAY DELETE, SUPERSEDE OR MODIFY ANY OF THESE STANDARD INSTRUCTIONS FOR A PARTICULAR CONTRACT BY INDICATING SUCH CHANGE IN THE SPECIAL INSTRUCTIONS TO BIDDERS OR IN THE BID SHEETS. BY ACCEPTANCE OF A PURCHASE ORDER ISSUED BY THE COUNTY, BIDDER AGREES THAT THE PROVISIONS INCLUDED WITHIN THIS INVITATION FOR BID SHALL PREVAIL OVER ANY CONFLICTING PROVISION WITHIN ANY STANDARD FORM CONTRACT OF THE BIDDER REGARDLESS OF ANY LANGUAGE IN BIDDER'S CONTRACT TO THE CONTRARY.

BIDDER ACKNOWLEDGEMENT MUST BE SIGNED AND RETURNED WITH YOUR BID

SEALED BIDS: This form must be executed and submitted with all bid sheets and should be in a sealed envelope.

(PLEASE INCLUDE ONE ORIGINAL SIGNED BID DOCUMENT IN BLUE INK AND ONE PHOTOCOPY OF SIGNED BID DOCUMENT PER ENVELOPE). The face of the envelope should contain the above address, the date and the time of bid opening, and bid number. Bids not submitted on attached bid may be rejected. All bids are subject to the conditions specified herein. Those which do not comply with these conditions are subject to rejection.

1. **EXECUTION OF BID:** A. Bid must contain an original signature of an individual authorized to bind the bidder. Bid must be typed or printed in ink. The ink should be blue ink. All corrections made by bidder to their bid must also be initialed. The bidder's name should also appear on each page of the bid sheet if required. B. No award will be made to a bidder who is delinquent in payment of any taxes, fees, fines, contractual debts, judgments, or any other debts due and owed to the County, or is in default on any contractual or regulatory obligation to the County. By signing and submitting this bid, bidder attests that it is not delinquent in payment of any taxes, fees, fines, contractual debts, judgments or any other debts due and owed to the County, nor is it in default on any contractual or regulatory obligation to the County. In the event the bidder's statement is discovered to be false, bidder will be subject to debarment and the County may terminate any contract it has with bidder. C. Bidder certifies by signing the bid that no principles or corporate officers of the firm were principles or corporate officers in any other firm which may have been suspended or debarred from doing business with Broward County within the last three years, unless so noted in the bid documents. D. By signing this bid, bidder attests that any and all statements, oral, written or otherwise, made in support of this bid, are accurate, true and correct. Bidder acknowledges that inaccurate, untruthful, or incorrect statements made in support of this bid may be used by the County as a basis for rejection of this bid, rescission of the award, or termination of the contract. Bidder acknowledges that the termination of the contract because of a determination of an inaccurate, untruthful, or incorrect statement made in support of this bid may also serve as the basis for debarment of bidder pursuant to Section 21-119 of the Broward County Administrative Code.

2. **BID WITHDRAWAL:** No bidder may withdraw their bid before the expiration of one hundred twenty (120) calendar days from the date of bid opening unless vendor so notes in the bid.

BIDS WILL BE OPENED 2:00 p.m. **September 2, 2009**
and may not be withdrawn within 120 calendar days after such date and time.

BID TITLE

**CALL CENTER FOR PARATRANSIT SERVICES
(NON-SHELTERED MARKET)**

BID NO. **V0709118B1**

PURCHASING AGENT NAME & TELEPHONE NUMBER

CHRISTINE CALHOUN, (954) 357-6085

DELIVERY DATE

SEE SPECIAL INSTRUCTION

CASH DISCOUNT TERMS

BID GUARANTY IS ATTACHED, WHEN REQUIRED, IN
THE AMOUNT OF \$

REASON FOR NO BID

FEDERAL EMPLOYER I.D. or SOCIAL SECURITY NUMBER

DUN & BRADSTREET NUMBER

BIDDER NAME

BIDDER MAILING ADDRESS/CITY/STATE/ZIP

AREA CODE

TELEPHONE NO.

CONTACT PERSON

FAX NO.

BIDDERS E-MAIL ADDRESS

***AUTHORIZED SIGNATURE**
(submit original in blue ink)

DATE

PRINT NAME

TITLE

(Continued on Page 2)

3. **BID OPENING:** Shall be public, on date, location and time specified on the bid form. The official time is the time clock located in the Purchasing Division reception area and will be accepted by all parties without reservation. It is the bidder's responsibility to assure that their bid is delivered on date, location and time specified on the bid form. Bids, which for any reason are not so delivered, will not be considered. Bid files and any bids after they are opened may be examined during normal working hours by appointment. Bid tabulations are available for inspection upon request. Bid results will be posted on the Broward County web site at: www.broward.org/purchasing/results.
4. **ADDENDA TO BID:** Broward County reserves the right to amend this Invitation For Bid prior to the Bid opening date indicated. Only written addenda will be binding. If, upon review, material errors in specifications are found, contact the Purchasing Division immediately, prior to Bid opening date, to allow for review and subsequent clarification on the part of Broward County.
5. **PRICES, TERMS & PAYMENTS:** Firm prices shall be bid and include all handling, set up, shipping and inside delivery charges to the destination shown herein unless otherwise indicated.
 - (a) **The Bidder:** in submitting this bid certifies that the prices quoted herein are not higher than the prices at which the same commodity(ies) or service(s) is sold in approximately similar quantities under similar terms and conditions to any purchaser whomsoever.
 - (b) **F.O.B.** — as specified in Special Instructions to bidder.
 - (c) **Tie Bids:** The award on tie bids will be decided by the Director of the Purchasing Division in accordance with the provisions of the Procurement Code.
 - (d) **TAXES:** Broward County is exempt from Federal Excise and Florida Sales taxes on direct purchase of tangible property. Exemption numbers appear on purchase order. The Contractor shall pay all applicable sales, consumer, land use, or other similar taxes required by law. The Contractor is responsible for reviewing the pertinent State Statutes involving the sales tax and complying with all requirements.
 - (e) **DISCOUNTS:** Bidders may offer a cash discount for prompt payment. However, such discounts will not be considered in determining the lowest net cost for bid evaluation purposes. Bidders should reflect any discounts to be considered in the bid evaluation in the unit prices bid.
 - (f) **MISTAKES:** Bidders are cautioned to examine all specifications, drawings, delivery instructions, unit prices, extensions and all other special conditions pertaining to the bid. Failure of the bidder to examine all pertinent documents shall not entitle them to any relief from the conditions imposed in the contract. In case of mistakes in extension, the unit price shall govern. Multiplication or addition errors are deemed clerical errors and shall be corrected by the County.
 - (g) **ORDERING:** The Board of County Commissioners reserves the right to purchase commodities/services specified herein through contracts established by other governmental agencies or through separate procurement actions due to unique or special needs. If an urgent delivery is required, within a shorter period than the delivery time specified in the contract and if the seller is unable to comply therewith, the Board of County Commissioners reserves the right to obtain such delivery from others without penalty or prejudice to the County or to the seller.
6. **OPEN-END CONTRACT:** No guarantee is expressed or implied as to the total quantity of commodities/services to be purchased under any open end contract. Estimated quantities will be used for bid comparison purposes only. The Board of County Commissioners reserves the right to issue purchase orders as and when required, or, issue a blanket purchase order for individual agencies and release partial quantities or, issue instructions for use of Direct Purchase Orders by various County agencies, or, any combination of the preceding. No delivery shall become due or be acceptable without a written order or shipping instruction by the County, unless otherwise provided in the contract. Such order will contain the quantity, time of delivery and other pertinent data. However, on items urgently required, the seller may be given telephone notice, to be confirmed by an order in writing.
7. **CONTRACT PERIOD (OPEN-END CONTRACT):** The initial contract period shall start with the expiration date of the previous contract or date of award, whichever is latest, and shall terminate one (1) year from that date. The contractor will complete delivery and the County will receive delivery on any orders mailed to the contractor prior to the date of expiration. The Director of Purchasing may renew this contract for a second period subject to vendor acceptance, satisfactory performance and determination that renewal will be in the best interest of the County. Notification of Intent to Renew will be mailed sixty (60) calendar days in advance of expiration date of this contract. All prices, terms and conditions shall remain firm for the initial period of the contract and for any renewal period unless subject to price adjustment specified as a "special condition" hereto.

In the event services are scheduled to end because of the expiration of this contract, the Contractor shall continue the service upon the request of the Director of Purchasing. The extension period shall not extend for more than ninety (90) days beyond the expiration date of the existing contract. The Contractor shall be compensated for the service at the rate in effect when this extension clause is invoked by the County.
8. **FIXED CONTRACT QUANTITIES:** Purchase order(s) for full quantities will be issued to successful bidder(s) after notification of award and receipt of all required documents. Fixed contract quantities up to twenty (20) percent of the originally specified quantities may be ordered prior to the expiration of one (1) year after the date of award, provided the Contractor agrees to furnish such quantities at the same prices, terms and conditions.
9. **AWARDS:** If a specific basis of award is not established in the special instructions to bidders, the award shall be to the responsible bidder with the lowest responsive bid meeting the written specifications. As the best interest of the Board of County Commissioners may require, the right is reserved to make award(s) by individual commodities/services, group of commodities/services, all or none or any combination thereof. When a group is specified, all items within the group must be bid. A bidder desiring to bid "No Charge" on an item in a group must so indicate, otherwise the bid for the group will be construed as incomplete and may be rejected. However, if bidders do not bid all items within a group, the County reserves the right to award on an item by item basis. When a group bid is indicated for variable quantities and the bid for the group shows evidence of unbalanced bid prices, such bid may be rejected. The

Director of Purchasing, or the Board of County Commissioners, whichever is applicable reserves the right to waive technicalities and irregularities and to reject any or all bids.

10. **PAYMENT:** Payment will be made by the County after commodities/services have been received, accepted and properly invoiced as indicated in contract and/or order. Invoices must bear the purchase order number.

11. **DELIVERY:** Delivery time shall be computed in calendar days from the issuance date of purchase order. Although, actual requested date or number of calendar days for delivery may be specified, state number of calendar days required to make delivery and installation after issuance of purchase order or request for services in space provided. Unless otherwise stipulated in the Contract, delivery shall be made between 9:00 a.m. and 4:00 p.m., Monday through Friday, except holidays, and at other time by special arrangements. However goods required for daily consumption, or where the delivery is an emergency, a replacement, or is overdue, the convenience of the Division shall govern. If, in calculating the number of calendar days from the order date, the delivery date falls on a Saturday, Sunday or holiday, delivery shall be made no later than next succeeding business day. Delivery time may be considered in determining award.

12. **TERMINATION:**

(a) **AVAILABILITY OF FUNDS:** If the term of this contract extends beyond a single fiscal year of the County, the continuation of this Contract beyond the end of any fiscal year shall be subject to the availability of funds from the County in accordance with Chapter 129, Florida Statutes. The Broward County Board of County Commissioners shall be the final authority as to availability of funds and how such available funds are to be allotted and expended. In the event funds for this project/purchase are not made available or otherwise allocated Broward County may terminate this contract upon thirty (30) days prior written notice to the contractor.

(b) **NON PERFORMANCE:** The Contract may be terminated for cause by the Awarding Authority for the County or by Bidder if the party in breach has not corrected the breach within ten (10) days after written notice from the aggrieved party identifying the breach. Cause for termination shall include, but not be limited to, failure to suitably perform the work, failure to suitably deliver goods in accordance with the specifications and instructions in this Bid, failure to continuously perform the work in a manner calculated to meet or accomplish the objectives of the County as set forth in this Bid, or multiple breach of the provisions of this Bid notwithstanding whether any such breach was previously waived or cured.

(c) **TERMINATION FOR CONVENIENCE:** The Awarding Authority may terminate the Contract for convenience upon no less than thirty (30) days written notice. In the event the Contract is terminated for convenience, Bidder shall be paid for any goods properly delivered and services properly performed to the date the Contract is terminated; however, upon being notified of County's election to terminate, Bidder shall cease any deliveries, shipment or carriage of goods, and refrain from performing further services or incurring additional expenses under the terms of the Contract. In no event will payment be made for lost or future profits. Bidder acknowledges and agrees that ten dollars (\$10.00) of the compensation to be paid by County, the adequacy of

which is hereby acknowledged by Bidder, is given as specific consideration to Bidder for the County's right to terminate this Contract.

13. **CONDITIONS AND PACKAGING:** Unless otherwise stated in the special instructions to bidders or the bid sheets, or specifically ordered from an accepted price list, deliveries must consist only of new and unused goods and shall be the current standards production model available at the time of the bid. The goods must be suitably packaged for shipment by common carrier. Each container or multiple units or items otherwise packaged shall bear a label, imprint, stencil or other legible markings stating name of manufacturer or supplier, purchase order number and any other markings required by specifications, or other acceptable means of identifying vendor and purchase order number.

14. **SAFETY STANDARDS:** Unless otherwise stipulated in the bid, all manufactured items and fabricated assemblies shall comply with applicable requirements of Occupational Safety and Health Act and any standards thereunder. In compliance with Chapter 442, Florida Statutes, any toxic substance listed in Section 38F-41.03 of the Florida Administrative Code delivered from a contract resulting from this bid must be accompanied by a Material Safety Data Sheet (MSDS). A Material Safety Data Sheet (MSDS) should also be submitted to the Broward County Risk Management Division, 115 South Andrews Avenue, Room 210, Fort Lauderdale, Florida 33301-1803. The MSDS must include the following information.

- (a) The chemical name and the common name of the toxic substance.
- (b) The hazards or other risks in the use of the toxic substance, including:
 - 1. The potential for fire, explosion, corrosivity, and reactivity;
 - 2. The known acute and chronic health effects of risks from exposure, including the medical conditions which are generally recognized as being aggravated by exposure to the toxic substance; and
 - 3. The primary routes of entry and symptoms of overexposure.
- (c) The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
- (d) The emergency procedure for spills, fire, disposal, and first aid.
- (e) A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.
- (f) The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

15. **MANUFACTURERS NAME AND APPROVED EQUIVALENTS:** Manufacturer's names, trade names, brand names, information and/or catalog numbers listed in a specification are for information and establishment of quality level desired and are not intended to limit competition unless otherwise specified in the bid. The bidder may offer any brand which meets or exceeds the specifications for any item(s). If bids are based on equivalent products, indicate on the bid form the manufacturer's name and catalog number. Bidder

shall submit with the bid complete descriptive literature and/or specifications. The bidder should also explain in detail the reason(s) why and submit proof that the proposed equivalent will meet the specifications and not be considered an exception thereto. Broward County Board of County Commissioners reserves the right to be the sole judge of what is equal and acceptable. Bids which do not comply with these requirements are subject to rejection. If Bidder fails to name a substitute it will be assumed that the bidder will furnish goods identical to bid standard.

16. **INTERPRETATIONS:** Any questions concerning conditions and specifications of this bid shall be directed in writing to the Purchasing Division a minimum of 24 hours prior to bid opening. No interpretation(s) shall be considered binding unless provided to all Bidders in writing by the Director of Purchasing.
17. **NON-CONFORMANCE TO CONTRACT CONDITIONS:** The County may withhold acceptance of, or reject any items which are found, upon examination, not to meet the specification requirements. Upon written notification of rejection, items shall be removed within five (5) calendar days by the Vendor at their expense and redelivered at their expense. Rejected goods left longer than thirty (30) days will be regarded as abandoned and the Board shall have the right to dispose of them as its own property. On foodstuffs and drugs, no written notice or rejection need be given. Upon verbal notice to do so, the Vendor shall immediately remove and replace such rejected merchandise at their expense. Rejection for non-conformance, failure to provide services conforming to specifications, or failure to meet delivery schedules may result in contractor being found in default.
18. **INSPECTION, ACCEPTANCE AND TITLE:** Inspection and acceptance will be at destination. Title and risk of loss or damage to all items shall be the responsibility of the contractor until accepted by the County.
19. **GOVERNMENTAL RESTRICTIONS:** In the event any governmental restrictions may be imposed which would necessitate alteration of the material quality, workmanship or performance of the items offered on this bid prior to their delivery, it shall be the responsibility of the successful bidder to notify the County at once, indicating in their letter the specific regulation which required an alteration. The Board of County Commissioners reserves the right to accept any such alteration, including any price adjustments occasioned thereby, or to cancel the contract at no further expense to the County.
20. **LEGAL REQUIREMENTS:** Applicable provisions of all Federal, State of Florida, County and local laws, and of all ordinances, rules and regulations including the Procurement Code of Broward County shall govern development, submittal and evaluation of bids received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a bid in response hereto and Broward County by and through its officers, employees and authorized representative, or any other person natural or otherwise. Lack of knowledge by any bidder shall not constitute a recognizable defense against the legal effect thereof.
21. **INDEMNIFICATION:** Bidder shall at all times hereafter indemnify, hold harmless and, at County Attorney's option, defend or pay for an attorney selected by County Attorney to defend County, its officers, agents, servants, and employees against any and all claims, losses, liabilities, and expenditures of any kind, including attorney fees, court costs, and expenses, caused by negligent act or omission of Bidder, its employees, agents, servants, or officers, or accruing,

resulting from, or related to the subject matter of this Contract including, without limitation, any and all claims, demands, or causes of action of any nature whatsoever resulting from injuries or damages sustained by any person or property. The provisions of this section shall survive the expiration or earlier termination of this Contract. To the extent considered necessary by the Director of Purchasing and the County Attorney, any sums due Bidder under this Contract may be retained by County until all of County's claims for indemnification pursuant to this Contract have been settled or otherwise resolved; and any amount withheld shall not be subject to payment of interest by the County.

22. **NOTICE:** Written notice provided pursuant to this Contract shall be sent by certified United States Mail, postage prepaid, return receipt requested, or by hand-delivery with a request for a written receipt of acknowledgment of delivery, addressed to the party for whom it is intended at the place last specified. The place for giving notice shall remain the same as set forth herein until changed in writing in the manner provided in this section. For the present, the County designates:

Director, Broward County Purchasing Division
115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301-1801

Bidder shall identify in the Bid a designated person and address to whom notice shall be sent when required by the Contract.

23. **JURISDICTION, VENUE, WAIVER OF JURY TRIAL:** The Contract shall be interpreted and construed in accordance with and governed by the laws of the state of Florida. Any controversies or legal problems arising out of the Contract and any action involving the enforcement or interpretation of any rights hereunder shall be submitted to the jurisdiction of the State courts of the Seventeenth Judicial Circuit of Broward County, Florida, the venue situs, and shall be governed by the laws of the state of Florida. By entering into this Contract, Bidder and County hereby expressly waive any rights either party may have to a trial by jury of any civil litigation related to this Contract.
24. **PATENTS AND ROYALTIES:** The bidder, without exception, shall indemnify and save harmless and defend the County, its officers, agents and employees from liability of any nature or kind, including but not limited to attorney's fees, costs and expenses for or on account of any copyrighted, patented or unpatented invention, process, or article manufactured or used in the performance of the contract, including its use by the County. If the bidder uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work. This provision shall survive the expiration or earlier termination of the contract.
25. **ASSIGNMENT, SUBCONTRACT:** Contractor shall not transfer, convey, pledge, subcontract or assign the performance required by this bid without the prior written consent of the Director of Purchasing. Any Award issued pursuant to this bid invitation and the monies which may become due hereunder are not assignable, transferrable, or otherwise disposable except with the prior written consent of the Director of Purchasing.
26. **QUALIFICATIONS OF BIDDER:** Bids will be considered only from firms normally engaged in providing the types of commodities/services specified herein. The Director of Purchasing or the Board of County Commissioners, reserves

the right to inspect the facilities, equipment, personnel and organization or to take any other action necessary to determine ability to perform in accordance with specifications, terms and conditions. The Director of Purchasing or the Board of County Commissioners will determine whether the evidence of ability to perform is satisfactory and reserves the right to reject bids where evidence or evaluation is determined to indicate inability to perform. The Director of Purchasing or the Board of County Commissioners reserves the right to consider a bidder's history of citations and/or violations of Environmental regulations in determining responsibility. Bidder should submit with his proposal a complete history of all citations and/or violations notices and dispositions thereof. Failure of a Bidder to submit such information may be grounds for termination of any contract awarded to successful Bidder. Bidder shall notify the County immediately of notice of any citations or violations which they may receive after the Bid or Proposal opening date and during the time of performance under any Contract awarded to them.

27. **EQUAL EMPLOYMENT OPPORTUNITY:** No Contractor shall discriminate against any employee or applicant for employment because of race, religion, age, color, sex or national origin, sexual orientation (including but not limited to Broward County Code, Chapter 16½), marital status, political affiliation, disability, or physical or mental handicap if qualified. Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during their employment without regard to their race, religion, age, color, sex or national origin, sexual orientation, marital status, political affiliation, disability, or physical or mental handicap. Such actions shall include, but not be limited to the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection of training, including apprenticeship. The Contractor agrees to post in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

The contractor selected to perform work on a County project must include the foregoing or similar language in its contracts with any subcontractors or sub consultants, except that any project assisted by U.S. Department of Transportation funds shall comply with the non-discrimination requirements in Title 49 C.F.R. Parts 23 and 26, as amended. The Subcontractors, if any, will be made aware of and will comply with this nondiscrimination clause. Failure to comply with above requirements is a material breach of the contract, and may result in the termination of this contract or such other remedy as the County deems appropriate.

28. **MODIFICATIONS:** All changes to purchase orders shall be by issuance of a change order. Any modifications or changes to any contract entered into as a result of this bid must be by written amendment with the same formality and of equal dignity prior to the initiation of any such change.
29. **RESOLUTION OF PROTESTED SOLICITATIONS AND PROPOSED AWARDS:** In accordance with Sections 21.118 and 21.119 of the Broward County Procurement Code, if a vendor intends to protest a solicitation or proposed award of a contract the following apply:

- (a) Any protest concerning the bid or other solicitation specifications, or requirements must be made and received by the County within seven (7) business days from the posting of the solicitation or addendum on the Purchasing Division's website. Such protest must be made in writing to the Director of Purchasing. Failure to timely protest bid specifications or requirements is a

waiver of the ability to protest the specifications or requirements.

- (b) Any protest concerning a solicitation or proposed award above the authority of the Director of Purchasing, after the bid opening, shall be submitted in writing and received by the County within five (5) business days from the posting of the recommendation for award on the Purchasing Division's website.
- (c) Any actual or prospective bidder or offeror who has a substantial interest in and is aggrieved in connection with proposed award of a contract which does not exceed the amount of the award authority of the Director of Purchasing, may protest to the Director of Purchasing. The protest shall be submitted in writing and received within three (3) business days from the posting of the recommendation of award on the Purchasing Division's website.
- (d) For purposes of this section a business day is defined as Monday through Friday between 8:30am and 5:00pm. Failure to timely file a protest within the time prescribed for a solicitation or proposed contract award shall be a waiver of the vendor's right to protest.
- (e) As a condition of initiating any bid protest, the protestor shall present the Director of Purchasing a nonrefundable filing fee. The filing fee shall be based upon the estimated contract amount. For purposes of the protest, the estimated contract amount shall be the contract bid amount submitted by the protestor. If no contract bid amount was submitted, the estimated contract amount shall be the County's estimated contract price for the project. The County may accept cash, money order, certified check, or cashier's check, payable to Broward County Board of Commissioners. The filing fees are as follows:

Estimated Contract Amount	Filing Fee
\$30,000 - \$250,000	\$ 500
\$250,001 - \$500,000	\$1,000
\$500,001 - \$5 million	\$3,000
Over \$5 million	\$5,000

30. **PUBLIC ENTITY CRIMES ACT:** Bidder represents that its response to this invitation for bid will not violate the Public Entity Crimes Act, Section 287.133, Florida Statutes, which essentially provides that a person or affiliate who is a contractor, consultant or other provider who has been placed on the convicted vendor list following a conviction of a Public Entity Crime may not submit a bid on a contract to provide any goods or services to the County, may not submit a bid on a contract with the County for the construction or repair of a public building or public work, may not submit bids on leases of real property to the County, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with the County, and may not transact any business with the County in excess of the threshold amount provided in Section 287.017, Florida Statutes, for category two purchases for a period of 36 months from the date of being placed on the convicted vendor list. Bidder represents that its response to this Invitation For Bid is not a violation of Section 287.134, Florida Statutes, which essentially states that the County, as a public entity, cannot do business with an entity that is on the "discriminatory vendor list" i.e., has been found by a court to

have discriminated as defined therein. Violation of this section shall result in cancellation of the County purchase and may result in debarment.

31. **RECYCLED CONTENT INFORMATION:** In support of the Florida Waste Management Law, bidders are encouraged to supply with their bid, any information available regarding recycled material content in the products bid. The County is particularly interested in the type of recycled material used (such as paper, plastic, glass, metal, etc.); and the percentage of recycled material contained in the product. The County also requests information regarding any known or potential material content in the product that may be extracted and recycled after the product has served its intended purpose.
32. **PURCHASE BY OTHER GOVERNMENTAL AGENCIES:** Each Governmental unit which avails itself of this contract will establish its own contract, place its own orders, issue its own purchase orders, be invoiced therefrom and make its own payments and issue its own exemption certificates as required by the bidder. It is understood and agreed that Broward County is not a legally bound party to any contractual agreement made between any other governmental unit and the bidder as a result of this bid.
33. **PUBLIC RECORDS:** Any material submitted in response to this Invitation For Bid will become a public document pursuant to Section 119.071, Florida Statutes. This includes material which the responding bidder might consider to be confidential or a trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to Section 119.071, Florida Statutes.
34. **AUDIT RIGHT AND RETENTION OF RECORDS:** County shall have the right to audit the books, records, and accounts of contractor that are related to this project. Contractor shall keep such books, records, and accounts as may be necessary in order to record complete and correct entries to the project.

Contractor shall preserve and make available, at reasonable times for examination and audit by County, all financial records, supporting documents, statistical records, and any other documents pertinent to this agreement for the required retention period of the Florida Public Records Act (Chapter 119, Florida Statutes), if applicable, or if the Florida Public Records Act is not applicable, for a minimum period of three (3) years after termination of this Agreement. If any audit has been initiated and audit findings have not been resolved at the end of the retention period or (3) years, whichever is longer, the books, records and accounts shall be retained until resolution of the audit findings. If the Florida Public Records Act is determined by County to be applicable to contractor's records, contractor shall comply with all requirements thereof; however, no confidentiality or nondisclosure requirement of either federal or state law shall be violated by contractor. Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for County's disallowance and recovery of any payment upon such entry.

The entire chapter of the Broward County Procurement Code describing the aforementioned subject matter can be obtained from the Purchasing Division's Website at:

www.broward.org/purchasing.



FINANCE AND ADMINISTRATIVE SERVICES DEPARTMENT

PURCHASING DIVISION

115 S. Andrews Avenue, Room 212 • Fort Lauderdale, Florida 33301 • 954-357-6065 • FAX 954-357-8535

ATTENTION

Dear Vendor:

Thank you for your interest in doing business with Broward County. We look forward to a very successful procurement process.

Please take notice of the response submittal requirements outlined in this solicitation. Read and follow the instructions very carefully, as any misinterpretation or failure to comply with instructions could lead to your submittal being rejected. Any change(s) to this solicitation will be conveyed through the written addendum process. Notifications of addenda are sent electronically to vendors registered under the applicable commodity codes at the time the original solicitation was created. In addition, all addenda are posted on the Purchasing Division's website, www.broward.org/purchasing which can be accessed by selecting Current Solicitations. Please read carefully and follow all instructions provided on the addendum, as well as the instructions provided in the original solicitation. **It is the responsibility of all potential vendors to monitor the Purchasing Division's website for any changing information prior to submitting their reply.**

It is the intent of the Purchasing Division to provide quality services. If you have any questions, please visit our website to view the information provided on "How to Do Business with Broward County – A Vendor's Guide," or feel free to contact the agent of concern. Again, thank you for your continued interest in doing business with Broward County.

Sincerely,

A handwritten signature in blue ink that reads "Brenda J. Billingsley".

Brenda J. Billingsley, Director
Broward County Purchasing Division

Broward County Board of County Commissioners

Josephus Eggelleton, Jr. • Sue Gunzburger • Kristin D. Jacobs • Ken Keechl • Ilene Lieberman • Stacy Ritter • John E. Rodstrom, Jr. • Diana Wasserman-Rubin • Lois Wexler
www.broward.org

PURCHASING **D**IVISION
BOARD OF COUNTY COMMISSIONERS
BROWARD COUNTY, FLORIDA

Bid Submittal Summary Sheet for Public Reading

The purpose of this page is to facilitate the efficient and accurate reading of your bid submittal at the Bid Opening. Your cooperation is appreciated in completing the following information and ensuring that it is placed as the first page of your bid submittal. The information on this page does not take the place of the bid documents or the bid sheet. In the event that there is a discrepancy between the information on this page and the information in the bid sheet, the information on the bid sheet will prevail.

Bid Number: V0709118B1

Bid Title: CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES

Name of Company: _____

Total Bid Price: _____

PURCHASING **D**IVISION
BOARD OF COUNTY COMMISSIONERS
BROWARD COUNTY, FLORIDA

SPECIAL INSTRUCTIONS TO BIDDERS (IN ADDITION TO GENERAL CONDITIONS)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

LIVING WAGE SERVICE CONTRACT

SUBMISSION OF SEALED BIDS: The Invitation for Bid form must be executed and submitted with all bid sheets and should be in a sealed envelope. The original should be signed in blue ink. Both the original bid and one (1) photocopy of your bid should be included in a single envelope. The Bidder is responsible for retaining a copy of all submittals for their own records. The face of the envelope should contain the company name, address, date and time of bid opening, bid number and bid title. Bids not submitted on bid sheets may be rejected. Bidder should not submit bids on their own form or any other form other than Broward County Bid Sheet. All bids are subject to the conditions specified herein. Bids which do not comply with these conditions are subject to rejection.

1. **SCOPE:**

Bids are hereby invited on a fixed-term basis for CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES for the Transit Division and various other Broward County agencies that may have need of these services and products.

The initial contract period shall start on date of award, or October 1, 2009, whichever is later and shall terminate five (5) years from that date. The Contractor will complete delivery and the County will receive delivery on any orders mailed to the contractor prior to the date of expiration.

All prices, terms and conditions shall remain fixed for the initial period of the contract. In addition, all prices, terms and conditions shall remain fixed for the renewal period of the contract.

There will be no allowable price escalations for fuel costs throughout any contract period(s), unless otherwise specified in this document.

No guarantee is expressed or implied as to the total quantity of commodities/services to be purchased under any open end contract. Estimated quantities will be used for bid comparison purposes only. The Board of County Commissioners reserves the right to: issue purchase orders as and when required, or, issue a blanket purchase order for individual agencies and release partial quantities or, issue instructions for use of Direct Purchase Orders by various County agencies, make random, open market purchases for any or all of the item(s) on any open end contract or, any combination of the preceding. No delivery shall become due or be acceptable without a written order by the County, unless otherwise provided for in the contract. Such order will contain the quantity, time of delivery and other pertinent data. However, on items urgently required, the seller may be given telephone notice, to be confirmed by an order in writing.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

2. **SPECIFICATIONS AND REQUIREMENTS:**

The specifications, requirements and services to be provided are stated in Attachment "A" attached hereto and made a part hereof.

3. **CONTINGENCY FEES:**

By submission of this offer, contractor certifies that no contingency fees (sometimes known as a finder's fee) has been paid to any person or organization other than a bona-fide employee working solely for the vendor to secure a contract made pursuant to this solicitation. Violation of this policy may result in termination of any resultant contract and/or possible debarment of the contractor.

4. **FURTHER INFORMATION:**

Bidders requiring additional information regarding any of the bid terms, conditions or administrative requirements should contact Christine Calhoun, Purchasing Agent at Office (954) 357-6085, or Fax (888) 817-6115, or E-Mail ccalhoun@broward.org.

Bidders requiring technical clarifications should contact Andrea Busada at Office: (954) 357-8329, or Fax (954) 357-8345, or E-Mail abusada@broward.org. No change(s) and no interpretation(s) shall be considered binding unless provided to all bidders in writing by the Director of the Purchasing Division.

5. **PORT EVERGLADES SECURITY REQUIREMENTS:** *(ONLY FOR PORT EVERGLADES BIDS)*

Not applicable to this bid (if not applicable remove this section)

6. **SPECIAL NOTICE:** In accordance with OSHA Regulation 29 CFR 1926.1101(k) (2), bidders are notified of the presence of asbestos containing material and/or presumed asbestos containing material at some Broward County locations. For a listing of those locations, refer to www.broward.org/purchasing/bids/asbestos.pdf. You may request a copy of subject location listing by calling (954) 357-6066.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

7. **SITE VISIT AND/OR PRE-BID CONFERENCE:**

Attendance at the site visit/pre-bid conference is optional. This information session presents an opportunity for bidders to clarify any concerns regarding the bid requirements. The bidder is cautioned that, although the site visits/Pre-Bid Conference is optional, no modification or any changes will be allowed in the pricing because of the failure of the bidder(s) to have visited the site or to have attended the conference.

Attendance at the Pre-Bid Conference is **strongly recommended**; **submission of a bid will be construed that the bidder is acquainted sufficiently with the work to be performed.**

Pre-Bid Conference

Date/Time : Monday, August 17, 2009 2:00 p.m. EST

Location: Broward County Transit Division
3201 West Copans Road, Building 1, Conference Room
Pompano Beach, FL 33069

If you require any auxiliary aids for communication, please call 357-6065 so that arrangements can be made in advance.

8. **DELIVERY AND ACCEPTANCE:** Not applicable for this bid.

9. **SAMPLES, PRODUCT LITERATURE AND DESCRIPTIVE CATALOGUES:**
Not applicable for this bid.

10. **INSURANCE REQUIREMENTS: (SAMPLE INSURANCE CERTIFICATE ATTACHED) (Attachment "B")**
The following Insurance Requirements for Automobile Liability are not applicable where delivery will be made by a third party carrier. All vendors that will be making deliveries in their own vehicles are required to provide proof of insurance for Automobile Liability and other pertinent coverage as indicated below prior to award. If deliveries are being made by a third party carrier, other pertinent coverage listed on the certificate is still required. The Contractor should provide proper insurance to the Purchasing Division within five (5) business days after request by the Purchasing Agent but prior to award by the Director of Purchasing or recommendation of award to the Board of County Commissioners, whichever is applicable.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

10. **INSURANCE REQUIREMENTS:** (Continued)

The Insurance Requirements contained in this Bid represent the minimal protection necessary for the County as determined by the Risk Management Division. Further modifications of the requirements may be made at the sole discretion of the Risk Management Division upon a material change in scope at any time during the term of the contract or at time of contract renewal upon mutual agreement of the parties. No award will be recommended until a written determination is made by Risk Management Division that the County is adequately protected. The low bidder should provide proper insurance to the Purchasing Division within five (5) business days after request by the Purchasing Agent but prior to award by the Director of Purchasing or recommendation of award to the Board of County Commissioners, whichever is applicable.

Without limiting any of the other obligations or liabilities of CONTRACTOR, CONTRACTOR shall provide, pay for, and maintain in force until all of its work to be performed under this Contract has been completed and accepted by the COUNTY (or for such duration as is otherwise specified hereinafter), the insurance coverage set forth in this Section.

- 10.1 Workers' Compensation Insurance to apply for all employees in compliance with the "Workers Compensation Law" of the State of Florida and all applicable Federal laws. In addition, the policy(ies) must include:
 - 10.1.1 Employers' Liability with minimum limits of One Hundred Thousand Dollars (\$100,000) each accident.
 - 10.1.2 Notice of Cancellation and/or Restriction -- The policy(ies) must be endorsed to provide Broward County with thirty (30) days notice of cancellation and/or restriction.
 - 10.1.3 If any operations are to be undertaken on or about navigable waters, coverage must be included for the U.S. Longshoremen and Harbor Workers Act and Jones Act.
- 10.2 Comprehensive General Liability with minimum limits of Seven Hundred Fifty Thousand Dollars (\$750,000) per occurrence and One Million Dollars (\$1,000,000) aggregate, combined single limit for Bodily Injury Liability and Property Damage Liability. Coverage must be afforded on a form no more restrictive than the latest edition of the Comprehensive General Liability policy, without restrictive endorsements, as filed by the Insurance Services Office and must include:
 - 10.2.1 Premises-Operations.
 - 10.2.2 Explosion & Collapse Hazard. Not applicable for this bid.
 - 10.2.3 Underground Hazard. Not applicable for this bid.
 - 10.2.4 Products/Completed Operations Hazard.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

10. **INSURANCE REQUIREMENTS:** (Continued)
- 10.2.5 Broad Form Contractual Coverage applicable to this specific Contract, including any hold harmless and/or indemnification agreement.
 - 10.2.6 Broad Form Property Damage.
 - 10.2.7 Independent Contractors.
 - 10.2.8 Personal Injury Coverage with Employee and Contractual Exclusions removed with minimum limits of coverage equal to those/required for Bodily Injury Liability and Property Damage Liability.
 - 10.2.9 COUNTY is to be included as an "Additional Insured" in the name of "Broward County Board of Commissioners" with respect to liability arising out of operations performed for COUNTY in connection with general supervision of such operation.
 - 10.2.10 Notice of Cancellation and/or Restriction -- The policy(ies) must be endorsed to provide Broward County with thirty (30) days notice of cancellation and/or restriction.
- 10.3 Business Automobile Liability with minimum limits Not applicable for this bid. Dollars (\$_____) per occurrence combined single limit for Bodily Injury Liability and Property policy, without restrictive endorsements, as filed by the Insurance Services Office and must include:
- 10.3.1 Comprehensive Form. Not applicable for this bid.
 - 10.3.2 Owned Vehicles. Not applicable for this bid.
 - 10.3.3 Hired Vehicles. Not applicable for this bid.
 - 10.3.4 Non-Owned Vehicles. Not applicable for this bid.
 - 10.3.5 Any auto, if applicable. Not applicable for this bid.
 - 10.3.6 Notice of Cancellation and/or Restriction -- The policy(ies) must be endorsed to provide Broward County with thirty (30) days notice of cancellation and/or restrictions.
- 10.4 Installation Floater required for replacement of material, equipment, installation. All risk, agreed value. Otherwise, contractor will be responsible for tools, materials, equipment, machinery, etc., until completion, acceptance by County and County takes possession, with a deductible of not more than Ten Thousand Dollars (\$10,000.00) each claim. Not applicable for this bid.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

10. **INSURANCE REQUIREMENTS:** (Continued)

10.5 The CONTRACTOR shall be required to provide to the COUNTY Certificates of Insurance evidencing the insurance coverage specified in 10.1, 10.2, 10.3 and 10.4 above. The Contractor should provide these Certificates within five (5) business days after request by the Purchasing Agent but prior to award by the Director of Purchasing or recommendation of award to the Board of County Commissioners, whichever is applicable. The required Certificates of Insurance shall not only name the types of policies provided, but also shall refer specifically to this Contract and section and the above paragraphs in accordance as required by such paragraphs of this Contract. If the initial insurance expires prior to the completion of the work, renewal Certificates of Insurance shall be furnished thirty (30) days prior to the date of their expiration.

10.6 Certificates of insurance shall be provided as specified in sub-section 10.5 above unless any of these coverages are, for just cause, inapplicable, and upon specific request by the vendor are excepted by written determination of Risk Management and approved by the Director of Purchasing. If an exception is requested, the bidder should indicate in the appropriate area on the bid sheet any such request including reason(s) thereto for exemption from insurance requirements as specified in this section of this invitation for bid/quotation request.

11. **WARRANTY:**

A. **STANDARD WARRANTY:** Not applicable for this bid.

The bidder should specify any warranty applicable to the items bid.

B. **DATE STANDARDS:** Not applicable for this bid.

12. **LOCAL BUSINESS TAX RECEIPT REQUIREMENTS:** (formerly known as OCCUPATIONAL LICENSE TAX)

All vendors maintaining a business address within Broward County must have and provide a copy of a current Broward County Local Business Tax Receipt prior to contract award. The Contractor should provide a copy of its Local Business Tax Receipt within five (5) business days after request by the Purchasing Agent but prior to award by the Director of Purchasing or recommendation of award to the Board of County Commissioners, whichever is applicable. Failure to do so may result in your bid being deemed non-responsive. For further information on obtaining or renewing your firm's Local Business Tax Receipt, contact the Revenue Collection Division, Local Business Tax Section at (954) 831-4000.

13. **CONTRACTOR RESPONSIBILITIES:**

13.1 The CONTRACTOR will be responsible for the provision, installation and performance of all equipment, materials, services, etc. offered in his Bid. The CONTRACTOR is in no way relieved of the responsibility for the performance of all equipment furnished, or of assuring the timely delivery of materials, equipment, etc. even though it is not of his own manufacture.

13.2 CONTRACTOR shall perform the Work with its own organization, amounting to not less than one hundred percent (100%) of the Contract Price.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

14. **Nondiscrimination, Equal Employment Opportunity, and Americans with Disabilities Act:**
CONTRACTOR shall not unlawfully discriminate against any person in its operations and activities or in its use or expenditure of funds in fulfilling its obligations under this Agreement. CONTRACTOR shall affirmatively comply with all applicable provisions of the Americans with Disabilities Act (ADA) in the course of providing any services funded by COUNTY, including Titles I and II of the ADA (regarding nondiscrimination on the basis of disability), and all applicable regulations, guidelines, and standards. In addition, CONTRACTOR shall take affirmative steps to ensure nondiscrimination in employment against disabled persons.
- CONTRACTOR decisions regarding the delivery of services under this Agreement shall be made without regard to or consideration of race, age, religion, color, gender, sexual orientation (Broward County Code, Chapter 162) in performing any services pursuant to this Agreement.
15. **LIVING WAGE ORDINANCE: (Vendor Questionnaire - Item No. 10 applies)**
Bidders are advised that the provisions of the **Broward County Ordinance 2008-45, as amended ("Living Wage Ordinance")** will apply to this contract, if the open-end contract award value exceeds \$100,000 per year or the individual project value exceeds \$100,000 under a fixed term contract. In accordance with the Living Wage Ordinance, the bidder agrees to pay the minimum hourly wage rates to employees covered by the Living Wage Ordinance, as adjusted. **There will be no increase in contract prices paid by Broward County to the Bidder due to any increase in wages required to be paid to employees covered by the Living Wage Ordinance.** Explanation of Living Wage contract requirements is included in Attachment "C". The Living Wage Ordinance Compliance Affidavit, Exhibit 1, included in Attachment "C", should be furnished within five (5) business days after request by the Purchasing Agent but must be submitted prior to award by the Director of Purchasing or recommendation for award to the Board of County Commissioners.
16. **CONE OF SILENCE ORDINANCE:**
- 16.1 At the time of Bid opening in this solicitation process, a Cone of Silence will be imposed. Section 1-266, Broward County Code of Ordinances, provides that after Bid opening, potential vendors and their representatives are substantially restricted from communicating regarding this Bid with any county commissioner or commissioner's staff, the county administrator, deputy and assistants to the county administrator and their respective support staff, or any person appointed by the county commission to evaluate or recommend selection in this Bid process. Communication with the Contact Person (designated in the solicitation) for purposes of providing clarification and information necessary to complete the processing of an award or to make a public record request are exceptions to the Cone of Silence requirements. After the application of the Cone of Silence, inquiries regarding this solicitation should be directed to the Director of Purchasing or designee.
- 16.2 This County's Ordinance prohibits certain communications among vendors, county staff, and selection committee members. Any violations of this ordinance by any members of the responding firm or its joint venturers may be reported to the County's Office of Professional Standards.
- 16.3 The Cone of Silence terminates when the County Commission or other awarding authority takes action which ends the solicitation.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

17. **SUPPLEMENT TO PURCHASE ORDER (*Federal Funding*)**: Not applicable for this bid.
18. **SHELTERED MARKET PROGRAM**: Not applicable for this bid.
19. **COMMUNITY DISADVANTAGED BUSINESS ENTERPRISE (CDBE)**: Not applicable for this bid.
20. **BID/PROPOSAL GUARANTY**: Not applicable for this bid.
21. **PERFORMANCE AND PAYMENT GUARANTY**: Not applicable for this bid.
22. **QUALIFICATIONS OF SURETY**: Not applicable for this bid.
23. **MULTIPLE AWARDS**: Not applicable for this bid.
24. **PRICE ADJUSTMENT CLAUSES**: Not applicable for this bid.
25. **PREFERENCES**:

No contractor shall receive more than one county-authorized preference for the same procurement. If a contractor is eligible for more than one County-authorized bid preference for a particular procurement, the contractor shall be eligible to receive only the bid preference that is most favorable to the contractor.
- 25.1 **DOMESTIC PARTNER CLAUSE: (Attachment "D")**
Preference for county contractors providing for nondiscrimination of benefits for domestic partners. (Reference Ordinance No. 1999-18, as amended)

In accordance with Broward County Code, Chapter 16 2, section 16 2-157 and the Broward County Administrative Code, Subsections 21.31.a.,6.,7.,8., the Broward County Board of County Commissioners reserves the right to apply a preference in the award of a contract to those Contractors providing for nondiscrimination of benefits for domestic partners. This preference may be applied to all awards of \$250,000 per annum or more. The determination to apply this preference shall be made by the Board of County Commissioners.

To be eligible for the domestic partnership preference, a contractor's program eligibility criteria must be substantially equivalent to those established in Section 16 2-153 (b), Broward County Code. A contractor will be deemed ineligible for the domestic partnership preference if its benefits program discriminates against employees in violation of the Broward County Human Rights Act.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

25. **PREFERENCES:** (Continued)

25.2 **LOCAL PREFERENCE CLAUSE:**

In accordance with Broward County Ordinance No. 2004-29, the Broward County Board of County Commissioners provides a local preference. This preference includes any county with which the Broward County Board of County Commissioners has entered into an inter-local agreement of reciprocity. Except where otherwise provided by federal or state law or other funding source restrictions, an apparent low bidder outside the preference area and a local bidder whose submittal is within 10% of the apparent low bid will be given the opportunity to submit a best and final offer. Award will then be to the low responsive, responsible bid.

Local business means the vendor has a valid occupational license issued by the county within which the vendor conducts their business at least one year prior to bid or proposal opening, that authorizes the business to provide the goods, services or construction to be purchased and a physical address located within the limits of said county, in an area zoned for the conduct of such business, from which the vendor operates or performs business on a day-to-day basis that is a substantial component of the goods or services being offered. Post Office Boxes are not verifiable and shall not be used for the purpose of establishing a physical address.

25.3 **RECYCLE PREFERENCE:** Not applicable for this bid.

26. **DRUG-FREE WORKPLACE CERTIFICATION:**

Broward County Procurement Code Chapter 21.31.a. requires awards of competitive sealed bids and sealed proposals requiring Board Award be made only to firms certifying the establishment of a drug free workplace. The Drug Free Workplace Certification (Attachment "E") should be furnished within five (5) business days after request by the Purchasing Agent but prior to recommendation of award to the Board of County Commissioners. Failure to provide this certification will render your office unqualified and ineligible for award.

27. **BATTERY DISPOSAL:** Not applicable for this bid.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

28. **NON-COLLUSION STATEMENT:**

By signing this offer, the vendor certifies that this offer is made independently and free from collusion. Vendor shall disclose below, to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Fla. Stat. (1989), who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>

In the event the vendor does not indicate any names, the County shall interpret this to mean that the vendor has indicated that no such relationships exist.

SPECIAL INSTRUCTIONS TO BIDDERS
(Continued)

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

29. **DOCUMENT CHECKLIST:**

The following items may be required to determine Bid responsiveness. Please ensure that all applicable items are completed and submitted with your Bid. Failure to meet the applicable requirements may render your Bid non-responsive. Additional information for these items can be found throughout this Bid document.

A. Bid/Addendum

- ☐ The Invitation for Bid must be signed in ink.
- ☐ If an Addendum is required, it must be acknowledged on the Bid sheet or returned with your Bid.
- ☐ If a revised Bid sheet is required, it must be returned with the Addendum.

B. Group Items

- ☐ If a "Group" is specified, you must bid all items within each Group and indicate "No Charge" for those items that are included at no additional charge.

C. Sheltered Market

- ☐ If this is a Sheltered Market Bid, you must be a Broward County certified SBE or must obtain certification prior to award.

D. Community Disadvantaged Business Enterprise (CDBE) Documentation

- ☐ If this solicitation includes participation goals, all appropriate documentation must be returned with your submittal, i.e., Schedule of Participation, Letters of Intent, Good Faith Effort, etc.

E. Bid Bond/Guaranty

- ☐ You must attach an original Bid Bond executed by a surety company, or alternate form of acceptable security.

F. Licensing

- ☐ Attach Copy of specified contractor license(s)
- ☐ For items that require a licensed Contractor, your firm must possess a current State or County license, held by a qualifier registered with the State.
- ☐ If you hold a County license, and State registration is required, your license must be registered with the State.

30. **ADDITIONAL ITEMS:**

The following documents should be submitted with your bid, but no later than five (5) business days from request of the purchasing agent.

A. Supplements/Attachments

- ☐ Copy of Broward County Local Business Tax Receipt (For Broward County Vendors)
- ☐ The Non-Collusion Statement
- ☐ The Vendor Questionnaire
- ☐ Drug Free Workplace Certification – Attachment "E"
- ☐ Living Wage Ordinance Compliance Affidavit (Exhibit 1) & Application for Exemption (Exhibit 2) - Attachment "C"
- ☐ Small Business Enterprise Certification or Application - Attachment "____"
- ☐ Community Disadvantaged Business Enterprise Certification - Attachment "____"
- ☐ Domestic Partner Certification - Attachment "D"
- ☐ Certificate of Insurance, per sample attached - Attachment "B"
- ☐ Cost Schedules - Attachment "F-1" and Attachment "F-2"

*** All original Bids must be received in the Purchasing Division no later than 2:00 p.m. on the opening date specified. Late Bids will not be accepted. Please allow additional time for traffic and parking. This Checklist is for informational purposes only, it is not necessary to return.**

BID SHEET**CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)TO: **BOARD OF COUNTY COMMISSIONERS**
BROWARD COUNTY, FLORIDA

All blanks have been filled in, BID SHEET is attached to the completed "Invitation For Bid" and returned herewith.

In accordance with all terms, conditions, specifications and requirements, the bidder offers the following:

ITEM NO.	ESTIMATED ANNUAL QUANTITY	COMMODITY CODE DESCRIPTION	UNIT PRICE	TOTAL PRICE
1.	474,000	One-Way Reimbursable Trip in accordance with specifications of Attachment "A".	\$ _____	\$ _____
Term of Contract is five years. Multiply Total Price above by five to extend.				\$ _____

Services will be reimbursed on a per trip basis. For the purposes of reimbursement, a one-way reimbursable trip is described as follows:

- Data entry of any one-way subscription/standing order is considered a reimbursable trip.
- Revision of any one-way subscription/standing order is considered a reimbursable trip.
- Any one-way client trip generated by a subscription/standing order is not a reimbursable trip.
- Any cancellation or deletion of a one way subscription/standing order is not a reimbursable trip.
- Any one-way client trip that was scheduled, that was not generated by a subscription and was performed is considered a reimbursable trip.
- Any one-way client trip that was properly scheduled but canceled by the client is a reimbursable trip.
- Any one-way client trip that was properly scheduled but for which the client was considered a "no-show" is a reimbursable trip.
- Any one-way client trip that was properly scheduled but was not performed as a result of the actions or inactions of the service providers is a reimbursable trip.
- Any Companion trips or Personal Care Attendant trips are not reimbursable trips.
- Any one-way client trip that appears on the Non-Authorized Trip Report is not a reimbursable trip.
- Any one-way client trip scheduled by a client or their representative through the "Manage My Trip" web client module is not a reimbursable trip.
- Any one-way client trip scheduled by a client or their representative through the IVR system is not a reimbursable trip.
- Any revision made by Call Center staff, at the request of a client or their representative, to a trip scheduled by a client or their representative through the "Manage My Trip" web client module is a reimbursable trip.
- Any revision made by Call Center staff, at the request of a client or their representative, to a trip scheduled by a client or their representative through the IVR system is a reimbursable trip.

NAME OF COMPANY: _____

AUTHORIZED SIGNATURE: _____

By signing this bid sheet your firm is agreeing to the terms and conditions of the Invitation for Bid.

BID SHEET
(Continued)**CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)

Vendor represents that its business is regularly engaged in and routinely sells the product(s) offered within this bid. YES ☐ NO ☐

Vendor affirms that it is an authorized dealer/seller of the product(s) offered herein on or before the opening date, and warranty offered is the manufacturer's warranty with Broward County recorded as the original purchaser. YES ☐ NO ☐

Broward County reserves the right to request proof thereof prior to award.

Bid results will be posted to the Broward County Purchasing website at
www.broward.org/purchasing/solicitationresults.htm.

INSURANCE EXCEPTION REQUESTS:

In accordance with Paragraph 10.6 of "Special Instructions to Bidder" indicate if an exception to insurance requirements is being requested. Be specific and state reason:

RECYCLED CONTENT INFORMATION:

1. IS THE MATERIAL IN THE ABOVE: VIRGIN ☐ OR RECYCLED ☐ (CHECK THE APPLICABLE BOX).
IF RECYCLED, WHAT PERCENTAGE _____%

PRODUCT DESCRIPTION:

2. IS YOUR PRODUCT PACKAGED AND/OR SHIPPED IN MATERIAL CONTAINING RECYCLED CONTENT?
YES ☐ NO ☐

SPECIFY:

3. IS YOUR PRODUCT RECYCLABLE AFTER IT HAS REACHED ITS INTENDED END USE?
YES ☐ NO ☐

SPECIFY:

THE ABOVE IS NOT APPLICABLE IF THERE IS ONLY A PERSONAL SERVICE INVOLVED WITH NO PRODUCT INVOLVEMENT.

NAME OF COMPANY: _____

BID SHEET
(Continued)**CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**ACCEPTANCE OF CREDIT CARDS:**

The County is considering making faster payments to our vendor community, in doing so we would prefer to make payment using Visa credit card.

Would your company accept Visa credit card as payment from Broward County? YES ☐ NO ☐

FOR OPEN-END CONTRACT:

If vendor accepts credit card as payment, vendor agrees to provide the using agency, on no less than a quarterly basis, a transaction report documenting all order quantities for each item purchased and delivered under the contract during the reporting period. YES ☐ NO ☐

ELECTRONIC PAYMENT:

Would your company accept payment from Broward County by Electronic Funds Transfer (EFT)? YES ☐ NO ☐

PREFERENCES:

DO YOU QUALIFY FOR THE LOCAL PREFERENCE CLAUSE? YES ☐ NO ☐

DO YOU QUALIFY FOR THE DOMESTIC PARTNER CLAUSE? YES ☐ NO ☐

OTHER GOVERNMENT ENTITIES:

THE UNDERSIGNED BIDDER WILL EXTEND THE SAME PRICE, TERMS AND CONDITIONS TO OTHER GOVERNMENTS LOCATED IN BROWARD COUNTY DURING THE PERIOD COVERED BY THIS CONTRACT, IF REQUESTED.

☐ YES ☐ NO

VENDOR FAX # _____

WILL THIS PRICING BE EXTENDED TO OTHER GOVERNMENTS LOCATED IN DADE OR PALM BEACH COUNTIES?

☐ YES ☐ NO

OTHER GOVERNMENTS LOCATED WITHIN THE STATE OF FLORIDA?

☐ YES ☐ NO

ADDENDA:

LIST BELOW ALL ADDENDA (IDENTIFIED BY NUMBER) THAT YOUR COMPANY HAS RECEIVED AND HEREBY ACKNOWLEDGES SINCE ISSUANCE OF THIS BID:

NOTICES TO BIDDER:

1. Please complete applicable information on the face of the Invitation For Bid/Bidder Acknowledgment Form (IFB). IF THE COUNTY DOES NOT HAVE THE CORRECT INFORMATION, PAYMENTS CANNOT BE MADE TO YOUR FIRM.
2. BE SURE TO HAVE THE INVITATION FOR BID, [BIDDER ACKNOWLEDGMENT FORM] SIGNED BY AN AUTHORIZED REPRESENTATIVE OF YOUR FIRM OR YOUR BID WILL NOT BE CONSIDERED RESPONSIVE.

NAME OF COMPANY: _____

**VENDOR QUESTIONNAIRE - SUPPLEMENT TO BID SHEET**

THIS COMPLETED FORM SHOULD BE SUBMITTED WITH THE BID; HOWEVER, IT MUST BE SUBMITTED WITHIN FIVE (5) WORKING DAYS OF THE COUNTY'S REQUEST.

The undersigned authorized representative of the Bidder certifies the truth and accuracy of all statements and the answers contained herein. Respond to all questions applicable for this solicitation.

1. How many years has your organization been in business?

1A. What type of service/commodity does your company offer?

2. What is the last project of this nature that you have completed?

3. Have you ever failed to complete any work or not timely shipped commodities awarded to you?
If yes, when and why?

3A. Give owner names, addresses and telephone numbers, and surety and project names, for all projects for which you have performed work, where your surety has intervened to assist in completion of the project, whether or not a claim was made.

NAME OF COMPANY: _____

VENDOR QUESTIONNAIRE - SUPPLEMENT TO BID SHEET
(Continued)

4. Give names, addresses and telephone numbers of three individuals, corporations, agencies, or institutions for which you have performed work or sold similar commodities to:

4.1. _____
(Name) (Address) (Phone No.)

4.2. _____
(Name) (Address) (Phone No.)

4.3. _____
(Name) (Address) (Phone No.)

5. List the following information concerning all contracts in progress as of the date of submission of this bid. (In case of co-venture, list the information for all co-venturers.)

<u>NAME OF PROJECT</u>	<u>OWNER & PHONE NO.</u>	<u>TOTAL CONTRACT VALUE</u>	<u>DATE OF COMPLETION PER CONTRACT</u>	<u>% OF COMPLETION TO DATE</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

(Continue list on insert sheet, if necessary.)

6. Has a representative of the Bidder completely inspected the proposed project site and does the Bidder have a complete plan for its performance?

NAME OF COMPANY: _____

VENDOR QUESTIONNAIRE - SUPPLEMENT TO BID SHEET
(Continued)

7. Will you subcontract any part of this work? If so, give details including a list of each subcontractor that will perform work in excess of ten percent (10%) of the contract amount, the approximate percentage, and the work that will be performed by each such subcontractor. Include the name of each subcontractor and the approximate percentage of work.

The foregoing list of subcontractor(s) may not be amended after award of the Contract without the prior written approval of the Contract Administrator, whose approval shall not be unreasonably withheld. If the subcontractor(s) is a Community Disadvantaged Business Enterprise (CDBE), prior written approval must also be obtained from the Director, or designee, of the Small Business Development Division (SBDD).

8. State the name of your proposed project manager and superintendent and give details of his or her qualifications and experience in managing similar work.

9. State the true, exact, correct and complete name of the partnership, corporation or trade name under which you do business and the address of the place of business. (If a corporation, state the name of the president and secretary. If a partnership, state the names of all partners. If a trade name, state the names of the individuals who do business under the trade name).

9.1 The correct name of the Bidder: _____

9.2 The business is a (Sole Proprietorship) (Partnership) (Corporation)

9.3 The address of principal place of business: _____

NAME OF COMPANY: _____

VENDOR QUESTIONNAIRE - SUPPLEMENT TO BID SHEET
(Continued)

- 9.4 The names of the corporate officers, or partners, or individuals doing business under a trade name, are as follows:

- 9.5 List all organizations which were predecessors to Bidder or in which the principals or officers of the Bidder were principals or officers.

- 9.6 List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the Bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description the disposition of each such petition.

- 9.7 List and describe all successful Performance or Payment Bond claims made to your surety(ies) during the last five (5) years. The list and descriptions should include claims against the bond of the Bidder and its predecessor organization(s).

NAME OF COMPANY: _____

VENDOR QUESTIONNAIRE - SUPPLEMENT TO BID SHEET
(Continued)

- 9.8 List all claims, arbitrations, administrative hearings and lawsuits brought by or against the Bidder or its predecessor organization(s) during the last three (3) years. The list shall include all case names; case, arbitration or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.

- 9.9 List and describe all criminal proceedings or hearings concerning business related offenses in which the Bidder, its principals or officers or predecessor organization(s) were defendants.

- 9.10 Has the Bidder, its principals, officers or predecessor organization(s) been debarred or suspended from bidding by any government during the last five (5) years? If yes, provide details.

10. **Only Applicable to Living Wage Contracts**

In the interest of determining what, if any, fiscal impact(s) are a result of complying with the living wage requirements for this bid, please provide the following data for informational purposes only. The response shall not be considered in determining the award of this Contract.

The living wage requirements have:
(Check one)

- ☐ Had no effect on the total price of this bid.
- ☐ Increased the total price of this bid by _____%.
- ☐ Decreased the total price of this bid by _____%.

NAME OF COMPANY: _____

ATTACHMENT "A"

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

**TOPS PARATRANSIT RESERVATION AND SCHEDULING
SERVICES CALL CENTER**

INTRODUCTION

Paratransit service is provided to individuals who, because of physical or cognitive conditions, are unable to utilize the fixed-route bus service in Broward County. Broward County (County) is a nationally recognized leader in providing paratransit services. Our programs are a balance of customer service and efficiencies. Our goal is to increase efficiencies in ways that are least disruptive to our clients.

Broward County's Transit Division (BCT) is seeking a qualified firm to implement the County's first central reservation and scheduling call center for its TOPS paratransit service program and to provide related services. Experience in providing similar services for demand-response systems is required, and familiarity with the County's current paratransit scheduling software, StrataGen Systems ADEPT is preferred. The County contracts with multiple service providers to provide the on-street transportation of clients (including dispatching duties).

Paratransit service is provided to individuals who, because of physical or cognitive conditions, are unable to utilize the fixed-route bus service in Broward County. Only those firms who can offer and maintain the highest service delivery standards and quality will be considered.

The contract term for the service detailed in this IFB is projected to begin October 1, 2009 (subject to adjustment) and end on September 30, 2014, which is a total term of five years. Final contract approval by the Broward County Board of County Commissioners is anticipated to occur prior to October 1, 2009, allowing for a smooth transition and adequate start-up preparations between the County and the successful responder.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

PURPOSE OF THE SOLICITATION

Following is a general overview of the purpose and key elements of this IFB. Specific requirements related to each key element of this IFB are provided in other sections of this IFB.

Broward County intends to contract with a firm to provide trip reservations, trip scheduling, customer service (defined generally to include but not be limited to, the provision of assistance to clients with information about scheduled rides, the status of pick-ups, processing cancellations, compliments, complaints and eligibility inquiries) and other related tasks under the terms and conditions set forth in this IFB.

The actual on-street transportation of clients, which includes such tasks as vehicle dispatching, vehicle operations, road supervision, service monitoring, and vehicle maintenance will be accomplished by "Paratransit Service Providers" under separate contracts with the County.

TOPS Paratransit is neither a taxi service nor an emergency medical transportation service. TOPS is a shared ride, door-to-door public transportation system where multiple passengers board and disembark along pre-scheduled routes. Clients are required to make reservations one day in advance. Clients are expected to share a vehicle with other passengers and understand that it will make multiple stops along the way. The vehicle may not always take the most direct route between an origin and a destination. The County's Paratransit Service attempts to accommodate as many clients as possible.

Responding firms must be committed to providing a high level of customer service to the users of the system. The County has no tolerance for rude, non-assistive, or confrontational behavior on the part of any contractor's employee. Strict policies dealing with client sensitivity and providing user-friendly service by all reservationists and customer service representatives are described in this Scope of Service and are accompanied by financial disincentives for lapses in service.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**PROGRAM CHARACTERISTICS****Daily Service Hours and Service Area**

The County contracts for paratransit transportation services throughout the County's Service Area during the regular hours of BCT's fixed route operations. BCT reserves the right to adjust the boundaries of the County's Service Area and hours of service. The County will provide Contractor with advance notice of any specific information detailing boundary changes.

The County's Service Area, which includes a limited area in Miami-Dade and Palm Beach Counties, is shown in Attachment "G."

The following data sampling represents the approximate operational characteristics of the current paratransit system:

Table 1 – Daily Trip Averages

Daily Averages:	Weekday	Saturday	Sunday
Calls Received ⁽¹⁾	2,000	1,000	700
Reservations Taken ⁽¹⁾	1,300	400	1,300
Trips Provided	3,200	1,000	500
No-Shows	275	120	60
Cancellation	565	230	145

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Table 2 - Annual Number of Trips (October to September)

Year	TOPS Trips	Annual Change
2008	914,552	9.6%
2007	834,204	5.3%
2006 ⁽²⁾	792,193	-17.6%
2005 ⁽²⁾	960,888	-4.1%
2004	1,001,478	3.2%
2003	970,684	4.4%
2002	929,839	0.8%
2001	922,090	

Table 3 – Trip Booking History (October to September)

Year	Client Trips	Cancellations	No-Shows	Total
2009 ⁽³⁾	774,568	157,740	59,341	991,649
2008	802,446	162,933	72,836	1,038,215
2007	716,311	154,527	76,837	947,675

Table 4 – Daily Call Distribution

Hours of Day	% of Total Calls
4:00 a.m. – 7:00 a.m.	9%
7:00 a.m. – 9:00 a.m.	18%
9:00 a.m. – 11:00 a.m.	21%
11:00 a.m. – 2:00 p.m.	25%
2:00 p.m. – 5:00 p.m.	20%
5:00 p.m. – 7:00 p.m.	5%
7:00 p.m. – 1:00 a.m.	2%

(1) This data is received from other entities; therefore BCT cannot warrant the accuracy of the data.

(2) Hurricanes Katrina, Rita and Wilma passed over Broward County in late 2005 and significantly affected the number of trips requested and provided.

(3) 12-month projection based on actual data for October 2008 through July 2009.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**PROJECTED SERVICE GROWTH**

In selecting a facility, planning for staffing levels, planning for equipment, and in all other aspects of response preparation, vendors should assume the continuation of these historical growth rates. The historical levels of service shown in the tables are the basis for your future estimate of cost. Actual demand for service may be above or below these estimates. The Contractor must accommodate actual service demand.

SCOPE OF SERVICE (General Description)

This general Scope of Service is intended to provide prospective vendors an overview of the TOPS Paratransit Service and is not comprehensive in the details of the reservation services to be provided. Details are provided in the "Service Requirements and Standards" section of this IFB.

The County will contract with one firm to provide a central call center (Call Center) for Paratransit Services, which includes reservations, trip scheduling and customer service, herein after referred to as "Reservation Services".

NOTE: In past paratransit service contracts, each Paratransit Service Provider was required to provide their own reservation, scheduling and customer service staff. These services have been excluded from the County's current solicitation IFB No. V0696801B1 for paratransit transportation Service Providers and have instead been included in this IFB.

Contractor will provide services in conformance with the Americans with Disabilities Act of 1990 (ADA), Chapter 427 of the Florida Statutes, and Rule 41-2 of the Florida Administrative Code. Specific policies and procedures must comply with various funding and regulatory agency requirements.

BCT is committed to providing the highest quality paratransit service in a cost-effective manner to its clients. It is critical that all specifications and guidelines of the various funding agencies are satisfied and that a sensitive and responsive working relationship is maintained with the various agencies whose clients are served.

The County reserves the right now, and throughout the contract period, to provide any of the described reservation services itself with its employees and/or facilities, on a permanent or pilot project basis.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**ADA-Eligible Trips**

This service is provided by Broward County as required by USDOT regulations implementing the Americans with Disabilities Act of 1990 (ADA). As required by these regulations (49 CFR Parts 27, 37 and 38), individuals with disabilities who are unable to use the fixed route Broward County system and who are determined "ADA Paratransit Eligible" by Broward County are eligible to use this service. Information about client eligibility is maintained by Broward County in a master client file. ADA client eligibility information is therefore easily accessed as part of the automated reservations and scheduling process. Service is provided on a "next-day" basis and during all days and hours that Broward County fixed route service is operated. ADA service is provided generally for trips with origins and destinations that are within three quarters (3/4) of a mile of a fixed route. All types of trip purposes are served, without prioritization, under this program, and the service must be operated without "capacity constraints" as detailed in the regulations.

Transportation Disadvantaged (TD)-Eligible Trips

This service is provided using funding from the Florida Commission for the Transportation Disadvantaged (CTD) under Chapter 427, Florida Statutes and from Broward County. Certain seniors, persons with disabilities, low-income individuals, and others who meet the definition of "transportation disadvantaged" under Chapter 427, F.S. are eligible to use this service.

Broward County makes determinations of TD eligibility and maintains this eligibility information as part of a master client file. TD client eligibility information is therefore easily accessed as part of the automated reservations and scheduling process. Service policies, including trip purposes, days and hours of service, service area, fares, and other policies are established through a Local Coordinating Board (LCB) and detailed in contracts that Broward County has with the CTD. In the past, the County has provided TD services that exceeded the state funding. Because of funding limitations, the County may implement a trip priority system in the future.

Agency and Other Community Service Trips

Various community service agencies, from time to time, may contract with BCT for paratransit service.

Rider Assistance

Some clients may have a disability that requires they not be left unattended after disembarking the vehicle. This will be determined in the eligibility determination process and an appropriate notation will be entered into the client file. If this information is brought to the attention of the Contractor during any communications with a client or their representative, it shall be Contractor's responsibility to forward such information to County immediately.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**SERVICE REQUIREMENTS AND STANDARDS**

Through the awarded service contract for Reservation Services and for Transportation Services, Broward County seeks to meet the following objectives:

- To serve the client.
- To provide safe, quality, efficient, and cost-effective mobility services to eligible recipients of paratransit services, as well as coordination of other mobility services; such as fixed route.
- To fulfill all requirements of the Americans with Disabilities Act of 1990 relating to the provision of complementary paratransit services comparable to levels of service on the Broward County fixed route bus system.
- To meet all policies, procedures, and standards in providing eligible trips prescribed by Broward County, the Florida Commission for the Transportation Disadvantaged (CTD), and other local sponsoring agencies.

Notwithstanding any of the specific, desired requirements set forth in any section of this IFB or in any subsequent contract provisions, vendor shall ensure all other aspects of service provision and management are conducted in compliance with Rules 14-90 and 41-2 of the Florida Administrative Code, Chapter 427 of the Florida Statutes, requirements of the ADA and the FDOT implementing regulations, 49 CFR Parts 27, 37, and 38, and all other applicable state and federal laws, rules, regulations and requirements. The vendor and all of its personnel, including any subcontractors permitted herein, must be familiar with all applicable requirements for services operated in the State of Florida. Failure of Broward County to specifically cite or repeat any required service operation standard shall not relieve the Contractor of its responsibility to operate services in full compliance with all applicable requirements. In the event that Contractor has a reasonable belief that any specific operating requirements set forth herein conflicts with other federal or state laws and requirements, the Contractor shall bring this discrepancy to the attention of Broward County immediately.

Subcontractors

All Reservation Services are to be performed and services delivered directly by the Contractor with its own employees. The selected Contractor may subcontract the following types of work and services:

- Cleaning and janitorial services for their facility
- Maintenance and warranty services for any hardware or software not owned by the County
- Software system training from StrataGen Systems, Inc.
- Maintenance and warranty services for any office equipment not owned by County
- Telephone system servicing
- Payroll, accounting, legal, financial services or other services of this nature

The Contractor shall include the requirements of this IFB in any subcontracts and Contractor shall remain fully responsible hereunder and shall ensure that its subcontractors complies at all times with each and every term, condition, duty and obligation relating to the performance and provision of service of all subcontractors.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Inadequate Service**

Inadequate service is not acceptable to the County and the Contractor shall be replaced according to the terms of this IFB.

Personnel and Staffing Requirements

The Contractor shall provide the necessary management and administrative personnel whose expertise will ensure efficient operation of the Call Center and who will serve as designated personnel for this project.

All personnel assigned to the project must be knowledgeable concerning paratransit services and reservation services; maintain a professional, courteous attitude toward all clients and other individuals; and promote goodwill toward the general public including answering to the best of their ability all client questions. Broward County encourages the Contractor to consider employment of persons with disabilities in fulfilling the duties of this service.

Contractor shall ensure that their employees receive the training required to perform their jobs in a manner consistent with the goals and requirements of this contract. The evaluation of training effectiveness shall be based on performance indicators that measure proficiency and not solely on the contractor's meeting minimum training hours required under the contract.

Facility

The Contractor shall provide a single facility, to be inspected and approved by the County located within Broward County suitable for the full operation of the Call Center. The facility shall meet ADA accessibility requirements. The facility shall be capable of housing the full operation over the term of the contract and shall be able to accommodate the growth projected in the "Projected Service Growth" subsection of this IFB.

The Contractor shall be responsible, at its sole cost and expense, for all modifications necessary to make the selected facility ready for operations. The Contractor also shall be responsible at its sole cost and expense for providing all furnishings, office equipment and supplies needed for the full operation, except for the CTMS, which will be provided by the County.

Vendors shall identify the proposed facility in their Responses along with a diagram of the proposed layout, with each space marked by function. Responses must also contain a description of how the proposed facility and layout will meet the requirements of this section and support an efficient operation. Vendors must provide documentation of facility availability by way of a signed lease, binding offer to lease, or documentation of ownership.

To facilitate efficient Call Center operations, the facility shall be designed to allow the Call Center Supervisor to be able to visually monitor all reservations activity. Separate, quiet space shall be provided for schedulers.

The facility also shall include administrative office space and space for computer and telephone equipment. One office shall be made available for times when County staff is on-site observing and monitoring the operation.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Facility (Continued)**

The facility must be equipped with an Uninterruptable Power Supply (UPS) with power conditioning and event notification circuitry as well as a back-up generator. The UPS and generator shall be designed to allow for a minimum of 50% growth above the initial load of the facility. The UPS must, at a minimum, be capable of supporting all computer systems, network switches, network components and the telephone system until the back-up generator can be started and placed online. The back-up generator shall be capable of running all lights, computer systems, network switches, network components, the climate control system and the telephone system. Vendors shall provide a description in their response of the power back-up system, including how long each component is capable of providing power to all systems. Contractor shall be required to perform scheduled monthly start-up/testing of generator. All generators and UPS systems must be reviewed, approved and accepted by County.

The facility shall comply with any specifications that County may supply with respect to the utilities, temperature and humidity condition required by the County-supplied CTMS. The site shall, at a minimum, be an appropriate typical business environment for microcomputer storage and operation. The site shall be able to be locked, secured and free from flood potential. At a minimum, the site should comply with all State of Florida post-Hurricane Andrew building specifications.

SPECIFIC SERVICE REQUIREMENTS AND STANDARDS

Firm shall maintain a quality, experienced workforce to perform all of the required aspects of the services.

Broward County reserves the right to require changes in staffing, operating procedures, service design or other aspects of the operation should the selected Contractor fail to meet the service standards. Should the selected Contractor fail to cooperate in making requested changes and/or continue to operate below the standards, Broward County will consider this a breach of contract and may exercise any and all legal rights available, including, but not limited to alteration of the service design, termination of the contract, or implementation of any other changes necessary to ensure that quality and cost-effective service is provided to clients and to the system.

Trip Reservations, Call-Handling and Scheduling

Trip reservation operations shall be staffed seven (7) days a week from 8:00 a.m. until 5:00 p.m. According to current County policy, trip reservations shall be accepted one day in advance, from 8:00 a.m. until 5:00 p.m. on the day before service. Reservation policies may be subject to change at the sole discretion of County.

Customer service operations shall be staffed seven (7) days a week during all hours of operation of the Service Providers. The expected hours are listed below and may be changed from time to time, at the sole discretion of the County:

Monday through Saturday	4:40 a.m. to 12:40 a.m.
Sundays and Holidays	6:45 a.m. to 10:15 p.m.

Holidays:	New Year's Day
	Memorial Day
	Independence Day
	Labor Day
	Thanksgiving Day
	Christmas Day

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Trip Reservations, Call-Handling and Scheduling (Continued)**

The Contractor shall employ an adequate number of staff to ensure that the "Telephone Service Performance" standards identified in the "Specific Service Requirements and Standards" section of this IFB are met. All staff must be proficient in telephone etiquette and the provision of quality customer service.

The Contractor shall ensure that all reservationists and schedulers are proficient in using the trip reservations and scheduling functions of the CTMS as described in this IFB, and have a working knowledge of all other functions of the CTMS.

Initial scheduling of trip requests onto routes shall be the responsibility of reservationists. In addition, the Contractor shall designate adequate dedicated and qualified staff to ongoing scheduling duties. Scheduling requires a close, ongoing working relationship with the Service Providers to review the routes being created and to refine them to be as operationally sound and efficient as possible.

Reservation Policies

Trips are scheduled in "real time" – Pick-up Windows are negotiated with callers and finalized at the time of the call.

Telephone calls for all types of services must be taken in person by qualified staff from 8:00 a.m. until 5:00 p.m., seven days a week, and 365 days a year. Clients can also call to cancel a ride or check on the status of an existing ride during all Service Hours as described above. The Contractor must have Customer Service staff available during these hours to handle all calls.

During the term of this agreement, County intends to implement web services that allow a client to go to the Broward County website and confirm and/or cancel trip reservations. Additionally, during the term of this agreement, County may implement web services that will allow a client to place trip requests 24 hours a day. In the event such web service is implemented by County, Contractor shall ensure that any reservations or changes made via the web module are properly reflected in the schedule.

The County also intends to implement an Interactive Voice Response (IVR) in the near future. The IVR system, supplied by the County, will have to be integrated with the Contractor's telephone system and with the CTMS. The Contractor's telephone system must be capable of accommodating such an IVR system.

Standing orders (subscription service) can be requested by clients if they are traveling to and from the same origin and destination, at the same time of day, at least twice a week for a minimum of four consecutive weeks. Standing order trip privileges can be revoked by the County if a client changes a standing order trip more than once per month or shows excessive no-shows. Standing orders can be suspended by clients and then reinstated if the clients know they will not be using the service for one or more days.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**No-Show Policies**

For all programs, vehicles will wait (Dwell-time) for passengers for at least a five minute period within the Pick-up Window. Drivers are required to make reasonable attempts to locate and alert clients who may not be able to see or identify a waiting vehicle. Clients who may have difficulty seeing or identifying vehicles will be identified through the eligibility determination process and notations will be included in the master client file. The Contractor and the Service Providers will assist Broward County in identifying clients who may have difficulty seeing or identifying vehicles based on actual service experiences. The selected Contractor will ensure that the special instructions for alerting clients are included on route manifests or electronic trip transmissions and are available to drivers and dispatchers. If clients do not appear for boarding within the five minute vehicle wait time, drivers will notify dispatchers who will make reasonable efforts to locate and alert the clients (including contacting them by phone if phone numbers are available). If the client cannot be contacted, dispatchers may instruct drivers to leave the pick-up location and record the client as a No-Show in the CTMS.

Clients who are located or contacted by drivers or dispatchers and who indicate they are not ready or will not be traveling as scheduled shall also be recorded as No-Shows in the CTMS by dispatchers. Dispatchers must enter notes into the CTMS trip record related to each No-Show.

Cancellations with less than two hours notice prior to the beginning of the Pick-up Window shall be recorded by the Contractor in the CTMS as "late cancels," which will be considered a form of No-Show.

The Contractor shall assist Broward County in tracking and contacting clients who No-Show. This may include sending letters to clients who are frequent No-Shows. Broward County shall review cases where clients may have a pattern or practice of No-Showing and may propose suspensions of service as appropriate. The Contractor shall not refuse service to a client for No-Shows or late cancellations unless this action is specifically authorized by Broward County.

Changes to Return Times, No-Strand Policy, and "Will-Call" Requests

Clients who are ready more than two hours earlier than the originally scheduled return Pick-up Window may call to request the return time be adjusted. These requests are to be accommodated if possible as long as they do not negatively impact other clients. Changes to Pick-up Windows on the day of service are not guaranteed.

Clients who are unable to keep a scheduled return Pick-up Window and either call in advance to alert Contractor of their situation or No-Show the return and then call to request a later pick-up time are not to be stranded. A revised return trip pick-up time shall be arranged as soon as is possible without negatively impacting other clients, but must be arranged within ninety (90) minutes.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Changes to Return Times, No-Strand Policy, and "Will-Call" Requests (Continued)**

For medical trips only, if a client is unable to estimate a return trip Pick-up Window when making the trip reservation, the return trip may be entered into the system as a "will-call." For all other trip purposes, clients must specify a requested return trip Pick-up Window. For "will-call" medical return trips, the return trip Pick-up Window will be left open in the system and the client is required to call the Call Center when they are ready to be picked-up. Clients will also be informed of the will-call service policy if the trip is booked this way, so they are aware of the potential wait/response time. Will-call return trip pick-ups shall be made within ninety (90) minutes of the Call Center receiving notification from the client that they are ready to be picked-up. The selected Contractor shall monitor and manage the number of will-call trips scheduled to ensure that this response time can be provided.

The selected Contractor shall work closely with Broward County to ensure that service is provided safely to all clients. This shall include, but not be limited to, notifying Broward County if there is no special notation in a client file, but it appears that the client should not be left unattended. Broward County will then investigate these situations and will amend client files as appropriate.

Call-Handling

The Call Center shall be staffed seven (7) days a week from 8:00 a.m. until 5:00 p.m. Trip reservations shall be accepted one day in advance until 5:00 p.m. on the day before service.

The Contractor shall employ an adequate number of reservationists to ensure that the "Telephone Service Performance" standards identified in the "Specific Service Requirements and Standards" section of this IFB are met.

As described in this IFB, the County will provide training pertaining to the StrataGen ADEPT software system, but it is Contractor's responsibility that reservationists be trained to proficiency in all aspects of the job in a simulated setting before being placed in actual operations.

It is Contractor's responsibility that all staff be trained to proficiency in telephone etiquette and the provision of quality customer service.

It is Contractor's responsibility that all staff be trained to proficiency in the use of the Florida Relay Service/TDD/TTY and in Florida Relay Service/TDD/TTY call jargon and etiquette.

The reservations staff shall take and schedule new trip requests, and changes to existing reservations (changes in reservations and trip cancellations) placed one or more days in advance. Reservationists shall also handle calls seeking general information about the service or current eligibility status. If callers are seeking information that is not available through the CTMS, requesting an application form, or requesting assistance completing an application form, and have not made the correct telephone option selection, reservationists shall transfer them to the appropriate internal or external call group. Callers who are looking to comment on the service and who have made the incorrect phone option selection also shall be transferred to the appropriate internal or external call group.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Changes to Return Times, No-Strand Policy, and "Will-Call" Requests (Continued)**

Reservationists shall always check the current eligibility of clients calling to place trip requests. Where clients have multiple eligibilities, reservationists shall schedule trips based on a funding priority protocol established by Broward County. The funding priority shall be provided to Contractor and may be changed by the County in its sole discretion.

Reservationists shall schedule trips in "real time" as often as possible. That is, when a trip request is received, reservationists shall use the CTMS to search for route options on which to place the request. The selection of the "best route" to serve the trip shall be done considering the travel needs of the client, the efficiency of the service, and impacts of adding the trip to other existing trips on the route. Reservationists shall review the details of the various options generated by the CTMS and shall use the features in the system to examine the actual route before an option is selected and the trip is scheduled.

The Contractor shall ensure that all reservationists and schedulers are proficient in using the trip reservations and scheduling functions of the CTMS. This shall include initial, as well as periodic training, by trainers from the contracted CTMS software vendor. Initial training at onset of contract shall be provided by the County; any periodic training deemed necessary by Contractor or County shall be provided at the expense of the Contractor.

As appropriate, reservationists shall schedule trips based on either a requested Pick-up Window or desired arrival time. Reservationists shall negotiate requested Pick-up Window and desired arrival times with clients in accordance with ADA regulations. Trip times shall be negotiated up to an hour before or after the requested times. These negotiations shall consider the travel needs of the client. For example, if a client requests a 5:15 p.m. pick-up to return home from work and indicates she finishes work at 5:00 p.m. reservationists shall negotiate for a pick-up between 5:15 p.m. and 6:15 p.m. but not earlier than 5:15 p.m. if that would require the person to leave work early. Similarly, if a client requests a ride to work and indicates he needs to be there no later than 9:00 a.m., the reservationists shall offer trip times that will get the client to work between 8:00 a.m. and 9:00 a.m., but not later than 9:00 a.m.

Reservationists shall not offer trips that are more than an hour from the requested times. If clients are calling and no trip options within an hour are generated by the CTMS, reservationists shall place the trip requests on the Wait-List. As noted below, schedulers will then constantly scan the system for these wait-listed trips and will manually place them on route. Clients will then be called back and given the scheduled times of their trips.

In accordance with ADA regulations, the Contractor shall work with Broward County to ensure that adequate capacity exists within the system to fully meet expressed demand. All information about any unscheduled requested trips (date of request, date and time of desired trip, origin address, destination address, etc.) shall be recorded, tracked and brought to Broward County's attention on an ongoing basis. The Contractor shall assist Broward County to ensure that adequate capacity is provided throughout the term of the contract.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Changes to Return Times, No-Strand Policy, and "Will-Call" Requests (Continued)

Reservationists shall record trips offered within an hour of the requested times and negotiated to meet client needs, but still not accepted by clients, as "refusals."

Reservationists shall record into the CTMS trips that cannot be accommodated because they are beyond the scope of the service provided (e.g., outside the area or outside the established hours) as "eligibility denials."

Reservationists shall follow a thorough process for verifying the accuracy of trip information. This process shall include, but not be limited to, repeating and verifying the origin and destination addresses, gathering specific additional address information as appropriate, repeating and verifying the date, day and time of trip requests, verifying mobility aids used, and verifying information about companions/attendants traveling with the eligible client. In addition to repeating and verifying this information throughout the reservations/scheduling process, reservationists shall repeat key trip information, including the Trip ID, back to clients in a final "confirmation" after trips have been booked. In addition, reservationists shall inform clients during each call of the Pick-up Window associated with their trips.

Reservationists shall record and confirm telephone information with clients as they place trip requests. This shall include confirmation of the home/origin phone number that appears in the system, as well as a request for a phone number at the destination (should the client need to be contacted on the day of service).

The Contractor shall establish a procedure, with Broward County's input and approval, for accepting, reviewing and acting on client requests for standing order/subscription trips. Reservationists shall record such requests and forward them to the appropriate Contractor scheduling staff for review and implementation. Until final action is taken on subscription trip requests, reservationists will accommodate clients' travel needs.

Reservationists shall record cancellations, as well as any changes to existing trips, in the CTMS.

The Contractor shall create a script for reservationists to follow and shall periodically review and refine this script to ensure that it meets Broward County's needs. The script shall be developed and presented for Broward County review sixty (60) days before the start of a contract resulting from this IFB. Broward County will review and approve the script no later than thirty (30) days before the commencement of service. The Contractor shall then ensure that all reservationists are proficient with the script prior to commencement of operations.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Scheduling

Initial scheduling of trip requests onto routes shall be the responsibility of reservationists. In addition, the Contractor shall designate adequate dedicated staff to ongoing scheduling duties. These duties shall include, at a minimum:

- Ongoing review of all routes being created by the reservationists in order to refine and improve routes as new trips are added. This review shall begin seven (7) days in advance of the day of service and shall be conducted each day up to the day of service.
- Ongoing review and handling of all unscheduled trips. Schedulers shall continuously scan all trip requests placed by reservationists on the Wait-List and shall act on and accommodate these requests promptly so that clients do not wait long periods to receive final scheduled times for trip requests they have placed. For all unscheduled trips placed one day in advance, schedulers shall handle and respond to clients by 6:30 p.m. that day.
- Ongoing review of standing order/subscription trips. Scheduler(s) shall take subscription trip request information from reservationists, shall review options for meeting these requests and shall then communicate final actions to clients.
- Final "clean-up" of route manifests the evening before each day of service. Schedulers shall review each route and make final adjustments, as needed, to ensure that runs are drivable, as well as efficient. This final review shall include a review of any parameter violations indicated by the CTMS. It shall also include a review of apparent "long rides" (i.e., rides that have long on-board times relative to the direct travel distance). Non-Authorized Trip reports, long-ride reports and other tools available in the CTMS shall be utilized by scheduler(s) during this final clean-up process.
- Work with the Service Providers' staff to review the route schedules and to refine them to be as operationally sound and efficient as possible.

Schedulers must be proficient in using all of the scheduling features of the CTMS. For schedulers, proficiency shall include CTMS features related to managing the route structure, managing subscription trips, managing the Wait-List, using the batching features, and running Non-Authorized Trip reports to check the workability of scheduled trips. Scheduler training must include specific instruction on how to ensure that negotiated Pick-up Windows are protected throughout the scheduling process and specific instruction relating to procedures for contacting clients if scheduled times need to be negotiated. For the reasons noted above, when County or Contractor organizes CTMS training, they shall offer employees of the Service Providers the opportunity to attend (at the Service Providers' cost).

Scheduler(s) shall be responsible for continuously reviewing the route and driver shift structure and developing alternative structures for the Service Providers' managers and Broward County's consideration.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Scheduling (Continued)**

Scheduler(s) shall continuously review the performance of the CTMS and shall identify possible issues for management/Broward County review. This shall include, but not be limited parameters such as adequate boarding and disembarking time, adequate travel time, travel time allowances by time of day and time of the year, map speed, etc. Possible improvements shall periodically be brought to the attention of the Contractor's managers for consideration by Broward County.

The Contractor shall provide input to Broward County on reservation and scheduling issues observed to guide Broward County in arranging for needed system reviews. The Contractor shall have read-only access to system parameter settings, but shall bring needed changes to Broward County's attention.

Anchoring of Group Trips

All group subscription trips shall be anchored to routes to enable these trips to be performed in a reliable, consistent way. Group subscription routes shall be assigned to the same Service Provider/route to the maximum extent possible.

Protecting "Negotiated" Pick-Up Windows

Once a Pick-up Window is negotiated with a client, this time shall be protected throughout the scheduling process. Nothing shall be done in the scheduling process to change the negotiated time unless it is done at the client's request or with the client's willing consent. If adjustments are made to the initially negotiated times that are outside the established Pick-up Window, clients shall be notified of the change in times. Schedulers and/or reservationists shall enter notes into the CTMS trip records whenever such changes in negotiated times are made. These notes shall indicate when clients were contacted and the result of the contact (e.g., spoke with client, left message with another person, left message on answering machine, etc.). The Contractor staff shall make two attempts (at a minimum) to contact client about changes in times that fall outside the original Pick-up Window and shall not make any changes if the revised information cannot be successfully communicated to client.

Trips shall never be cancelled and rebooked by schedulers with different negotiated times in a way that would cause the vehicle to arrive at a time not agreed to and expected by the client. The cancellation and rebooking by Service Providers or Contractor of trips that are running late, which would tend to obscure the actual on-time performance, will be treated by Broward County as falsification of public records and will subject the Service Provider or Contractor to appropriate actions. If trips are cancelled and rebooked based on client requests, the request shall be adequately documented in the CTMS trip record.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Unscheduled Trips**

It is Broward County's goal that 99% of all trips requested in advance by clients be scheduled onto vehicle routes that are part of the Service Providers' scheduled routes (meaning routes for which drivers have been scheduled). Further, trips shall be scheduled onto routes in a way that will allow them to be performed on-time and without excessive on-board travel time under normal, expected operating conditions. No more than one percent (1%) of all scheduled trips shall be left on the Wait-List. Trips left on the Wait-List by Contractor, shall be the shorter trips and/or trips within the core service area which have the greatest likelihood of being timely placed on a route on the day of service. Longer trips or trips that are in more remote areas shall not be left unscheduled, as they are likely to be difficult to assign on the day of service. The one percent (1%) of unscheduled trips shall not all be at the same peak operating time. Within the one percent (1%) allowance, the Contractor shall leave trips on the Wait-List only if there is a very high likelihood that they will be able to be served in a timely manner.

In the event during the operating day it becomes necessary to temporarily transfer trips to the Wait-List, schedulers shall reassign these trips to routes in time for them to be performed on-time. All unscheduled trips shall be placed on a scheduled route at least 60 minutes before the scheduled pick-up window.

TELEPHONE SERVICE/COMMUNICATIONS

The main voice communication system shall not be based on cell phones, or Nextel-type phones.

Telephone Service Performance Requirements

The selected firm shall provide a high quality of reservation services to Broward County clients and average telephone hold times shall be kept to a minimum.

The selected firm shall ensure that personnel assigned to service telephone lines maintain a courteous and polite attitude in all dealings relating to the provision of services. All personnel assigned to service telephone lines shall announce their names in all telephone calls related to the services addressed within the contract.

Clients (within the service area) shall be provided full, easy, and toll-free access to paratransit services. Full access shall include the provision of TDD, TTY, and/or use of the Florida Relay Service as provided by BellSouth (1-800-955-8770). Contractor shall have staff trained in proper Florida Relay Service/TDD/TTY usage and available to answer this machine during all service hours.

Client reservation telephone lines shall be exclusively utilized for paratransit service client services and shall not be used by Contractor for any other purpose. Telephone lines must be answered by a properly trained staff person during all service hours.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**TELEPHONE SERVICE/COMMUNICATIONS (Continued)**

Contractor shall establish a system to ensure that calls shall be answered within five (5) rings and that on-hold time shall be kept at a minimum. The maximum hold time shall be limited to no more than ninety (90) seconds. Contractor shall establish a plan that details how on-hold times may be kept to a minimum. This plan shall include the maximum estimated hold times for both peak and off-peak travel times. The approximate peak times on weekdays are from 8:00 a.m. until 10:00 a.m., and from 3:00 p.m. until 5:00 p.m.

Contractor shall have a reporting function on the telephone system which measures the number of calls by function, average length of call, hold times, abandoned calls, cancellations, and other reporting capabilities as described in this IFB.

Contractor shall provide a "hotline" telephone number (unpublished), for exclusive use by County staff. The telephone hotline shall provide for direct communication in resolving day-to-day operational issues and shall be active and functioning during all hours of service delivery. The hotline shall be answered within five (5) rings and on-hold time shall be kept at a minimum. The maximum on-hold time shall be limited to no more than ninety (90) seconds. The hotline telephone number shall be supplied to the County prior to initiating service and shall not be provided to any other parties.

The current local service and toll-free numbers shall remain with Broward County should a change in contractor occur in the future. In such a situation, Contractor shall be required to take all necessary action to transfer the numbers to Broward County.

The Contractor shall provide, at their sole expense a state-of-the-art Automatic Call Distribution (ACD) telephone system that will place calls received into a central queue. The system will be capable of handling multiple call groups and caller options and have the capability of adding recorded messages either at the "front-end" or in each call group. The system must be reviewed and approved by the County as to form and functionality.

The system shall allow callers to press "0" to be transferred to a person at the main reservations call group or to remain on the line without making a selection and be transferred to a person the main reservations call group.

The system shall be capable of having callers who make certain selections to be transferred directly to phones at Broward County facilities. The system shall be capable of having calls redirected between call groups for times when the customer service areas are staffed but reservations are not staffed.

The Contractor shall provide telephone headsets for all reservationists to facilitate the efficient and comfortable accomplishment of their duties and to allow them to operate the CTMS while handling calls. Extra headsets shall also be available in sufficient quantities to ensure that in the event of equipment malfunction there will always be an adequate spare supply.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**TELEPHONE SERVICE/COMMUNICATIONS (Continued)**

The telephone system shall be set up to allow a reservations supervisor or management staff person to monitor call activity. This person shall be able to see the number of active and busy workstations, the number of callers in each call group queue and the longest hold times in each call group in real time.

The ACD telephone system shall be accessible in real-time (i.e., "live") to County staff at County locations via an on-line portal or other such similar technology.

All main service (non-administrative) lines shall be recorded. The recording system shall capture and store conversations in a digital format. The recording system shall allow stored calls to be easily selected and reviewed for quality assurance purposes by times or days, by call group, by ACD Agent. The Contractor will be responsible for retaining all recordings for a period of six (6) months. Callers must be informed via pre-recorded message greeting (before the call center agent answers the call) that says the call will be monitored for quality control purposes.

LED display boards, linked to the phone system, shall be placed in the reservations areas. These LED displays shall show real-time information about the number of callers in the queue and the longest hold time.

The system shall be capable of preparing daily telephone performance reports. These reports shall show call activity and call handling performance by hour of the day for each call group (including the daily call volume trends – by day, by hour, weekday, Saturdays, Sundays, etc.; daily average hold time; average hold time per hour of day; maximum hold time per day; total number calls received; total number calls answered; total number calls abandoned; the average, minimum and maximum hold times, average, minimum and maximum talk time; total number calls with talk time less than one [1] minute in length) and call management data (including on-duty agent names; staffed time; time in lunch; time in break; time in training; time out of office; ACD productive time; average, minimum and maximum hold times per agent, average, minimum and maximum talk times per agent, etc.). These reports shall be generated daily and reviewed by the Contractor's managers to ensure that call performance standards are met. The system shall be capable of capturing and reporting information not only about primary hold times, but secondary hold times (e.g., calls first taken in reservations but then transferred to another call group). Reports shall be provided to the County on a monthly basis and all reports shall be available upon request by County.

The system shall be capable of allowing the use of Interactive Voice Response (IVR) to allow for callers to use an automated system to request trips, cancel trips and/or access trip information within the CTMS.

The Contractor also shall have an adequate supply of cell phones or Nextel-type phones for use to communicate with Service Providers and County in the event the primarily hard line telephone system goes down. If Contractor decides to utilize cell phones, Nextel-type or push-to-talk phones during such an event, they are required to have mobile voice connectivity. They shall also have a procedure in place to implement a manual system if, before or after an event, there is no power, no phone access or no radio access.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Telephone Service Disincentive**

A Financial Disincentive in the amount of Fifty Dollars (\$50.00) per incident of any improper Telephone/Customer Service under this section shall be assessed for each incident.

Communication with County

The Contractor shall be required to communicate daily with the County's Transit Division Paratransit staff regarding operational issues. In addition to telephonic communications, the County shall transmit day-to-day notifications and other documents via the e-mail system. The Contractor shall be required to monitor its e-mail/messaging system on a daily basis. The Contractor must designate in writing and provide to the County a minimum of two (2) Contractor employees as main recipients of the County's e-mail notifications. E-mails shall be opened on a daily basis; however, in the event that an e-mail shall be received after normal business hours, the e-mail shall be opened the following business day.

Communication Disincentive: Failure to comply with the e-mail procedure shall result in a per incident contract disincentive deduction of Ten Dollars (\$10.00).

Staff Professionalism

All staff shall maintain a pleasant, courteous, and professional demeanor. Rudeness or unprofessional behavior by staff is unacceptable. If a Contractor's employee is not serving customers appropriately, the Contractor shall discipline and/or provide refresher training to the employee. If unprofessional conduct continues, the Contractor shall remove, or the County may require removal of the employee from providing direct service to customers.

The Contractor shall ensure that all employees performing services under the Contract be knowledgeable about paratransit services and the ADA, maintain a professional, courteous attitude toward all clients and individuals, and promote goodwill toward the general public including answering, to the best of their ability, all client questions. Employees are to follow Broward County's principles of 'SUNsational Service.' These include, when having contact with the public, 'SUNsational' greetings on both the telephone and in person, use of a 'SUNsational' tone, and assisting to the best of one's ability. The County will arrange 'SUNsational Service' training for the Contractor upon execution of the Contract. At the Contractor's sole cost and expense, all employees of the Contractor shall complete the training within ninety (90) days of the effective date of the Contract and all employees hired during the term of the Contract shall complete the training within ninety (90) days after their hire date.

Discourteous Employee Disincentive

For each instance in which a Contractor employee fails to maintain a professional, courteous attitude toward all clients and individuals, or fails to promote goodwill toward the general public, including answering to the best of their ability all client questions, a disincentive of Ten Dollars (\$10.00) shall apply. Any employee with four (4) valid complaints from separate individuals within a one (1) year period shall be removed from TOPS customer service functions.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**COMPUTERIZED TRIP MANAGEMENT SYSTEM**

The County shall provide the Contractor with a CTMS consisting of proprietary software, hardware and peripheral equipment and other items, such as hubs and routers, cabling, modems, and printers solely for use by the Contractor in the County's paratransit operation. The County shall retain title to the CTMS and no right, title, or interest in the CTMS shall pass to the Contractor. The Contractor shall not remove any markings, and shall affix to the CTMS any markings requested by the County, to evidence the County's ownership interest. The Contractor recognizes and agrees that use of the CTMS is limited to reservations and scheduling of transportation operations involving individuals determined by the County to be eligible for such County provided paratransit services. The Contractor further agrees that the Contractor shall not use CTMS for its own business operations unrelated to the above. Usage of CTMS for non-County functions or operations may result in the termination of the Contract and/or subject to Contractor to any other legal remedies which may be available.

The County shall deliver the CTMS at a time and location to be agreed upon by the parties. Prior to delivery of the CTMS, the Contractor shall prepare the installation site (located within the Contractor's County-approved facility) for the CTMS to ensure a suitable operating environment for the CTMS, to be approved and accepted by the County. The Contractor shall comply with any specifications that the County may supply with respect to the utilities, temperature, and humidity conditions required by the CTMS. The installation site shall, at a minimum, be an appropriate typical business environment for microcomputer storage and operation and be able to be locked, secure, and shall be free from flood potential. The actual location of the components of the CTMS at the installation site shall be subject to final approval by the County. At the time of delivery of the CTMS to the Contractor's site, the parties shall execute a written schedule setting forth the components; the serial numbers where applicable of the CTMS delivered; and date of delivery. In addition, the Contractor shall note on such schedule any apparent damage to the CTMS or any components thereof.

The County will install the CTMS after delivery. The Contractor agrees to cooperate fully in the installation, testing, and training related to CTMS subsequent to the effective date, and prior to the commencement date, of the Contract.

Upon termination of the contract for whatever reason, Contractor shall immediately return the CTMS. Contractor shall return the CTMS to County in the condition it was received at the onset of this Agreement, normal wear and tear excepted. Any costs necessary to restore and/or prepare the CTMS for return to County shall be the sole responsibility of the Contractor. County shall have the right to inspect and to approve the condition of the CTMS prior to acceptance and should County determine that the CTMS is not in the proper condition, Contractor shall at its sole cost and expense remedy any and all deficiencies identified by the County.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Computer Software

Broward County currently uses StrataGen Systems, Inc.'s (StrataGen) ADEPT software (www.stratagen.com) for reservations, scheduling, dispatch, and management of the service, herein referred to as the CTMS. Broward County has purchased the license for the installations of the software needed in reservations, scheduling, and dispatch, as well as administration. Broward County will maintain an ongoing service and maintenance contract for maintenance and support of the system as well as periodic review and refining of the system's parameter settings.

Installation licenses and maintenance and service contracts will be in place at least thirty (30) days prior to the start date of any contract resulting from this IFB to allow the selected Contractor to install the system and train employees in its use.

The County will be responsible for any and all costs associated with the initial training of Contractor's employees **to proficiency** on the use of the CTMS. Required training at a minimum shall include initial training of at least five days per employee and updated training, as needed, should there be system upgrades. Contractor shall ensure that their employees receive the training required to perform their jobs in a manner consistent with the goals and requirements of this contract. The evaluation of training effectiveness shall be based on performance indicators that measure proficiency and not solely on the contractor's meeting minimum training hours required under the contract. The Contractor will be responsible for any and all costs associated with any periodic training deemed necessary by the Contractor or the County.

Vendors shall detail the experience of all key staff with any demand-response scheduling software and Crystal Reports as part of their submittals.

Computer Hardware

Broward County will provide the main on-site servers and all other hardware needed to run the CTMS in the operating environment proposed. This shall include the required workstations (desktop computers, monitors, printers, etc.) to meet the needs of the staff proposed in all areas of operation and management.

Maintenance and Repair of CTMS and County-owned Hardware: The County shall provide the Contractor with reasonable assistance in the maintenance and operation of the CTMS by responding to all inquiries and trouble reports concerning the operation or condition of the CTMS, if placed by the Contractor by telephone to the designated representative of the County during service hours. Upon receiving such inquiries or trouble reports, the County shall either offer advice or propose possible solutions based on its preliminary appraisal of the Contractor's description of the problem, or arrange for assistance from a maintenance-service representative. The Contractor shall bear the cost of all routine supplies required by CTMS and all maintenance charges, including the cost of labor and parts, imposed by any maintenance-service representative or by the County in the event that maintenance is required by reason of:

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Computer Hardware (Continued)

- A. Use of the CTMS or any component thereof in other than the manner for which it was installed.
- B. Damage to the CTMS by the Contractor or its employees or agents.
- C. Modification of the installed CTMS by the Contractor not authorized by the County.
- D. Maintenance performed by the Contractor without the authorization of the County.
- E. Use of the CTMS in surfing websites or installation of software that is not required in the performance of CTMS related business.

All maintenance services, excluding those enumerated above, shall be provided by the County, and the Contractor shall not perform such without prior consent of the County. The Contractor shall also have a service agreement for maintenance and repair of Contractor's computer hardware and telephone system hardware and equipment. The agreement shall provide for 24/7 same-day service.

The Contractor shall bear the entire risk of loss or damage to the CTMS after its delivery to the installation site. The Contractor shall, at its own expense, obtain and maintain property and casualty insurance for the CTMS against all risks of loss or damage

All relocations of the CTMS or components thereof whether at the installation site or to a new site, shall be done by the County unless otherwise authorized by the County in writing. The Contractor shall bear all costs and expenses incurred in the event of a relocation of any component of the CTMS within the installation site or from the installation site to a new site. The Contractor shall give the County a minimum of one hundred twenty (120) days prior written notice in the event it wishes to relocate any component of the CTMS from the installation site (located within the Contractor's County-approved facility) to a new site, unless otherwise agreed to between the parties. The Contractor shall give the County a minimum of thirty (30) days prior written notice in the event it wishes to relocate any component of the CTMS within the existing installation site (located within the Contractor's County-approved facility), unless otherwise agreed to between the parties.

Restrictions: The following restrictions shall apply to the Contractor's use of the CTMS.

- A. The Contractor shall keep the CTMS free and clear of all claims, liens, and encumbrances. Any act of the Contractor purporting to create such a claim, lien, or encumbrance shall be void.
- B. The Contractor shall not use the CTMS in any manner or for any purpose for which the CTMS is not designed or reasonably suited.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Computer Hardware (Continued)

- C. The Contractor shall not permit any physical alteration of the CTMS without the prior written consent of the County.
- D. The Contractor shall not affix, attach, or install any software, accessory, equipment, or device to the CTMS without the prior written consent of the County.
- E. The Contractor shall not affix the CTMS to any real estate in such a way that it may be deemed a fixture thereto.
- F. The Contractor shall not remove the CTMS from the installation site without the prior written consent of the County, except in the event of an emergency.

Contractor shall not receive title or ownership of the Licensed Programs, but only a right of limited use. The Licensed Programs are, and shall remain, the property of certain third-party licensors who have authorized the County to incorporate their software into the System. The Contractor acknowledges that the programs, data-base information, and user materials included in the Licensed Programs contain confidential information and trade secrets that the County has entrusted to the Contractor in confidence to use only as expressly permitted. The Contractor acknowledges that owner thereof claims and reserves all rights and benefits afforded under federal law in the programs, data-base information, and user materials included in the Licensed Programs as copyrighted works. The Contractor shall protect the programs, data-base information, and user materials included in the Licensed Programs as confidential information and trade secrets. The Contractor shall not, at any time, disclose such confidential information and trade secrets to any other person, firm, organization, or employee that does not (consistent with the Contractor's right of use hereunder) need to obtain access to the Licensed Programs.

The Contractor shall use its best efforts to ensure that all the Contractor's personnel and all other persons afforded access to the Licensed Programs by the Contractor protect the Licensed Programs as trade secrets and confidential information and refrain from any use or disclosure in any manner not expressly permitted by the Contract. These restrictions shall not apply to information: (1) generally known to the public or obtainable from public sources; (2) previously in the possession of the Contractor or subsequently developed or acquired without reliance on the licensed programs; or (3) approved by the County for release without restriction. The programs, data-base information, and user materials included in the Licensed Programs may not be decompiled, reverse engineered, reprinted, transcribed, extracted, or reproduced, in whole or in part, without the prior written consent of the County. The Contractor shall not in any way modify or alter the Licensed Programs without the prior written consent of the County. The Contractor further agrees that all data entered into the data base of the CTMS by the Contractor, statistical information or data produced by the Contractor through the use of the CTMS or other data, information or material produced pursuant to the Contract is work made for hire under the laws of the United States.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Data Lines**

The Contractor shall, at their sole expense and in adherence with County specifications, provide County-approved data circuit(s) and router(s) for Broward County access to the CTMS from Broward County offices. County will assist Contractor in obtaining and installing the approved data circuit(s) and router(s). Minimum 100Mb bandwidth Metro Ethernet circuit is required to connect to the County network. Broward County will provide the router(s) at Broward County end of the data circuit(s).

Software Parameter Settings

Parameters shall be set in the automated reservations, scheduling and dispatch software to be consistent with service policies and standards. Parameter settings in the system will be controlled by Broward County. If changes in parameter settings are desired or needed, the changes shall be communicated by the Contractor or Service Providers to Broward County along with reasons and supporting documentation. The Contractor will work with Broward County to fine-tune settings to allow the system to develop schedules that accurately reflect real operations. This shall include gathering actual vehicle travel speeds by area and time of day and using this information to fine-tuning speed settings. The Contractor also shall assist with testing of new parameter settings and "what if" scenario testing to fine-tune parameters in the system.

All trips shall then be scheduled to allow for compliance with service policies and standards (on-time pick-ups and arrivals, travel times, etc.) given the parameter settings in the system. If schedulers override the system and manually add trips to routes that result in system violations, a notation shall be added to the CTMS trip record explaining the reasons for the scheduling action.

Mobile Data Terminals (MDT's) and Automatic Vehicle Locator (AVL) Systems

It is anticipated that at some time during this Contract, Broward County will obtain and provide mobile data terminals (MDT's) for use on all TOPS vehicles. Broward County will be responsible for the procurement of the hardware and software associated with this technology. Broward County will have maintenance and servicing agreements with the manufacturer for the MDT's and AVL system. Upon installation, this technology shall be integrated into the CTMS at County's expense and utilized by County staff, the Contractor and service providers to perform the services herein.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

SERVICE MONITORING, DATA COLLECTION, REPORTING AND ACCOUNTING

The Contractor shall, as directed by County, assist Broward County in monitoring service through activities such as client surveys, contract compliance, Quality Assurance and Management Reviews.

County may conduct inspections daily through spot checks, monthly through reporting, and quarterly through full audits. Inspections will be made without notice and all records must be current and readily available at all times. The Contractor must maintain a self-monitoring program to assure compliance between audits.

The Contractor shall provide reports as detailed by Broward County in this IFB. The Contractor shall provide Broward County with additional information and reports as requested by County during the term of the contract. Requests for additional reports by Broward County and the Contractor's obligation to provide such reports shall be premised upon the reporting capabilities of the automated reservations, scheduling, dispatch and management system provided to the Contractor under this contract and a reasonable level of effort by the Contractor's staff. Contractor's staff shall be proficient in using the capabilities of the CTMS and the Contractor's telephone system to generate special data and reports.

Individual employee files shall be maintained for each employee. These files shall include all documentation necessary to evidence that the employee has met the required job qualifications and met the training requirements. The employee files shall also include documentation of all commendations, reprimands, and evaluations.

Monthly Operating Report

On a monthly basis, the Contractor shall prepare a Monthly Operating Report which shall be submitted to Broward County with the monthly invoice on or before the fifteenth (15th) calendar day of the following month. All information shall be provided separately for ADA trips and for TD trips, and any other agency trips that may be provided by the County. The Monthly Operating Report shall include, at a minimum, the following data:

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Operating Report Data:

1. Total passenger trips requested
2. Total capacity denials
3. Total eligibility denials
4. Total trip refusals by clients
5. Total trips scheduled
6. Total trips scheduled more than sixty (60) minutes before or after requested time
7. Total advance cancellations
8. Total late cancellations
9. Total no-shows
10. Total trips provided to clients
11. Total PCAs transported
12. Total companions/escorts transported
13. Total passengers (eligible clients, PCAs, companions)
14. Total client will-call trips
15. Total same-day trip requests
16. Total same-day trips scheduled
17. Total non-authorized trip requests
18. Total non-authorized trips scheduled
19. Number and percentage of trips up to ten (10) miles with travel time of more than sixty (60) minutes
20. Number and percentage of trips over ten (10) miles with travel times of more than ninety (90) minutes.

Telephone Service Reports

The Monthly Operating Report shall also contain a daily summary of telephone performance. Performance for each separate call group (reservations, customer service, and general information) shall be provided. Reports shall include:

1. The number of calls received
2. The number of calls answered
3. The number of calls abandoned
4. The average hold time for all calls by hour for each day
5. The maximum hold time for all calls by hour for each day
6. The average and maximum hold times for abandoned calls
7. The average talk time
8. The number of agents on duty by hour of each day

All data collected by the Contractor shall be available upon request for audit and inspection by Broward County. Failure to provide data and information upon request may result in performance disincentives or termination of the contract.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Monthly Management Reports**

Monthly management reports shall be prepared and submitted along with monthly operations reports. The management reports shall detail accomplishments and goals related to the operation, administration and maintenance of services. Existing and anticipated problems, with recommendations for resolution, shall be described. A complete accounting of all accidents, incidents and unusual events shall be included.

Payment

Services will be reimbursed on a per trip basis. For the purposes of reimbursement, a one-way reimbursable trip is described as follows:

- Data entry of any one-way subscription/standing order is considered a reimbursable trip.
- Revision of any one-way subscription/standing order is considered a reimbursable trip.
- Any one-way client trip generated by a subscription/standing order is not a reimbursable trip.
- Any cancellation or deletion of a one way subscription/standing order is not a reimbursable trip.
- Any one-way client trip that was scheduled, that was not generated by a subscription and was performed is considered a reimbursable trip.
- Any one-way client trip that was properly scheduled but canceled by the client is a reimbursable trip.
- Any one-way client trip that was properly scheduled but for which the client was considered a "no-show" is a reimbursable trip.
- Any one-way client trip that was properly scheduled but was not performed as a result of the actions or inactions of the service providers is a reimbursable trip.
- Any Companion trips or Personal Care Attendant trips are not reimbursable trips.
- Any one-way client trip that appears on the Non-Authorized Trip Report is not a reimbursable trip.
- Any one-way client trip scheduled by a client or their representative through the "Manage My Trip" web client module is not a reimbursable trip.
- Any one-way client trip scheduled by a client or their representative through the IVR system is not a reimbursable trip.
- Any revision made by Call Center staff, at the request of a client or their representative, to a trip scheduled by a client or their representative through the "Manage My Trip" web client module is a reimbursable trip.
- Any revision made by Call Center staff, at the request of a client or their representative, to a trip scheduled by a client or their representative through the IVR system is a reimbursable trip.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Payment (Continued)

Contractor will be required to a statement of monthly fees charged for service by the first Tuesday following the end of the month during which the service was provided. County shall remit payment to the Contractor within thirty (30) days from the date that each monthly invoice is received. The County shall comply with the provisions of the "Florida Prompt Payment Act" as required by Section 1-51.6 of the Broward County Code of Ordinances. The County shall provide fourteen (14) days written notice of any contract disincentive deduction or incentive increase. In the event of a dispute between the County and the Contractor as to the application of a disincentive decrease or incentive increase, the Contractor shall present the dispute in writing to the Contract Administrator or designee. The County shall have fourteen days from receipt of notice of the dispute to consider the Contractor's dispute. The Contract Administrator's or designee's decision shall be final and binding.

No reimbursement shall be processed after sixty (60) days of the actual date of service. The County may also withhold payment for services for the following reasons:

1. They were improperly rendered.
2. They failed to meet service specifications.
3. They were not provided.
4. They were otherwise questionable.

Payment Disincentives and Incentives

The County shall reduce and/or increase payment to the Contractor by any disincentive deduction or incentive increase as related to service, performance, reporting, or maintenance requirements as specifically set forth by herein. The County retains the right, upon five (5) days prior written notice, to double disincentive deductions charged for repeated violations.

The fee schedule is adjustable as the Contractor compensation is subject to incentive and disincentive payments which may vary the amounts on a case by case basis. The parties agree that the incentives and disincentives each bear a reasonable relationship to the value, or lack thereof, of the overall services which are provided pursuant to this agreement. The parties further acknowledge that in no event shall disincentives be construed as a penalty as they reflect the diminished value of the service to the County and the Clients which are served.

Report Disincentive

Failure to timely submit a complete and accurate required report or document which may include, but not be limited to, monthly reports, monthly invoices, operating summaries, rosters, lists, and service data, shall result in a One Hundred Dollars (\$100.00) per day contract disincentive.

Invoice/Billing Disincentive

The Contractor shall be subject to a Five Hundred Dollars (\$500.00) contract disincentive for each incident in which the County is invoiced for services not actually performed and County may exercise any and all legal rights available, including, but not limited to termination.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Reimbursement

The County shall not process or remit payment for any invoice after sixty (60) days of the date services were performed.

Waiver of Disincentive Deductions

Disincentive deductions shall be waived during periods of severe weather or when other conditions beyond the control of the Contractor indicate that the service failure was unavoidable, as solely determined by the County. The determination by the County is final. If the Contractor believes an event occurring in Broward County may cause service failures, it is the responsibility of the Contractor to notify the County of the event and to obtain prior written concurrence that disincentive deductions will not be assessed.

Project Status Meetings and Advisory Board Meetings

Project status meetings shall be scheduled as needed. The Contractor shall attend meetings relevant to the operation of this service. Broward County anticipates monthly meetings will be held to address current or potential service problems and proposed solutions. Contractor's attendance shall be required at all such scheduled meetings. The Contractor shall also attend meetings of the Broward County's Transit Advisory Committee (TAC), the Broward County Advisory Board for Individuals with Disabilities (ABID), the Broward County Coordinating Board for Transportation Disadvantaged Services (BCCB), and other consumer advisory committee, as requested by Broward County. Additional meetings may be required. Unless otherwise notified, the Project Manager or another employee with decision-making authority shall attend all meetings.

Designated Meeting/Training Disincentive

Failure to have a Contractor representative at a scheduled meeting or training session which is designated as a required meeting or training session shall result in a per incident contract disincentive deduction of One Hundred Dollars (\$100.00). In addition, Contractor shall bear any and all training costs incurred by County for any missed training sessions.

Record Retention and Inspection

The Contractor shall maintain all operational and financial records, including required reports, for a period of at least seven (7) years following the service date. These records shall be surrendered, on demand, and at no additional cost to Broward County.

Broward County or any of their duly authorized representatives shall have access to any books, documents, papers and records of the selected Contractor which are directly related to the project.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Confidentiality of Client Information**

The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the confidentiality requirements relating to paratransit as set forth in Chapter 119, Florida Statutes. The Contractor shall ensure that all employees and subcontractors understand that the requirements of the law, including but not limited to the Privacy Act and HIPAA, including the civil and criminal penalties for violation of that Act, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract.

The Contractor also agrees to include these requirements in each subcontract which requires or allows access to client information.

Service Interruptions, Suspensions and Emergency Stand-by Service

The Contractor may suspend, with the prior written approval of Broward County, all or a portion of services, when said performance is made impossible by inclement weather, earthquake, fire, flood, cloudburst, cyclone, or other natural phenomenon of a severe and unusual nature; act of a public enemy; epidemic; quarantine restriction; embargo, or any other foreseeable cause beyond the control and without the fault of the Contractor.

The Contractor will immediately inform Broward County, in writing and by telephone, of such suspension and the same will be subject to the written approval of Broward County, which approval will not be unreasonably withheld. The Contractor will not be compensated for time that is suspended.

Staffing Requirements

The Contractor shall provide the necessary management and administrative personnel whose expertise will ensure efficient operation of the Call Center. A minimum level of required staffing is described below and staffing and shall be required throughout the term of the contract.

The Contractor agrees that personnel assigned to provide reservation and scheduling services pursuant to this Contract shall be considered employees of the Contractor only, and not employees or agents of Broward County. The Contractor will serve as the sole contact with Broward County and will be fully responsible for all of the employees' performance.

The Contractor shall be solely responsible for the provision and satisfactory work performance of all employees as described herein.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Staffing Requirements (Continued)**

Contractor shall be solely responsible for the payment of all of its employees' wages and benefits and shall comply with all of the requirements thereof including, but not limited to, employee liability, Workers' Compensation, unemployment insurance, Social Security, and any other mandated or optional employee benefits. Contractor shall be solely responsible for the payment and actions of any and all of its employees, subcontractors and subcontractors' employees when performing duties for County. Broward County shall have the right to demand removal from the performing services related to the TOPS paratransit program as addressed herein, for reasonable cause, any personnel furnished by the Contractor.

The Contractor shall ensure that all personnel of any subcontractors meet the pre-hire qualifications and post-hire training and testing requirements set forth herein. The Contractor shall obtain Broward County's written consent before entering into any subcontract affecting the service addressed herein.

The contact information (telephone numbers and e-mail addresses) of the Project Manager and the Assistant Project Manager shall be provided to Broward County so that, in the event of an after-hours emergency, they can be contacted at any time. The Contractor shall respond in person to any emergency or accident involving extensive property damage or injuries or as requested by Broward County during or after the operational hours of the system.

Project Manager

The Project Manager shall be the on-site person in charge of all management and day-to-day operations of the Contractor. The Project Manager shall maintain consistent and sufficient contact and communications with Broward County's paratransit service project manager.

The Project Manager shall be identified and a detailed resume shall be furnished in the respondent's response. This person shall be available to be interviewed by County. If the respondent has not selected a proposed project manager, resumes of likely candidates shall be submitted.

The Contractor shall not, absent prior written notice to Broward County, remove or reassign the Project Manager any time before or after execution of the Contract. If at any time the Project Manager is replaced, the Contractor shall submit a resume to Broward County for any proposed replacement candidate. An interview of the proposed replacement candidate may be required by Broward County and Broward County approval of the replacement Project Manager will be required.

The Project Manager shall be trained to be proficiency in report generation and special report writing using the County's CTMS and Crystal Reports.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Assistant Project Manager**

The Assistant Project Manager shall be assigned to general supervision, investigation and response to customer comments. The Assistant Project Manager will act as back up for the project management functions. The Assistant Project Manager shall also maintain consistent and sufficient contact and communications with Broward County's paratransit project manager. The Assistant Project Manager should have at least one year supervisory and managerial experience in providing similar transportation services.

The Assistant Project Manager shall serve as the direct supervisor of the reservation and scheduling functions and shall be proficient in all aspects of the County's CTMS.

Vacancy of Key Positions

If, during the course of normal employee turnover, either the Project Manager or Assistant Project Manager position remain unfilled by a permanent candidate for a period in excess of 90 calendar days, Broward County may impose a financial disincentive of Two Hundred Fifty Dollars (\$250.00) per day in which the Project Manager or Assistant Project Manager position remains unfilled beyond the first ninety (90) days.

Employee Turnover

Broward County recognizes the expense and negative effect of employee turnover. Therefore, the Contractor shall demonstrate it has an acceptable recruitment and hiring program, which is intended to minimize staff turnover and retain a high quality work force. The Contractor shall offer a reasonable wage and compensation package, which, at the minimum, is equal to the County's Living Wage Requirements, coupled with a supportive work environment.

Information about the compensation that will be provided to all staff shall be detailed in the response. The information to be provided in the response shall include:

- Training wage;
- Starting wage;
- Schedule of wage increases;
- A complete description of all fringe benefits and required employee match associated with these benefits;
- Incentive programs.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

Personnel Policies

The Contractor shall have in effect personnel policies that conform to all state and federal laws including, but not limited to, all regulations concerning Equal Employment Opportunities, Federal Transit Administration (FTA) Drug and Alcohol Regulations, Worker's Compensation, and other regulations as appropriate.

The Contractor shall maintain at all times a current list of personnel assigned to Broward County's contract and provide Broward County with an updated roster each month.

Purchasing or consuming illegal substances or alcoholic beverages while on duty shall not be allowed. It shall be the Contractor's responsibility to terminate any employee observed doing so. The policies for addressing such incidents shall be included in the Contractor's Drug and Alcohol Policies, as required by the FTA, and in compliance with the FTA Drug and Alcohol Regulations.

Broward County promotes and supports a smoke free work environment. There is no smoking allowed anywhere in facilities used for Broward County services.

Removal of Employees from TOPS Service Provision

Any employee with four (4) valid complaints from separate individuals within a one (1) year period shall be removed from TOPS customer service functions.

Minimum Drug and Alcohol Policy Standards

In accordance with federal and state law and local ordinance, it is a requirement of COUNTY that it enter into contracts only with firms that certify the establishment of a drug-free work place. Execution of a contract by Contractor shall serve as Contractor's required certification that it either has or that it will establish a drug-free work place in accordance with Chapter 21.31(a)(2) of the Broward County Procurement Code.

Contractor shall establish and implement a drug and alcohol testing program that complies with Federal Transit Administration regulations 49 CFR part 655, as may be amended from time to time; to produce documentation necessary to establish its compliance with 49 CFR part 655; and permit any authorized representative of the U.S. Department of Transportation or its operating administrations, the FDOT, or Broward County Mass Transit Division, to inspect facilities and records associated with the implementation of the and alcohol testing program required by 49 CFR part 655. It is understood that failure to comply with any requirement outlined in 49 CFR part 655, or failure to submit to any required certification or documentation shall be considered a material breach of contract and grounds for contract termination under for-cause provisions

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**Complaints**

All complaints shall be directed to Broward County. If any calls relating to a comment/complaint are received by Contractor, Contractor's staff shall politely transfer the caller to the appropriate Broward County office and shall provide the appropriate Broward County contact information (telephone number or e-mail address). Copies of all written correspondence regarding the service shall also be forwarded to Broward County within two (2) business days of receipt.

Upon receipt of complaints, Broward County shall enter the complaint into the CTMS and inform Contractor. The Contractor shall thoroughly investigate all complaints and shall provide a detailed response of findings and proposed corrective actions within three (3) business days of receipt. Complaints logged as "Priority" must be investigated and responded to within twenty-four (24) hours. Broward County will then review the Contractor's response, the results of the investigation, the proposed corrective action and shall communicate to the Contractor the required corrective action.

It is Broward County's goal to have fewer than three (3) valid complaints for every one thousand (1,000) trips provided.

One meeting each quarter will be held with the Contractor and Broward County customer relations team to discuss concerns, suggestions, and various processes and goals.

Complaint Response Disincentive

The County shall impose a late report contract disincentive of Fifty Dollars (\$50.00) per day if the Contractor fails to comply with the County's requirements relating to responses to complaints, or if the responses to complaints are incomplete or the information submitted is inaccurate.

Complaint Ratio Disincentive: Complaint Ratio disincentives shall be assessed when the Contractor's number of valid complaints divided by the number of calls received per one thousand (1,000) for any given month reaches 3.0 or higher as documented by the County's Monthly Complaint Summary and backup documentation. A disincentive deduction of One Thousand Dollars (\$1,000.00) shall be assessed to the Contractor when its complaint ratio is 3.0 to 3.9; and Two Thousand Dollars (\$2,000.00) when the complaint ratio is 4.0 or higher. Each month in which the Contractor's complaint ratio reaches 4.0 or higher, the Contractor shall submit in writing, a corrective action plan to the County within five (5) business days of notification by the County. This corrective action plan shall address the Contractor's action plan for correcting the various valid complaints received and for preventing the recurrence of such complaints in the future. A complaint ratio of 4.0 or higher for three (3) or more months during any given consecutive twelve (12) month period may result in termination.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

PRODUCTIVITY

The Contractor shall conduct reservations and scheduling in a way that achieves maximum productivity within the established service quality standards.

For paratransit services, Broward County has established a productivity goal of providing at least 1.8 passenger-trips per revenue-hour. Broward County has also established a minimum productivity of 1.4 one-way passenger trips per revenue-hour. A review of Contractor policies and practices, as well as CTMS system parameters, will be undertaken if productivity below this minimum persists for more than two consecutive months.

For purposes of measuring productivity, a "trip" is defined as travel from a pick-up point to a destination point by one client. The count of trips will not include PCAs, companions, escorts, or children. Also, for purposes of calculating productivity, revenue hours shall be counted as the time on each route from first pick-up to last drop-off minus scheduled breaks, roadcalls, accidents, etc.

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

BROWARD COUNTY RESPONSIBILITIES

Broward County will be responsible for the following aspects of the TOPS paratransit service program:

- Setting service policies and standards and communicating these to the Contractor and to the clients;
- Providing public information on the paratransit service to the community;
- Distributing applications for paratransit eligibility and determining eligibility for the service;
- Entering certified client information into the CTMS and maintaining an up-to-date database of eligible clients;
- Making determinations of trip eligibility and entering this information into the system;
- Reviewing client No-Shows and late cancellations and implementing any suspensions of service;
- Reviewing service incidents involving clients and determining any conditions or suspensions of service to be imposed;
- Reviewing the route structure, scheduled routes, and subcontracted routes to determine if additional vehicle-hours are needed to meet all trip requests;
- Reviewing the route structure and vehicle productivity to ensure that resources are used efficiently;
- Providing funding to support the authorized level of service capacity;
- Preparing and submitting of billings to funding agencies;
- Providing the application servers for the CTMS;
- Purchasing annual support and maintenance services for the CTMS software;
- Purchasing periodic technical services to evaluate and refine parameter settings within the CTMS;
- Maintaining appropriate parameter settings within the CTMS, responding to Contractor requests for parameter adjustments, and working with the Contractor to fine-tune parameter settings;
- Handling and processing all customer comments and complaints regarding the paratransit service; and
- Monitoring the performance of the Contractor and providing incentive bonuses or assessing performance disincentives as called for in the contract with the contract provider.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**CONTRACTOR RESPONSIBILITIES**

The Contractor shall be responsible for the following, as well as other responsibilities detailed throughout this IFB:

- Providing a facility and office equipment that will accommodate the full and safe operation of a Call Center;
- Providing a state-of-the-art ACD telephone system, call tracking and call reporting, system that meets service performance requirements detailed in this IFB;
- Providing a two-way mobile communications system that meets service performance requirements detailed in this IFB;
- Handling all aspects of trip reservations, scheduling and service oversight and management in accordance with the requirements detailed in this IFB;
- Providing an adequate number of trained staff to handle all aspects of trip reservations, scheduling, and service oversight and management;
- Provide for the initial training, periodic updated training, and periodic retraining of reservations, scheduling, and management staff in the use of the CTMS software system and other systems;
- Data entry and reconciling of actual trip information with the trip information in the CTMS;
- Documenting same day service issues and adding same day scheduling notes into the CTMS;
- Preparing and providing billings and service reports as required by Broward County.

NO ASSIGNMENT

Neither this Agreement nor any interest herein shall be assigned, transferred, or encumbered without the written consent of the other party. In addition, Contractor shall not subcontract any portion of the work required by this Agreement, except as specifically provided herein.

Contractor represents that each person who will render services pursuant to this Agreement is duly qualified to perform such services by all appropriate governmental authorities, where required, and that each such person is reasonably experienced and skilled in the area(s) for which he or she will render his or her services.

Contractor shall perform its duties, obligations, and services under this Agreement in a skillful and respectable manner. The quality of Contractor's performance and all interim and final product(s) provided to or on behalf of COUNTY shall be comparable to the best local and national standards.

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**PROJECT SPECIFIC REQUIREMENTS****A. Qualifications of the Firm**

This section of the bid submission should establish the qualifications of the firm to satisfactorily provide the required work by reason of strength and stability as a business concern.

1. Provide an organizational chart of your firm as it will be involved in this Contract, including parent company, all related operating company(ies) and or subsidiaries. **(Comply? Yes ____ or No ____)**
2. Indicate the lines of authority for personnel directly involved in performance of this contract and relationships of these staff to other programs or functions of the firm. Include resumes of key personnel proposed for this project. **(Comply? Yes ____ or No ____)**
3. Key position for this solicitation shall be considered at a minimum, the two management positions primarily responsible for the operation of the Call Center.

B. Related Experience and References of the Firm

This section of the bid submission should establish the ability of the firm to satisfactorily provide the required service by reasons of demonstrated competence; by the nature and relevance of recently completed work; record of current contracts; and supportive client references.

1. Provide examples of similar services that your firm has performed within the last three years.
(Comply? Yes ____ or No ____)
2. For each reference cited, furnish the name, title, address, telephone number and email address of the person(s) at the contracting client organization who is most knowledgeable about the work performed.
(Comply? Yes ____ or No ____)
3. Include a statement outlining the type of service provided, dates of service, scope and complexity of contract, compensation to firm in the last full year of the contract. **(Comply? Yes ____ or No ____)**
4. Include the name and contact information for each manager from your firm that worked on the contract.
(Comply? Yes ____ or No ____)
5. List all Business and/or Operating License(s) issued by Broward County or the State of Florida.
Yes ____ or No ____
6. Have you ever had your Operating and/or Business License(s) terminated or suspended (If yes, provide a detailed explanation of the circumstances)? **(Comply? Yes ____ or No ____)**

NAME OF COMPANY: _____

ATTACHMENT "A"
(Continued)**SPECIFICATIONS****CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES**
(NON-SHELTERED MARKET)**C. Service Plan**

Provide a detailed work plan and description for providing services as described in the IFB. The firm's bid submission should highlight their technical knowledge and capabilities of providing the service as described. Firm's approach should be clearly defined and should include, but not be limited, to the following:

1. Describe your proposed facility, including a diagram of the proposed layout, with each space marked by function, note the total square footage. **(Comply? Yes ____ or No ____)**
2. Include a description of how the proposed facility and layout will meet the requirements of the Reservation Services to be provided and support an efficient operation. **Yes ____ or No ____**
3. Indicate your control (own, lease, etc.) of the facility. **Yes ____ or No ____**
4. Describe the equipment requirements that will be used in the performance of this contract and if the equipment is currently owned or will be acquired. **Yes ____ or No ____**
5. Describe your proposed telephone system and equipment. **Yes ____ or No ____**
6. Describe how your system will operate during power failures. **Yes ____ or No ____**
7. Include a description of the system capacity and any special features.
(Comply? Yes ____ or No ____)
8. Describe your plan for maintenance and replacement of communications equipment.
Yes ____ or No ____
9. Describe your back-up service communication plan. Include the quantity and type of equipment to be purchased. **Yes ____ or No ____**
10. Describe your experience with the computerized transportation scheduling system, ADEPT or any similar system. Please identify the system(s) you have operated. **(Comply? Yes ____ or No ____)**
11. Describe your experience with scheduling and providing manifests to remote sites from a centralized call center. **Yes ____ or No ____**
12. Describe how you will ensure the reliability of your computer hardware, software and local area network. **Yes ____ or No ____**
13. Describe your proposed computer preventative maintenance and repair plans.
Yes ____ or No ____
14. In the event of a power outage or other circumstances that prevent the transmission of manifests from the Call Center describe your plan for distributing manifests. **Yes ____ or No ____**

NAME OF COMPANY: _____

ATTACHMENT "A"
(Continued)

SPECIFICATIONS

CALL CENTER FOR PARATRANSIT TRANSPORTATION SERVICES
(NON-SHELTERED MARKET)

D. Operations Plan

1. Organization:

- a) Identify the individual who will serve as the on-site Project Manager, as well as key staff who will provide management or consulting support on-site or at a home office.
(Comply? Yes ____ or No ____)
- b) For each person, describe their qualifications and experience, their role in providing the required service and the number of hours per month they will work on this service on average.
Yes ____ or No ____

2. Reservation procedures and protocols:

- a) Describe your proposed customer contact and complaint handling and complaint resolution procedures. Include copies of policies that will be used. Describe how you will ensure timely response and resolution? **Yes ____ or No ____**
- b) Describe your policies and procedures to ensure that non-English speaking persons, persons with disabilities, people; of all sexual orientations and people of color receive equal treatment from your firm while utilizing services. **Yes ____ or No ____**
- c) Describe your script for reservationists to follow. The script shall be developed and presented for Broward County review sixty (60) days before the start of a contract resulting from this IFB. Broward County will review and approve the script no later than thirty (30) days before the commencement of service. The Contractor shall then ensure that all reservationists are proficient with the script prior to commencement of operations. **Yes ____ or No ____**

3. Personnel:

- a) Describe the firm's staffing plans for regular service days and holiday service. Describe how you will ensure equivalent performance standards on weekends and holidays. **Yes ____ or No ____**
- b) Describe your plan for recruitment and retention of call takers and schedulers.
Yes ____ or No ____
- c) Describe your hiring practices and procedures (include procedures for determining English proficiency and sensitivity in working with persons with disabilities), training, safety and emergency operation procedures. **Yes ____ or No ____**
- d) Describe your plan for monitoring initial and ongoing staff performance, and performing regular performance reviews. **Yes ____ or No ____**
- e) Describe your procedures for conducting drug testing and your processes and procedures for actions resulting from such checks and tests. If you are presently conducting drug testing screening, describe your process for complying with Federal drug testing policies including time-frames, and at what point checks are accomplished in the hiring process. **Yes ____ or No ____**

4. Emergency Plan and Procedures (Comply? Yes ____ or No ____)

NAME OF COMPANY: _____

ATTACHMENT "B"**Insurance Requirements for a new Paratransit Centralized Call Center**

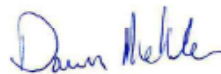
The following coverages are deemed appropriate for minimum insurance requirements for this project and will be required of the selected firm & identified in the negotiated agreement. Any deviation or change during the contract negotiation period shall be approved by Risk Mgt.

TYPE OF INSURANCE	Limits on Liability in Thousands of Dollars		
		Each Occurrence	Aggregate
GENERAL LIABILITY / ☒ Commercial General Liability ☒ Premises-Operations ☐ Explosion & Collapse Hazard ☐ Underground Hazard ☒ Products/Completed Operations Hazard ☒ Contractual Insurance ☒ Broad Form Property Damage ☒ Independent Contractors ☒ Personal Injury	Bodily Injury		
	Property Damage		
	Bodily Injury and Property Damage Combined	\$750K	\$1000K
	Personal Injury		
AUTO LIABILITY ☒ Comprehensive Form ☒ Owned ☒ Hired ☒ Non-owned ☒ Any Auto	Bodily Injury (each person)		Broward County reserves the right to review and revise any insurance requirements at the time of contract renewal, not limited to the limits, coverages and endorsements based on insurance market conditions and/or changes in the scope of services.
	Bodily Injury (each accident)		
	Property Damage		
	Bodily Injury and Property Damage Combined	Waived	
☐ POLLUTION & ENVIRONMENTAL LIABILITY	Max Ded. \$		
☒ WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY (NOTE *)	☒ STATUTORY		
		(each accident)	\$100K MIN
☐ PROFESSIONAL LIABILITY ~ E&O	Max. Ded. \$		\$
	VENDOR RESPONSIBLE FOR DEDUCTIBLE		
☐ PROPERTY COVERAGE / ALL RISK	Max. Ded. \$		Agreed value
	VENDOR RESPONSIBLE FOR DEDUCTIBLE		Replacement Cost
☐ If project greater than \$50k – installation floater required for replacement of materials, equipment and installation. All risk, agreed value.	Max Deductible	\$ 10K	
	Each Claim	VENDOR RESPONSIBLE FOR DEDUCTIBLE	
Contractor responsible for all tools, materials, equipment, machinery, etc., until completion and acceptance by County.			

Description of Operations/Locations/Vehicles Certificate must show on general liability and excess liability **Additional Insured: Broward County Board of County Commissioners, Broward County, Florida.** Also when applicable certificate should show **B.C.B.C.C as a named insured for property and builders risk and as a loss payee for installation floater when coverage's are required.** Certificate Must be Signed and All applicable Deductibles shown. **CONTRACTOR RESPONSIBLE FOR ALL DEDUCTIBLES UNLESS OTHERWISE STATED.** Indicate bid number, RLI,RFP, and project manager.

NOTE * - If the Company is exempt from Workers' Compensation Coverage, please provide a letter on company letterhead or a copy of the State's exemption which documents this status and attaché to the Certificate of Insurance for approval. If any operations are to be undertaken on or about navigable waters, coverage must be included for U.S. Longshoremen & Harbor Workers' Act/ & Jones Act
CANCELLATION: Thirty (30) Day written notice of cancellation required to the Certificate Holder:

Name & Address of Certificate Holder
 Broward County Board of County Commissioners
 Risk Management Division, RM 210
 115 South Andrews Avenue
 Fort Lauderdale, FL 33301
 RE: (A. Busada, Dept. of Transportation)



Digitally signed by Dawn Mehler
 DN: cn=Dawn Mehler, o=US,
 ou=Broward County, ou=Risk
 Management,
 email=dmehler@broward.org
 Date: 2009.07.30 13:13:51 -0400

Dawn Mehler,
 Risk Management Division
 7/30/09

ATTACHMENT "C"**INVITATION FOR BID**
SUPPLEMENTAL SPECIAL INSTRUCTIONS TO BIDDERS
LIVING WAGE ORDINANCE

The following is a summary of requirements contained within **Broward County Ordinance 2008-45, as amended ("Living Wage Ordinance")**. This summary is not all-inclusive of the requirements of the Living Wage Ordinance. If there is any conflict between the following summary and the language in the Living Wage Ordinance, the language in the Living Wage Ordinance shall prevail. These terms may supplement the specific requirements of the Living Wage Ordinance in order to effectuate its intent.

For further information about bidder's obligations under the Living Wage Ordinance, an electronic version of the full Living Wage Ordinance may be obtained from the Purchasing Division's website at <http://www.broward.org/purchasing/> by clicking on "Living Wage Information" or by going to www.municode.com/resources/gateway.asp?pid=10288&sid=9.

The Bidder, under the terms of a contract awarded subject to the Living Wage Ordinance must comply with the following requirements. By submitting a bid pursuant to these procurement specifications, a bidder is hereby agreeing to comply with the provisions of the Living Wage Ordinance and acknowledges awareness of the penalties for non-compliance.

I. LIVING WAGE REQUIREMENT:

- A. All covered employees, including those of the Bidder's subcontractors, providing services pursuant to the Bidder's contract, shall be paid wage rates in accordance with the Living Wage Ordinance, as adjusted. The Bidder and covered subcontractors, hereinafter referred to as "covered employer" may comply with this living wage provision by choosing to pay no less than the lower specified hourly wage rate when said employer also provides health benefits to its covered employees. Proof of the provision of health care benefits must be submitted to the County to qualify for the living wage rate for employees with health care benefits. To comply with this requirement, the notarized compliance affidavit, **Living Wage Ordinance Compliance Affidavit, Exhibit 1** of this bid attachment, should be returned with the bid but must be received prior to award.
- B. Covered employees shall be paid not less than bi-weekly and without subsequent deduction or rebate. The covered employer shall pay living wage rates in accordance with federal and all other applicable laws such as overtime and similar wage laws.
- C. The covered employer must post in a prominent place at the site of the work and where paychecks are distributed, a notice (Living Wage rates poster) specifying the wages/benefits to be paid under the Living Wage Ordinance. This poster will be made available by the County. Bidders shall provide a copy of the requirements of the Living Wage Ordinance to any subcontractor submitting a bid for a subcontract under this contract, prior to their submitting a bid to the Bidder.
- D. The covered employer shall provide the three-language statement to each covered employee with the employee's first paycheck and every six (6) months thereafter in the manner set forth by the Living Wage Ordinance.

II. LIVING WAGE - INDEXING:

The living wage rate and the health benefits payment shall be annually indexed to inflation consistent with indexing methodology set forth in the Living Wage Ordinance. The living wage rates will be published by the County on an annual basis.

ATTACHMENT "C"
(Continued)

INVITATION FOR BID
SUPPLEMENTAL SPECIAL INSTRUCTIONS TO BIDDERS
LIVING WAGE ORDINANCE

III. SANCTIONS FOR UNPAID WAGES:

In the event of any underpayment of required wage rates by the covered employer, civil and/or administrative penalties may be assessed to include sanctioning a service contractor by requiring the service contractor to pay wage restitution to the affected employee or subcontractor or by other means of sanctioning in accordance with the Living Wage Ordinance.

IV. PAYROLL; BASIC RECORDS; REPORTING:

- A. Each covered employer shall maintain payroll records for all covered employees and basic records relating thereto and shall preserve them for a period of three (3) years beyond the termination or expiration of this contract. The covered employer shall make the covered employees' payroll records required available for inspection, copying or transcription by authorized representatives of the County for a period of three years from the termination date of any County Service Contract, and shall permit such representative to interview employees during working hours. Failure to submit the required reports upon request or to make records available may be grounds for termination of the contract. The service contractor is responsible for the submission of the information required by the Living Wage Ordinance and for the maintenance of records and provision of access to same by all covered subcontractors.
- B. The covered employer shall submit the payroll information required every six months, to the applicable agency's Contract Administrator, including a copy of the complete payroll for one payroll period showing employer's payroll records for each covered employee working on the contract for covered services.
- C. **Exemption:** The covered employer may request and obtain an exemption from the requirement to report and file payroll records every six (6) months from the Director of Purchasing under the conditions set forth in the **Application for Exemption, Exhibit 2** of this bid attachment.

V. SUBCONTRACTS:

Covered employees of Bidder's subcontractors, providing covered services pursuant to the Bidder's contract, shall be paid wage rates, as adjusted, in accordance with the Living Wage Ordinance. The Bidder shall insert in any subcontracts the applicable clauses as required by the Living Wage Ordinance and also a clause requiring the sub-contractors to include these clauses in all other subcontracts. The Bidder shall be responsible for compliance by any subcontractor with the Living Wage Ordinance as it applies to their subcontract.

VI. COMPLAINTS AND HEARINGS; TERMINATION AND DEBARMENT:

If a covered employee believes that he or she is not being paid in accordance with the Living Wage Ordinance the employee may file a complaint with the Professional Standards Section of the Internal Investigations and Oversight Division in accordance with the County's Living Wage Complaint Procedures. Complaints will be investigated, determinations issued, and hearings afforded to the effected parties in accordance with the County's Living Wage Complaint Procedures. Covered employers found to have violated the Living Wage Ordinance may suffer any or all sanctions provided for in the Living Wage Ordinance, including wage restitution, damages, termination or suspension of payment under the contract, termination of the contract, and debarment. The Living Wage Ordinance also provides employees with a private right of action in court.

ATTACHMENT "C"
(Continued)

EXHIBIT 1
BROWARD COUNTY
LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
(This certification must be provided prior to award of the contract)

Covered Employer:					
Address:					
Phone Number:			Local Contact:		
Bid/Contract Number:			Address:		
Contract Amount:			Phone Number:		
Department Served:					
Brief Description of Service Provided:					
Please check one: By signing below I hereby certify that the covered employees listed below:					
A. ___ Receive a minimum pay of \$ _____ per hour and are provided health benefits valued at \$ _____ per hour.					
B. ___ Receive a minimum pay of \$ _____ per hour and are not provided health benefits.					
Provide names of employees and job classifications providing covered services for the above referenced contract:					
Name	Job Class	A or B	Name	Job Class	A or B
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
(Attach additional sheets in the format above, if needed)					
I, _____ of _____ hereby attest that (Name)(Title)(Company)					
(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Company certifies that it shall:					
Pay all employees working on this contract/project, who are covered by the Broward County Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;					
Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt and every six (6) months thereafter as required by the Living Wage Ordinance, as amended; and					
(IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended.					
_____ Signature					
SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 200__					
STATE OF _____		COUNTY OF _____			
_____ Notary Public		My commission expires: _____ (Print, type or stamp commissioned name of Notary Public)			
Personally Known _____ or Produced Identification _____					
Type of Identification Produced: _____					

ATTACHMENT "C"
(Continued)**EXHIBIT 2****APPLICATION FOR EXEMPTION FROM LIVING WAGE ORDINANCE REPORTING REQUIREMENTS**

In accordance with Broward County Ordinance No. 2008-45, as amended, "Living Wage Ordinance" (LWO), all covered employers are subject to the LWO requirement for payroll reporting unless an exemption applies and has been granted. Covered employers may submit this affidavit with their bid or proposal to apply for an exemption from these reporting requirements. **Exemptions based on the categories listed below may be granted by the Director of Purchasing prior to contract award; however, an exemption may be canceled at any time by written notice to the covered employer. To request an exemption, the covered employer must complete and submit this exemption application prior to award.**

SECTION 1: COVERED EMPLOYER INFORMATION (SERVICE CONTRACTOR)

Company Name: _____ Contact Person: _____

Company Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

SECTION 2: USING AGENCY AND CONTRACT INFORMATION

Using Agency: _____ Bid/Contract #: _____

Contract Title: _____

Name of Agency Contact: _____ Agency Contact Phone: _____

Bid/Contract Amount: \$ _____ Start Date: _____ End Date: _____

Purpose/Service Provided: _____

SECTION 3: EXEMPTION BASIS (Check one of the options below and submit supporting documentation as requested.)

- ☐ **(LWO 26.103(e)(1); Wage History:** Covered employer demonstrates to the satisfaction of the Director of Purchasing that its covered employees have been continuously paid the applicable living wage rates or higher wages for at least one (1) year prior to entering into the service contract.

Required documentation: Provide or attach prior payroll records or pay scale records (by job classifications) confirming this basis for exemption.

- ☐ **(LWO 26.103(e)(2); Contractual:** Covered employer demonstrates to the satisfaction of the Director of Purchasing that the amounts paid to its covered employees are required by law or are required pursuant to a contractual obligation, such as a Collective Bargaining Agreement (CBA), union scale, etc.

Required documentation: A copy of the CBA or other contractual agreement must be submitted with this application with the controlling language clearly marked, or a letter from the union stating that the union has agreed to allow the CBA to supersede the LWO or other recognized company pay schedule as the basis for compensation provided that it exceeds the LWO wage rate amounts.

SECTION 4: CERTIFICATION AND NOTARIZED COMPLIANCE AFFIDAVIT

I, _____, _____ of _____ hereby attest that
(Name) (Title) (Company)

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Company certifies that its wages paid to employees providing covered services under this contract/project are at least equal to or greater than the living wage per the exemption basis selected above and in accordance with wage rates and provisions of the Living Wage Ordinance, as amended.

Signature

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 200__

STATE OF _____ COUNTY OF _____

Notary Public

My commission expires: _____

(Print, type or stamp commissioned name of Notary Public)

Personally Known _____ or Produced Identification _____

Type of Identification Produced: _____

FOR PURCHASING DIVISION USE ONLY

Recommendation: _____

Reviewed by LWO Program Analyst: _____ Date: _____

ATTACHMENT "D"CERTIFICATION OF VENDORS PROVIDING
BENEFITS FOR DOMESTIC PARTNERS

The undersigned vendor hereby certifies that its employee benefits policies are in compliance with Broward County Ordinance #1999-03, as amended by Broward County Ordinance #1999-18, as follows:

A. Vendor's employee benefits program includes the following minimum standards:

1. Any vendor's employee who is a party to a domestic partnership relationship is entitled to elect insurance coverage for his or her domestic partner or a dependent of such domestic partner on the same basis in which any other vendor's employee may elect insurance coverage for his or her spouse or dependents. A vendor's employee's right to elect insurance coverage for his or her domestic partner, or the partner's dependent, extends to all forms of insurance provided by the vendor to the spouses and dependents of vendor's employees.
2. Any vendor's employee who is a party to a domestic partnership relationship is entitled to use all forms of leave provided by the vendor including, but not limited to sick leave and annual leave to care for his or her domestic partner or the dependent of the domestic partner as applicable.
3. All other benefits available to the spouses and dependents of vendor's employees are made available on the same basis to the domestic partner, or dependent of such domestic partner, of a vendor's employee who is party to a domestic partnership relationship.
4. It is within the vendor's discretion as to what benefits are provided to its employees and whether vendor's employees who are party to a domestic partnership relationship must be registered in accordance with Broward County Ordinance No. 1999-03, as amended, in order to be eligible for access to employee benefits.

B. The vendor's domestic partnership eligibility criteria are substantially equivalent to the following:

1. Each domestic partner is at least 18 years old and competent to contract.
2. Neither domestic partner is married nor a partner to another domestic partnership relationship.
3. The domestic partners are not related by blood.
4. Consent of either domestic partner to the domestic partnership relationship has not been obtained by force, duress, or fraud.
5. Each domestic partner agrees to be jointly responsible for each other's basic food and shelter.

(Vendor signature)

(Print vendor name)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____ day of _____, _____,
by _____ as _____

(Name of person whose signature is being notarized) (Title)
of _____, known to me to be the person described
(Name of corporation/entity)

herein, or who produced _____ as identification, and who did/did not take an oath.
(Type of identification)

NOTARY PUBLIC:

(Signature)

(Print name)

State of _____ at Large (SEAL)

My commission expires: _____

ATTACHMENT "E"DRUG FREE WORKPLACE CERTIFICATION

The undersigned vendor hereby certifies that it will provide a drug-free workplace program by:

- (1) Publishing a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the offeror's workplace, and specifying the actions that will be taken against employees for violations of such prohibition;
- (2) Establishing a continuing drug-free awareness program to inform its employees about:
 - (i) The dangers of drug abuse in the workplace;
 - (ii) The offeror's policy of maintaining a drug-free workplace;
 - (iii) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (iv) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (3) Giving all employees engaged in performance of the contract a copy of the statement required by subparagraph (1);
- (4) Notifying all employees, in writing, of the statement required by subparagraph (1), that as a condition of employment on a covered contract, the employee shall:
 - (i) Abide by the terms of the statement; and
 - (ii) Notify the employer in writing of the employee's conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or of any state, for a violation occurring in the workplace NO later than five days after such conviction.
- (5) Notifying Broward County government in writing within 10 calendar days after receiving notice under subdivision (4) (ii) above, from an employee or otherwise receiving actual notice of such conviction. The notice shall include the position title of the employee;
- (6) Within 30 calendar days after receiving notice under subparagraph (4) of a conviction, taking one of the following actions with respect to an employee who is convicted of a drug abuse violation occurring in the workplace:
 - (i) Taking appropriate personnel action against such employee, up to and including termination; or
 - (ii) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency; and
- (7) Making a good faith effort to maintain a drug-free workplace program through implementation of subparagraphs (1) through (6).

(Vendor Signature)

(Print Vendor Name)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____ day of _____, 2009,

by _____
(Name of person who's signature is being notarized)

as _____ of

(Title)

(Name of Corporation/Company)

known to me to be the person described herein, or who produced

(Type of Identification)

as identification, and who did/did not take an oath.

NOTARY PUBLIC:

(Signature)

(Print Name)

My commission expires: _____

Attachment F-1

The County reserves the right to obtain additional information from interested vendors.

Each vendor must complete and submit the Cost Schedule below. Any hourly fees and ALL costs associated with performance of the contract shall be included. **The costs and prices below must include Living Wage Ordinance requirements.**

	Year 1	Year 2	Year 3	Year 4	Year 5
Salaries and Fringe Benefits					
Management					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Schedulers					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Reservationists					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Customer Service Agents					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Office/Clerical					
Hours					
Salary					
Health Insurance					
Other Benefits					

Attachment F-1 (continued)

	Year 1	Year 2	Year 3	Year 4	Year 5
Other (please specify)					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Office equipment & maintenance					
Office supplies					
Rent					
Utilities					
Telephone					
Building repair &					
Janitorial services					
Office insurance					
Taxes and licenses					
Workshops, training, drug-testing					
Communications, radio repairs, etc.					
Overhead					
Other					
Profit					
TOTAL EXPENSES					

Attachment F-2

The County reserves the right to obtain additional information from interested vendors.

(For Comparison Purposes Only)

Each vendor must complete and submit the Cost Schedule below. Any hourly fees and ALL costs associated with performance of the contract shall be included. **(The costs and prices below should not include Living Wage Ordinance requirements. This cost and price information is for comparison purposes only.)**

	Year 1	Year 2	Year 3	Year 4	Year 5
Salaries and Fringe Benefits					
Management					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Schedulers					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Reservationists					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Customer Service Agents					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Office/Clerical					
Hours					
Salary					
Health Insurance					
Other Benefits					

Attachment F-2 (continued)

	Year 1	Year 2	Year 3	Year 4	Year 5
Other (please specify)					
Hours					
Salary					
Health Insurance					
Other Benefits					
Overtime					
Office equipment & maintenance					
Office supplies					
Rent					
Utilities					
Telephone					
Building repair &					
Janitorial services					
Office insurance					
Taxes and licenses					
Workshops, training, drug-testing					
Communications, radio repairs, etc.					
Overhead					
Other					
Profit					
TOTAL EXPENSES					

ATTACHMENT "G"
SERVICE AREA MAP