GREATER HARTFORD TRANSIT DISTRICT

REQUEST FOR PROPOSAL
GHTD RFP #03-026

ADA PARATRANSIT MANAGEMENT SERVICES

148 ROBERTS STREET

EAST HARTFORD, CONNECTICUT 06108

ISSUE DATE: December 4, 2025

RFP KEY INFORMATION SUMMARY SHEET

Request for Proposals:	ADA Paratransit Management Services
Solicitation Number:	RFP #03-026
RFP Issue Date:	December 4, 2025
RFP Issuing Office:	Greater Hartford Transit District
Procurement Officer:	LaShaunda Drake Contract & Procurement Specialist Greater Hartford Transit District One Union Place Hartford, CT 06103 Direct Phone: (860) 380-2012 Email: ldrake@ghtd.org
Proposal to be sent to:	Greater Hartford Transit District One Union Place Hartford, CT 06103 Attn: LaShaunda Drake
In-Person Pre-Proposal Conference: ***Participation is NOT mandatory***	Thursday, December 18, 2025 at 10:00 AM – 12:00 PM Local Time GHTD ADA Paratransit Operations & Maintenance Facility Training Room 148 Roberts Street East Hartford, CT 06108
Inquiries Deadline:	Wednesday, January 7, 2026; 12:00 PM Local Time
Proposal Due Date and Time:	Thursday, January 29, 2026 at 2:30 PM Local Time

Greater Hartford Transit District

NOTICE
GREATER HARTFORD TRANSIT DISTRICT
ADA PARATRANSIT OPERATIONS AND MAINTENANCE FACILITY
REQUEST FOR PROPOSALS
GHTD RFP #03-026
ADA PARATRANSIT MANAGEMENT SERVICES

The Greater Hartford Transit District (The District), Hartford, Connecticut is seeking a firm or firms to provide Management Services for its ADA Paratransit Operations and Maintenance Facility located at 148 Roberts Street, East Hartford, CT 06108. Proposal documents may be obtained by emailing LaShaunda Drake, the District's Contract and Procurement Specialist, at ldrake@ghtd.org.

Solicitation documents will also be posted on the District's website: https://www.hartfordtransit.org/business-opportunities/ and on the State of Connecticut DAS Contracting Portal at: https://portal.ct.gov/DAS/CTSource/CTSource.

A non-mandatory in-person pre-proposal conference and walk-through will be held on Thursday, December 18, 2025 at 10:00 AM Local Time in the Training Room (1st floor) of the District's ADA Operations and Maintenance Facility, 148 Roberts Street, East Hartford, CT 06108**.** The purpose of the meeting and walk-through is to outline solicitation requirements; provide an overview of the facility; as well as to provide the opportunity for questions and explanations.

Proposals shall be submitted to LaShaunda Drake, Contract and Procurement Specialist, Greater Hartford Transit District, One Union Place, Hartford, CT. 06103, **on or before 2:30 PM Local Time on Thursday, January 29, 2026.** Proposals received after the deadline will not be considered and will be returned to the Proposer unopened. Any changes, or any requests for changes in the specifications, will not be recognized after sealed proposals are submitted to the District.

Any contract resulting from this request for proposals submitted is subject to a financial assistance contract between the District and the Connecticut Department of Transportation. Further, the equipment provided for the paratransit service is funded with Federal Transit Administration grants. All Proposers will be required to certify that they are not on the Comptroller General's and U.S. Department of Transportation's list of ineligible contractors. The contractor will be required to comply with all applicable Equal Employment Opportunity (EEO) laws and regulations.

The District hereby notifies all Proposers that in regard to any contract entered into pursuant to this Request for Proposals, advertisement or solicitation, small and/or minority business enterprises will be afforded full opportunity to submit proposals in response, and will not be subjected to discrimination on the basis of race, color, sex or national origin in consideration for an award.

The District reserves the right to reject any and all proposals as submitted by this Request for Proposals, and to waive informalities and irregularities, as it deems in its best interest.

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SECTION I - GENERAL INFORMATION

1. INTRODUCTION

The Greater Hartford Transit District (the "District") is a quasi-municipal corporation operating under the authority of Chapter 103a of the Connecticut General Statutes. There are currently sixteen-member towns represented by appointees who collectively form the Board of Directors, the policy making body of the District. The District has broad powers to acquire, operate, finance, plan, develop, maintain and otherwise provide all forms of land transportation and related services including the development or renewal of transportation centers and parking facilities.

The District is eligible and authorized under state and local law to request, receive, and manage Federal Transit Administration (FTA) funds and to execute and administer FTA-funded projects. The District provides a variety of services in support of public transportation in the Capitol Region of Connecticut.

The District is also the owner and operator of Hartford's Union Station Transportation Center Complex, an intermodal hub of transportation that currently serves Amtrak rail, CTrail, intercity and intra city bus service, taxi services, and public parking. The Complex includes the Spruce Street Parking Lot.

The District, under contract to the Connecticut Department of Transportation (CTDOT), provides the complementary paratransit service required by the Americans with Disabilities Act of 1990 (ADA) in the Greater Hartford/Capitol Region area through our ADA Paratransit Operations and Maintenance Facility located at 148 Roberts Street, Hartford, CT 06103.

The District, as the owner of the ADA Paratransit Operations and Maintenance Facility (the "Facility") is soliciting sealed proposals through this Request for Proposals ("RFP") to establish a contract through competitive negotiation for the provision of the demand-response ADA Paratransit Services for Greater Hartford Transit District.

The contractor selected will be responsible for all aspects of day-to-day management and operation including staff employment, training, and supervision of all transportation personnel; operation of vehicles; maintenance of the facility and all equipment; scheduling; dispatching, including appropriate response to cancellations; risk-management; and production of required reports.

The District currently contracts with Transdev, a private operator for the provision of its paratransit service. Approximately 181 lift equipped vehicles, including electric vehicles and gasoline powered vehicles, are assigned to the service program. Additionally, the District owns and operates two (2) supervisor lift-equipped mini-vans, which are used to transport passengers as well when needed.

2. DEFINITIONS

The following are definitions of special terms used in this RFP as well as some of the descriptive terms used in the delivery of paratransit services.

Accessibility - The extent to which facilities, including transit vehicles, are free of barriers and can be used by people who have disabilities, including wheelchair users.

Accessible Vehicles – For purposes of this solicitation accessible vehicle are those vehicles which, in compliance with ADA requirements, do not restrict access, are usable, and provide allocated space and/or priority seating for individuals who use wheelchairs, and which are accessible using lifts or ramps.

Accident - Any event or occurrence that involves a collision, explosion, fire or other loss-causing event during operations that results in property damage, injury, the emergency evacuation of persons or towing of a vehicle.

ADA - Americans with Disabilities Act; and all federal regulations pursuant to ADA.

ADA Complementary Paratransit Service -The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" services to people with disabilities who cannot use the fixed-route bus service because of a disability. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route, at the same hours and days, for no more than twice the regular fixed route fare.

Add-On Trip - Any trip that was not part of a driver's original manifest (assignment), and was dispatched to a driver in real time.

Ambulatory – A passenger who is able to walk, with or without assistance.

Authorized Signature – The person who is executing this Contract on behalf of the Contractor and who is authorized to bind the Contractor.

Best and Final Offer (BAFO) – The last Proposal made by a Proposer. If a BAFO is not specifically requested by the District, or if the Proposer does not promptly respond to a request for BAFO, then the most recent, current Proposal is the BAFO.

Cancellation - Any trip in which a passenger decides to cancel two (2) hours or more prior to the confirmed/negotiated pick up time.

Companion - A person accompanying the ADA-eligible passenger and whose pickup and drop-off are at the same location. Companions will pay the same fare as the ADA passenger.

Contract – The Proposal and its acceptance by the participating agencies (successful Proposer and District) as manifested by the contract documents.

Contracting Officer – The Contracting Officer is the person who is administering this contract on behalf of the District except as limited herein. The District Contracting Officer prior to and following contract award is the District's Director of ADA Paratransit Services.

Contractor – The successful Proposer(s) who is (are) awarded a Contract for the provision of accessible paratransit services.

Deadhead (Miles and Hours) - The miles and hours that a vehicle travels when out of revenue service. Deadhead includes:

- Leaving or returning to the operating base, garage or yard facility
- Changing routes
- When there is no expectation of carrying revenue passengers.

Demand Response Service – An advanced, user-oriented form of public transit where qualified passengers request transportation from a specific location to another specific location at a certain time. The service is characterized by flexible routing and scheduling of small/medium vehicles operating in a shared-ride mode between pick-up and drop-off locations based on passenger requests.

Disabled - Any person who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as people who are not so affected.

District – Greater Hartford Transit District

Door-to-Door Service – The form of paratransit service provided by the District that includes passenger assistance between the vehicle and the door of the passenger's home or other destination. A higher level of service than curb-to-curb, yet not as specialized as "door-through-door" service, where the driver actually provides assistance within the origin or destination. Door-to-Door service is required for all ADA riders in the District's service area unless a reasonable modification notice has been issued by the District to the contractor for a rider.

ETA - Vehicle's estimated time of arrival.

ETA Calculation - Vehicle's estimated time of arrival based upon the last performance of activity on scheduled assignment.

Fixed Route Service - Transit services where vehicles run on regular, scheduled routes with fixed stops and no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and typically the use of larger transit vehicles.

FTA - Federal Transit Administration.

GPS/AVL – Global Positioning System/Automatic Vehicle Locator

Group - Three (3) or more persons riding with a common pick-up and drop-off point.

Holidays - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Incident - An unforeseen event or occurrence that does not necessarily result in death, injury, or significant property damage but is reportable. This would include, but not be limited to, any non-vehicular occurrence outside the normal; any vehicular damage not defined above as "accident"; any bodily injury that is not received during an accident.

Late Cancellation - Any cancellation made less than two (2) hours before the confirmed pick-up time. This occurrence is treated the same as a No-Show.

Manifest - A manifest is defined as a list of passenger trips provided to the driver. The manifest includes at the minimum the following: customer name, pick up and drop off addresses and times, mobility devices used by the passenger, whether the passenger has a guest or an attendant, payment status and any other information specific to the passenger.

Mean Distance Between Failures - A measurement of efficiency determined by dividing the Contractor's total odometer miles in a fiscal period by the total number of vehicle mechanical breakdowns in the Contractor's fleet for the same period.

Mobile Data Terminals (MDT) – A wireless interactive, real-time data device which permit instantaneous, wireless communication between dispatchers and vehicle operators and transmits an electronic manifest display (assignment) to the driver in each vehicle. The MDT has an integrated data radio with GPS/AVL capability which provides the time, location, and odometer reading for each trip, as well as providing real time information regarding vehicle location, allowing for schedule modifications when needed. The District is currently using Verizon tablets equipped with DriverMate software through Trapeze.

Mobility Device (Wheelchairs) – A wheelchair is defined in the regulations as "a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered." The definition is consistent with the legislative history and intent to accommodate the wide range of devices used by individuals with mobility impairments. The definition does not include devices not intended for indoor use (e.g., golf carts or all-terrain vehicles) or devices not primarily designed to assist individuals with mobility impairments (e.g., bicycles or tricycles).
ADA operators must transport any wheelchair and occupant regardless of size and weight if the lift and the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. Legitimate safety requirements include such circumstances when "a wheelchair was of a size that would block an aisle, interfering with safe evacuation of passengers in an emergency." A wheelchair user's request to board a paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift should generally be granted.

Negotiated - Time passenger accepts (and confirms) when requested time is not available at the time reservation is made. The negotiation window is one hour before or after the requested time. The negotiation window is subject to the rider's practical travel needs.

Non-Ambulatory - Any person who uses a scooter or wheelchair for mobility.

No-Show – A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least five minutes. Other types of no-shows occur when the passenger cancels a ride less than two hours before the scheduled time (late cancellation), or declines the trip when the driver arrives at the door (cancel at the door). All no-shows must be authorized by the District.

On-Time Performance – The thirty (30) minute window buffering scheduled time used to assess timeliness of each pick up. This is fifteen (15) minutes before the scheduled time and fifteen (15) minutes after that time.

Out of Service Record - A trip scheduling software category used to indicate that the driver of an assignment has gone out of revenue service for a temporary period of time. This designation may be required for, but not limited to; lunch breaks, scheduled breaks, fixed stops or refueling.

Paratransit Service – Paratransit provides transportation for people with disabilities who are unable to use the regular, fixed route transit service that serves their region (as described in the Service Profile in Section II). The District's paratransit service is a door-to-door service for people who call to schedule a ride in advance. Paratransit must be available in the same service areas and during the same hours of operation as the rest of the fixed-route transit system. Paratransit service must be provided as long as the trip starts and ends within 3/4 of a mile of a bus route. The service is characterized by flexible routing and scheduling of small/medium vehicles operating in a shared-ride mode between pick-up and drop-off locations based on passenger requests.

Passenger - An individual on board, boarding, or alighting from a revenue transit vehicle.

Passenger Fares - The revenue earned from carrying passengers in regularly scheduled services.

Personal Care Attendant (PCA) - Personal Care Attendants are individuals whose assistance is needed by a passenger to travel. Anyone who is involved in the "helping process" required by the passenger to travel, either while riding on the service or after reaching a destination, is considered a PCA. That person may ride for free. They must be picked up and dropped off at the same location as the passenger.

Productivity – The number of trips delivered per revenue hour.

Proposal – A promise, if accepted, to provide services according to the underlying solicitation of the District using the prescribed form in the solicitation, including any Proposal or BAFO.

Proposer – A legal entity that makes a Proposal.

Purchased Transportation - Transportation service provided to a public transit agency or governmental unit from a public or private transportation provider based on a written contract/agreement for a specific monetary consideration, using its own employees to operate revenue vehicles.

Reasonable Modification- A change to a policy or procedure that allows people with disabilities to access services and programs equally. The U.S. Department of Transportation requires public transportation providers to make reasonable modifications to ensure accessibility (Americans with Disabilities Act title II regulations at 28 CFR 35.130(b)(7).

Reckless Driving – Driving in a way that endangers people or property. Examples include: driving at excessive speeds, running red lights or stop signs, failing to yield the right-of-way, driving under the influence, racing other vehicles, evading law enforcement, texting while driving, sudden lane changes, weaving in and out of traffic lanes.

Requested Time - The pick-up time passenger requests when a reservation is made.

Rescheduled Trip - Any trip scheduled again, such as a return trip from a delayed medical appointment, or when a passenger requests a return trip after a No-Show. Once a rescheduled trip

time is agreed upon, the rescheduled trip is subject to the same on-time performance requirements as any other trip.

Revenue Service (Miles, Hours, and Trips) - The time when a vehicle/driver is available to carry passengers and these passengers pay fares directly, pay through subsidized third parties, or payment is made through some contractual arrangement. This shall include travel to the pick-up point, assisting passengers to and from the vehicle and while passengers are on board the vehicle. Revenue service also includes layover and/or recovery time; however, it excludes deadhead (non-passenger miles and hours to and from the operating base or garage). It also excludes vehicle maintenance testing;

RFP – Request for Proposals

Service Area - The geographic area in which the Contractor will provide transportation. This area is detailed in the Service Profile, Section II.

Solicitation – District's Request for Proposals

Tour - The scheduled trips to be performed by one driver during his/her work shift.

Trip - The act of transporting one person from one predetermined location to another.

Trip Denial - Any time the District does not accommodate the passenger's requested time and/or another time within one (1) hour before or one (1) hour after the requested time. All trip denials are reported.

Trip Variance - Any time the District successfully negotiates a trip reservation with a passenger that is more than sixty (60) minutes different from the originally requested time.

Vehicle Service (Miles, Hours and Trips) - The hours (miles) that a vehicle is scheduled to or actually travels from the time it pulls out from its operating base or garage to go into revenue service to the time it pulls in from revenue service.

3. SUBMISSION OF PROPOSALS

Proposers shall submit their proposal prior to **2:30 PM Local Time on Thursday, January 29, 2026** to:

LaShaunda Drake
Contract and Procurement Specialist
Greater Hartford Transit District
One Union Place
Hartford, CT 06103

Proposals shall be prepared as described in Section III of this RFP.

Late submissions will not be accepted. It is the responsibility of the Proposer to ensure that its Proposal is delivered to the District by the date and time referred to hereinabove. **Delivery by facsimile or any other electronic means will not be accepted (with the exception of the (1) electronic copy requested. Refer to Section III for details)**.

All costs associated with the preparation and delivery of a Proposal are the sole responsibility of the applicable Proposer. Proposers shall not include any such expenses as part of the price proposed in response to the RFP.

A submission of a proposal will be considered by the District as constituting a legal offer by the Proposer to perform the required services as the proposed price.

4. PROPOSAL INQUIRIES

Communication by any Proposer with any agent or employee of the District on the subject of this RFP, or the pending process may result in the Proposer being deemed ineligible with regard to this RFP. All questions and requests for clarification regarding this RFP or this process must be submitted in writing to LaShaunda Drake on or before **12:00 PM Local Time, on Wednesday, January 7, 2026**. Any correction or changes to this RFP will be made by written addendum only and will be distributed to all known recipients of the RFP document.

5. PRE-PROPOSAL CONFERENCE & WALK-THROUGH

A **non-mandatory in-person pre-proposal conference and walk-through** will be held on **Thursday, December 18, 2025 at 10:00 AM Local Time** in the Training Room (1st floor) of the District's ADA Operations and Maintenance Facility, 148 Roberts Street, East Hartford, CT 06108**.** The purpose of the meeting and walk-through is to outline solicitation requirements; provide an overview of the facility; as well as to provide the opportunity for questions and explanations. The Proposer may submit any written requests for clarification as well as any questions regarding this solicitation package prior to the pre-proposal conference. **Attendance at the Pre-Proposal Conference and walk-through inspection is not mandatory, nor is it a condition of award**.

6. COMMENCEMENT OF SERVICES/TERM OF CONTRACT

It is the intent of the District to execute an agreement with the successful Proposer, to commence **July 1, 2026**. The agreement between the District and the successful proposer shall be for a three (3) year period. Two one-year options may be exercised, singularly, or in multiple years, at the sole discretion of the District.

7. QUALIFICATION OF PROPOSERS

Proposing firms should have the following qualifications:

a. Minimum ten (10) years of experience in providing passenger transportation.
b. Minimum ten (10) years of experience maintaining a fleet of vehicles similar in size.
c. Minimum ten (10) years of experience managing a facility of similar size.

By submitting a Proposal, Proposers certify that they are not on any State, federal, or Local Agency Lists of Ineligible Contractors.

All Proposers must be currently licensed to do business in the State of Connecticut and maintain such license throughout the duration of the Contract. The Offeror must provide proof with its Proposal that the following Minimum Qualification has been met:

The Offeror shall have relevant experience with paratransit industry services and applications including all operations and maintenance functions. Experience must be commensurate with the capacity to manage and operate at least 181 vehicles, including electric vehicles and gasoline powered vehicles. As examples, Offerors shall describe two projects (contracts) similar in size,

scope, and complexity to the requirements outlined in the Scope of Work of this RFP. Examples may include on-going contracts or contracts which have been completed within the last five years.

At a minimum, each contract's description must include:

1. Customer name and address;
2. A complete description of the services provided, specifically outlining the extent to which the work required under the contract is similar in size, scope, and complexity to the requirements of the Scope of Work of this RFP;
3. Contract value and period of performance (noting whether the effort is ongoing or concluded within the last 5 years);
4. Size of operation and location(s) involved;
5. Summary of your organization's role and activities;
6. Indicate whether or not the referenced work was successfully completed.

NOTE: It is not sufficient to merely state that past or ongoing projects are similar in size, scope, and complexity, and are relevant to the requirements of this solicitation. The Offeror shall provide rationale describing how each cited project is indeed similar in size, scope, and complexity.

Additionally, as proof of meeting this requirement, the Offeror shall provide with its Proposal three (3) references from the past five years to attest to the Offeror(s)'s experience within the transportation industry.

8. FUNDING

Any contract resulting from this request for proposals is subject in part to a financial assistance contract between the District and the State of Connecticut Department of Transportation (CTDOT) and between the District and the Federal Transit Administration (FTA). All firms will be required to certify that they are not on the Comptroller General's and U.S. Department of Transportation's list of ineligible contractors. Further, the contractor will be required to comply with all applicable equal employment opportunity laws and regulations. The contractor will also be required to be registered in the System of Award Management (SAM).

No proposal will be accepted from, or a Contract awarded to any person, firm, or corporation that is in arrears or is in default to the State of Connecticut upon any debt or contract or that is in default as a surety or in any other manner is in default of any obligation to the State. Additionally, no Contract shall be awarded to any person, firm, or corporation that has failed to perform on any prior or previous contract, agreement, or license with the State. Nor will any Contract be awarded to any firm that is not registered with the Secretary of State's Office to conduct business in the State of Connecticut.

9. FEDERAL GRANT REQUIREMENTS

Exhibit A, attached hereto and made a part hereof sets forth federal requirements placed upon vendors who are participating in a project funded in whole or in part with Federal grants. Its provisions are hereby included herein as an integral part of this RFP.

10. STATE GRANT REQUIREMENTS

Exhibit B, attached hereto and made a part hereof sets forth state requirements placed upon vendors who are participating in a project funded in whole or in part with state grants. Its provisions are hereby included herein as an integral part of this RFP.

11. PROCUREMENT AND APPEALS PROCESS

The District's procurement procedures and appeals process are contained in Exhibit C attached hereto and made a part hereof.

12. SPECIAL PROVISION – SMALL and MINORITY BUSINESSES

It is the policy of the District that Small Contractor and Small Contractor Minority Business Enterprises ("SBE and MBE") be afforded the maximum opportunity to participate in the performance of all contracts let by the District in accordance with Section 4a-60g of the Connecticut General Statutes as revised. This participation may be in the form of prime contracts, and/or sub-contracts, and/or direct or general overhead items procured from SBE and/or MBEs allocated to the Services.

For the purpose of this "Special Provision", the SBE/MBE named to satisfy this requirement must be certified by the Department of Administrative Services of the State of Connecticut (www.das.state.ct.us) as an SBE/MBE as defined by Section 4a-60g of the Connecticut General Statutes as revised or with the U.S. Small Business Administration.

Proposer will submit a statement indicating its own SBE/MBE status and what subcontracts and/or overhead purchases with amounts thereof under this project it will let. **The District has an annual SBE goal of 25%, however, there is no specified goal for this procurement**. See attached Certification for SBEs. The use of SBE/MBE subcontractors is encouraged if feasible.

13. SUBCONTRACTING

If subcontractors are necessary to complete any functions of this requirement, the Proposer must list the names and business locations of any proposed subcontractors, with their submitted Proposal Form. The District reserves the right to review and approve any subcontractors proposed by the Respondent. Any approval of the subcontractor shall not be construed as making the District party of such contract, giving the subcontractor privities of contract with the District, or subjecting the District to liability of any kind to any subcontractor.

14. VALIDITY OF PROPOSALS

Proposers agree that their proposals remain valid for a period of a hundred and twenty (120) days after the above cited due date for submission of proposals and may be extended beyond that time by mutual agreement.

Proposers agree that the technical portion of their proposals (not including proprietary or pricing information) may be released to other bidders upon announcement of award, if requested by such other Proposers.

By responding to this RFP, the Proposer implicitly states that the proposal is not made in connection with any competing firm submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud. It is further implied that the proposer did not participate in the District's RFP development process, had no knowledge of the specific contents

of this RFP prior to its issuance, and that no employee of the District participated directly or indirectly in the firm's proposal preparation.

15. ADDENDA AND PROPOSAL REJECTION

The District reserves the right to issue addenda to this RFP as a result of inquiries received, or to adjust its project schedule if it is deemed in the District's best interest to do so. It is the Proposer's responsibility to assure receipt of all addenda. The Proposer should verify with the designated contact person prior to entering a proposal that all addenda have been received. Proposers are required to acknowledge the number of addenda received as part of their proposal.

The District reserves the right to reject any and all Proposals resulting from this RFP if the District deems that it is in the best interest of the District to do so. The District may elect to make an award of the subject contract as a direct result of Proposals received or elect to negotiate with Proposers.

16. PROPOSAL WITHDRAWAL

The Proposer's authorized representative may, prior to the date and time set as the deadline for receipt of proposals, modify or withdraw a proposal in person, or by written notice to the official listed in this document. If a proposal is modified or withdrawn in person, the authorized representative shall make his or her identity known and shall sign a receipt for the proposal. Written notices shall be received at the District's offices, One Union Place, Hartford, CT 06103 no later than the date scheduled as the proposal receipt deadline. After the proposal receipt deadline, proposal may not be withdrawn for one hundred and twenty (120) calendar days.

17. EXCEPTIONS TO RFP

All exceptions taken by Proposer must be specific. Proposer must clearly indicate what alternative is being offered to allow the District a meaningful opportunity to evaluate the Proposal. Submitting an alternative proposal does not relieve the Proposer from submitting the Minimum Requirements as stated in the RFP. The District is under no obligation to accept any proposed exceptions or alternatives.

18. CONTRACT DOCUMENTS

Any exceptions to be taken by a Proposer must be clearly listed in the Proposal, on a separate page clearly marked "Proposer Contract Exceptions". Terms and conditions proposed by a Proposer that do not comply in substance with all material requirements of the RFP, are contrary to the best interests of the District, or that are inconsistent with District policy, will not be accepted. The District may disqualify any Proposal that, in the District's sole and absolute discretion, contains exceptions to material provisions of the form of Contract. If the selected Proposer attempts to negotiate the Contract (except for the proposed Contract exceptions set forth in the selected Proposer's list accompanying the Proposal), then the District in its sole and absolute discretion may disqualify the selected Proposer and/or reject the selected Proposer's proposal and/or deem the selected Proposer's proposal to be withdrawn by the selected Proposer and award the Contract to the next most responsive and responsible Proposer, notwithstanding any contrary or inconsistent notice of award, notice to proceed or any other written or oral representation, warranty, promise, or agreement made or issued by the District.

19. INSURANCE REQUIREMENTS

The Contractor shall, at its sole cost and expense, maintain the following insurance in full force and effect during the term of services provided by the Contractor under this procurement:

- Workers' Compensation and Employers Liability:
  - Statutory workers compensation insurance in accordance with the laws of the State of Connecticut
  - Employers liability insurance with minimum limits of $500,000 each accident/$500,000 disease each employee/$500,000 disease policy limit
- Broad Form Commercial General Liability Insurance to include:
  - Premises/operations,
  - Contractual liability,
  - Personal and advertising injury and death,
  - Products liability/completed operations, and
  - Property damage,

  with the following minimum limits of liability, and no general aggregate:

  - $10,000,000 -- Per occurrence
  - $10,000,000 - Damage to Premises
  - $10,000,000 - Products liability/completed operations aggregate
  - $10,000,000 – Personal & Advertising Injury
  - $10,000,000 -- Combined single limit per occurrence

- Business Automobile Liability Insurance, to cover the use of all owned, hired, and non-owned vehicles, and to include "door-to-door service" as described in this RFP. The minimum liability limits will be:

  - $10,000,000 -- per occurrence for bodily injury
  - $10,000,000 – per person for bodily injury
  - $10,000,000 - per occurrence for Property Damage,
  - $10,000,000 -- Combined single limit

  Such coverage shall also include automobile collision and comprehensive coverage equal to the full replacement value of each District vehicle, and such coverage shall not include an annual aggregate.

- Fidelity bond coverage in the amount of not less than $500,000 to protect against employee theft or fraud regarding funds or tangible or intangible property

The Contractor will be responsible for paying all increases in vehicle insurance costs due to a poor loss record during the term of procured service.

All insurance shall be on an occurrence basis, carried by an insurance company admitted to do business in Connecticut, rated "A-VI" or better in the most recent A.M. Best Insurance Rating Guide, and approved by the District. The District reserves the right to increase the amount or types of coverage after written notice to the Contractor at any time. In any event, at a minimum, such insurance coverage shall comply with statutory and regulatory requirements. Any variances from the required types and minimum amounts of insurance coverage shall be considered by the District upon written request from the Contractor explaining the reasons therefore, but shall not be implemented without the prior written approval of the District, which may be withheld in its sole and absolute discretion. All deductibles shall be subject to the prior written approval of the District, and all deductibles shall be the responsibility of the Contractor.

All insurance policies (excluding workers compensation) shall include the District, the State of Connecticut, the Federal Transit Administration and each participating municipality in the District as additional insureds for the Contractor's full limits of coverage.

Each insurance policy required hereunder shall be endorsed as follows: (1) the insurer waives the right of subrogation against the additional insureds, their officials, officers, employees, agents and representatives, (2) except for workers' compensation facilities, the policies shall be primary and non-contributing with any insurance that may be carried by the additional insureds (including any self-insured retention); and (3) the policies may not be canceled or materially changed (which shall include, without limitation, any reduction in scope of coverage or limits) except after thirty (30) calendar days' (ten (10) calendar days for non-payment) prior written notice by the insurer to the District. Each insurance policy shall state that the insurance company agrees to investigate and defend the insured against all claims for damages, even if groundless.

Such insurance shall protect the District, the State of Connecticut, the Federal Transit Administration and each participating municipality in the District against all claims, liabilities, suits, actions, damages, or costs resulting from or arising out of the ownership, lease, operation, maintenance, repairs, or use in any way of the project equipment for the purposes of this program and for any other purpose. The District does not represent in any way that the insurance specified herein, whether in scope of coverage or limits, is adequate or sufficient to protect Contractor. It is the sole responsibility of Contractor to determine the need for and to procure additional coverage which may be needed in connection with the Contract.

No project equipment shall be operated by the Contractor until the Contractor has delivered to the District certificates of insurance evidencing the required coverage, naming the District, the State of Connecticut, the Federal Transit Administration and each participating municipality in the District as an additional insured, indicating that the other insurance requirements of this Section are satisfied, and executed by an authorized representative. The form of certificate shall be an Acord 25 Form unless otherwise approved by the District. For the Workers' Compensation Insurance and, as applicable, U.S. Longshore and Harbor Workers' Compensation Act coverage, the policy number(s) and term of the policy (ies) shall be indicated on the certificate. At least ten (10) days prior to the termination, expiration or lapse of any such insurance coverage, the Contractor shall provide certificates of insurance evidencing renewal or replacement coverage meeting the requirements herein. At least fifteen (15) calendar days prior to the annual renewal of the motor vehicle registration applicable to any project equipment, the Contractor shall submit to the District a certificate of insurance for such project equipment evidencing the coverage required hereunder. This Section shall not prevent the District from contracting for such required insurance coverage at any time, and in such event the Contractor shall pay the District for all costs of such insurance.

Contractor's failure to procure or maintain required insurance will constitute a material breach of the Agreement.

Contractor waives all rights of subrogation against the District that might arise by reason of any payment under any policy required by the Contract.

All insurance is subject to review by an insurance consultant chosen by the District in the event the District deems it necessary. Within ten (10) business days following the District's written demand, the Contract will deliver to the District certified copies of all insurance policies evidencing the coverage required herein.

Certificate of Insurance

All insurance provided for above shall be obtained under valid and enforceable policies, and issued by financially sound and responsible insurance companies authorized to do business in the State of Connecticut and having a general policy rating of A- or better and a financial class of VIII or better, each as determined by AM Best Company, Inc. Prior to commencing any work under this Contract and at least ten (10) days prior to the expiration dates of any insurance required hereunder, Contractor shall deliver to the District certificates of insurance evidencing such coverage and any renewal or successor policies. If the Contractor engages any subcontractor to perform any of its obligations under this Contract, the Contractor shall also deliver to the District certificates of insurance from such subcontractor evidencing such coverage and any renewal or successor policies. All policies of insurance required hereunder shall name the District (and such other persons or entities designated by the District) as an additional insured (except the workers' compensation and Professional Liability insurance). For the Workers' Compensation Insurance and, as applicable, U.S. Longshore and Harbor Workers' Compensation Act coverage, the policy number(s) and term of the policy (ies) shall be indicated on the certificate. With the exception of Professional Liability Insurance, each insurance policy shall state that the insurance company agrees to investigate and defend the insured against all claims for damages, even if groundless. All insurance policies provided for above shall contain clauses or endorsements to the effect that: (i) no act or negligence of the Contractor, or anyone acting for the Contractor, or failure to comply with the provisions of any policy, which might otherwise result in a forfeiture of the insurance or any part thereof, shall in any way affect the validity or enforceability of the insurance insofar as the District is concerned; (ii) no such policies shall be canceled without at least thirty (30) days' notice to the District (10 days for non-payment of premium); (iii) shall contain a waiver of subrogation in favor of the District, and (iv) shall provide that such coverage is primary and non-contributory.

Such insurance shall protect the District against all claims, liabilities, suits, actions, damages, or costs resulting from or arising out of the ownership, lease, operation, maintenance, repairs, or use in any way of any project equipment for the purposes of the program covered by this Contract and for any other purpose. No project equipment shall be delivered to the Contractor, or operated by the Contractor until the Contractor has delivered the certificate(s) of insurance required hereunder. Prior to the annual renewal of a motor vehicle registration, the Contractor shall submit to the District a certificate of insurance for the project equipment. This Section shall not prevent the District from contracting for such required insurance coverage at any time, and in such event the Contractor shall pay the District for all costs of such insurance.

INDEMNIFICATION

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the District and its officers, directors, employees and agents (collectively "Indemnified Parties")

from and against all claims, damages, demands, losses, expenses, fines, penalties, causes of action, suits or other liabilities (including all costs of reasonable attorneys' fees) arising out of, related to, in connection with or resulting from, or alleged to arise out of or arise from the negligent acts or omissions, breach or failure to perform under the Contract or the violation of any applicable law or regulation, by Contractor, Contractor's subcontractors or anyone directly or indirectly employed by Contractor or by Contractor's subcontractors or anyone for whose acts any of them may be responsible or liable and whether such claim, damage, demand, loss, expense, fine, penalty, cause of action, suit or other liability is attributable to bodily injury, personal injury, sickness, disease or death, or to injury to or destruction of tangible property, including the loss of use resulting therefrom. This indemnity shall be effective regardless of whether or not such claim, damage, loss or expense is caused in part by any of the Indemnified Parties (but the indemnity shall not cover liability to the extent resulting from gross negligence or willful misconduct of the Indemnified Parties). Such indemnity obligation shall not be in derogation or limitation of any other obligation or liability of the Contractor or the rights of the District contained in this Contract or otherwise. This indemnification shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor under any workers' compensation acts, disability benefit acts or other employee benefits acts and includes any loss or injury suffered by an employee of Contractor. This indemnification shall survive the completion of the Work or the termination of the Contract.

To the extent the foregoing Indemnity applies to any violation of federal, state or local laws, ordinances or regulations, Contractor shall do and perform all work necessary to correct such violation.

20. PERFORMANCE BOND

Upon execution of a contract, Contractor shall furnish at its sole cost and expense a Performance Bond in a form satisfactory to the District as a guarantee of good faith that Contractor will comply with the terms of the contract. The performance bond shall be in the amount of $500,000 and shall be issued by an insurer authorized to transact surety business within the State of Connecticut and who is satisfactory to the District. The performance bond shall remain in full force and effect for the entire term of the contract, including any extension or renewal terms if exercised by the District. The Contractor submitting a proposal must include with its proposal a letter from a surety providing evidence that such Contractor has the ability to obtain the required performance bond.

21. ATTACHED EXHIBITS

The following exhibits are included in this RFP package:

A. Federally Required Contract Clauses
B. State of Connecticut Grant Requirements
C. District Procurement Procedures and Appeals Process
D. Service Area Map
E. Vehicle Inventory
F. Preventive Maintenance Policy
G. Performance Standards and Penalties
H. General Information Form
I. Required Certifications

- Affidavit
- Certificate of Eligibility
- Certificate of Non-Collusion
- Certificate of Restrictions on Lobbying

- Title VI Contractor Assurance Required by the State of Connecticut
- Eligible Contractors Certificate
- Requirements of the State of Connecticut
- Connecticut Required Certs
- Small/Minority (SBE/MBE) Business Enterprise Certificate
- SBE Letter of Intent
- Contractors Statement on Subcontractors
- Gifts, Nondiscrimination, Campaign Financing Contributions, & Occupational Safety & Health Certification

J. Cost Proposal Form

K. Referenced GHTD ADA Policies

L. Vehicle PM Checklist Examples

SECTION II - TECHNICAL

1. BACKGROUND

The Greater Hartford District is located in the Capitol Region of the State of Connecticut. The District, under contract to the Connecticut Department of Transportation (CTDOT), provides the complementary paratransit service required by the Americans with Disabilities Act of 1990 (ADA) in the following CTtransit Divisions: Greater Hartford/Capitol Region area and New Britain/Bristol Division. ADA paratransit must be provided within 3/4 of a mile of all local CTtransit bus and CTfastrak routes.

The District currently contracts with Transdev North America Inc., a private operator, for both services. The system is operated out the District's ADA Operations and Maintenance Facility at 148 Roberts Street, East Hartford, with vehicles owned by the District. Total Square Footage of the facility is: 36,667

- First Floor Maintenance Area – 19,487 s.f.
- Service Area Exterior (fuel bay) - 3,045 s.f.
- Service Interior (wash bay) - 2,322 s.f.
- Second Floor Administration – 11,813 s.f.

The tables below detail the service hours, total miles and unlinked passenger trips over the past 5 years.

The service provided is a shared-ride, door-to-door transportation service for people who are unable to use fixed-route public transit due to disability. "Shared ride" means that multiple passengers may ride together in the same vehicle; and "door-to-door service" means escorting customers from the outermost exterior door of the customer's pick-up address and onto the vehicle, and from the vehicle to the outermost exterior door of the customer's drop-off address. At some locations drivers can assist the rider into the lobby area, for instance in a hospital or nursing home.

The equipment, furniture, computers, phone, etc. in the operations/maintenance facility (with the exception of such equipment as listed later in this RFP) is owned by the District. The District provides dispatch and GPS software, scheduling software Trapeze 18.0 (upgrading soon to version 21), and Verizon tablets equipped with DriverMate software through Trapeze.

Service Hours					
Month	**2020**	**2021**	**2022**	**2023**	**2024**
JAN	29,861.70	17,688.80	18,794.10	26,884.00	25,784.10
FEB	27,356.70	17,285.00	19,761.30	25,663.10	24,969.60
MAR	21,632.50	21,613.20	24,099.90	29,593.70	27,036.80
APR	9,397.00	20,634.20	23,318.10	25,712.70	28,296.70
MAY	10,059.40	19,926.80	25,025.20	27,728.40	30,159.90
JUNE	13,826.10	21,683.00	26,615.20	26,854.30	26,306.00
JULY	17,703.30	21,409.10	24,733.70	24,421.70	27,160.70

AUG	19,502.50	21,034.40	28,245.20	26,949.00	27,806.80
SEPT	20,553.40	21,255.30	27,570.20	25,865.00	25,936.20
OCT	20,858.70	22,156.10	27,728.90	27,327.40	28,780.90
NOV	18,763.80	21,614.80	25,534.40	25,398.50	25,131.50
DEC	18,616.20	22,202.20	25,755.80	24,950.90	25,304.20
TOTAL	228,131.30	248,502.90	297,182.00	317,348.70	322,673.40

Total Miles					
Month	**2020**	**2021**	**2022**	**2023**	**2024**
JAN	485,303	303,673	305,769	425,902	410,735
FEB	453,550	291,445	324,443	405,664	402,015
MAR	340,938	372,768	404,086	467,923	430,290
APR	122,835	359,735	393,647	406,343	450,180
MAY	160,337	343,485	412,165	440,765	471,477
JUNE	205,315	370,849	437,855	424,722	419,999
JULY	279,043	366,384	398,732	391,712	437,904
AUG	308,679	364,253	455,210	433,692	447,339
SEPT	334,418	366,388	441,271	406,252	418,826
OCT	347,717	368,749	444,266	436,911	463,780
NOV	313,341	358,469	413,152	408,653	402,167
DEC	316,692	361,338	413,639	397,732	405,112
Total	3,668,168	4,227,536	4,844,235	5,046,271	2,575,128

Unlinked Passenger Trips					
Month	**2020**	**2021**	**2022**	**2023**	**2024**
JAN	45,103	20,198	26,773	42,267	38,495
FEB	42,507	19,186	29,579	40,555	38,578
MAR	28,466	26,105	37,203	48,165	41,355
APR	9,698	26,145	37,177	39,575	42,028
MAY	11,324	26,307	38,553	43,369	44,129
JUNE	15,130	29,260	39,181	40,213	37,568
JULY	19,659	32,019	33,799	34,050	36,369
AUG	23,070	32,472	38,522	37,933	37,128
SEP	27,566	33,321	38,487	35,767	36,710
OCT	27,528	34,264	39,080	39,052	40,801
NOV	23,583	33,610	37,724	36,586	35,446
DEC	22,635	33,250	36,524	35,067	35,192
Total	296,269	346,137	432,602	218,455	463,799

Total Hours					
Month	**2020**	**2021**	**2022**	**2023**	**2024**
JAN	32,120.4	20,342.3	20,712.0	29,067.2	28,275.8
FEB	29,334.1	19,713.7	21,586.5	27,927.9	26,958.6
MAR	22,579.0	24,178.3	26,050.4	31,868.7	29,247.3
APR	9,928.2	22,637.4	25,019.0	27,915.6	30,091.6
MAY	10,639.6	21,702.8	26,960.1	29,951.0	31,843.3
JUNE	14,673.2	23,385.1	28,883.9	29,240.7	28,014.2
JULY	18,666.7	22,974.3	26,827.5	26,686.5	29,019.1
AUG	20,549.3	22,545.4	30,662.2	29,252.6	29,606.2
SEP	21,641.8	22,821.2	29,823.1	28,018.6	27,524.4
OCT	23,120.3	23,950.5	29,807.1	29,379.2	30,482.3
NOV	20,955.2	23,402.2	27,124.7	27,446.7	26,776.1
DEC	21,352.8	24,210.8	27,720.7	27,327.2	27,010.2
Total	245,560.6	271,864.0	321,177.2	344,081.9	344,849.1

2. STATEMENT OF WORK

The District will select a Contractor to operate and manage ADA paratransit service in the area specified in a manner acceptable to the District and in strict compliance with this Scope of Work, and with the requirements set forth herein. The District provides door-to-door paratransit service for persons with a disability who are unable to use the fixed route system. This contract will be with a single operator, who will have the responsibilities for management, call center operation, vehicle maintenance, facility maintenance and operational functions of lift equipped vehicle ADA Complementary Paratransit Service.

As set out more fully in later sections of this RFP, the Contractor's responsibilities will include the hiring and training of adequate personnel for the operation and maintenance of District provided vehicles, and dispatching of those vehicles, based upon passenger scheduling and dispatching performed by the Contractor and upon manifests generated by the Contractor. The Contractor will also be responsible for assisting the District in the development and maintenance of policy direction and standards for the day-to-day administration of services provided for under this scope of service.

The Contractor selected to provide this service must be able to demonstrate its ability to provide high level of performance of all tasks related to the operation of these services. The Contractor must ensure that safe, reliable, and courteous service is provided. The Contractor must demonstrate that they can meet the service standards throughout the term of the contract and must also demonstrate their ability to comply with the documentation and reporting requirements listed herein.

3. GENERAL RESPONSIBILITIES OF THE DISTRICT

The District will establish policies and procedures for the provision of this service. The District will have management oversight of this contract and provide a fleet of vehicles, operations

facility, and other items to meet the needs of the program. During the term of this agreement, the District will provide the following:

- Determine eligibility for the ADA program;
- Input eligible rider information into the paratransit scheduling software;
- Provide paratransit vehicles;
- Provide the supervisory and support vehicles;
- Provide fuel, tires, radio maintenance, vehicle cameras, communication (voice/Data) related equipment and services;
- Provide an Operations and Maintenance facility for the Paratransit service.
- Provide telephone numbers, and telephone system;
- Maintain scheduling software and DriverMate Tablets Data Terminals;
- Provide and maintain computer software and hardware;
- Provide Drug and Alcohol Testing Services and Employee Assistance Program Services for all safety sensitive employees;
- Audit Contractor's invoices prior to reimbursement.

The Contractor agrees that the District provided equipment will not be used for any purpose other than that required for operating and maintaining the activities associated with the District's ADA paratransit operation.

The District will perform operations oversight. Examples of oversight practices include but are not limited to:

- Announced and unannounced field observations of operations;
- Monitoring staff levels;
- Observing staff training programs;
- Announced and unannounced safety audits.
- Weekly meetings with the operations team leadership

4. GENERAL RESPONSIBILITIES OF CONTRACTOR

The Contractor shall provide paratransit services described in this RFP in a safe, efficient, and economical manner. The Contractor shall coordinate, manage, provide for, and control all activities needed to operate those paratransit services and shall provide project management. Customer service, on-time performance, compliance, and safety are critical to the successful operations of this program. The Contractor must provide all personnel required to provide the service and is expected to provide staff with the necessary qualifications to supervise and train employees, administer policies and procedures, and be responsive to the unexpected situations that can arise. The Contractor shall take all steps necessary to ensure the safety and reasonable comfort and convenience of the public utilizing the paratransit services. The Contractor shall provide for full and competent staff and technical services to handle and correct any and all problems that arise associated with the operation of the paratransit services provided under this RFP.

Unless otherwise directed by the District, the Contractor will be responsible for providing the following services and resources, as described herein and as such may be modified by the District from time to time:

- Provide overall management of the ADA paratransit service and operations concerned therewith and ensure compliance with the ADA;
- Work with District provided software systems: Trapeze 18.0 (or later versions);
- Provide an IVR (interactive voice response) or some other system to notify riders when the vehicle is on its way to reduce passenger no-shows and increase scheduled productivity;
- Provide highly qualified personnel having transit management, paratransit operation, safety/security training, and facility/vehicle maintenance experience necessary to successfully perform this contract in accordance with all requirements;
- Maximize the availability and quality of ADA Paratransit services;
- Consistently demonstrate a professional sensitivity in serving people with disabilities in every phase of operations;
- Implement and promote policies that advance the District's values.
- Efficiently utilize financial and other resources allocated to the contracted service;
- Provide personnel management, including hiring and training of staff, administering policies and procedures;
- Provide door to door transportation of passengers in accordance with all District requirements;
- Receive calls and reservations from passengers;
- Verify the eligibility of all passengers;
- Verify that the trips are within the District’s service area;
- Schedule trips for the most effective combination of passenger needs, vehicle availability, and efficiency;
- Handle all emergencies and incidents including customer, vehicle, facility, and other;
- Utilize and maintain the operations/maintenance facility in accordance with all policies and requirements;
- Keep track of required preventative maintenance for the facility and equipment and work with the District to schedule all PM visits.
- When equipment repairs are needed notify the District prior to scheduling repairs.
- Regularly review and analyze scheduled and actual productivity to recommend changes such as the Trapeze software parameters, schedules, and so forth to improve productivity;
- Implement a complaint procedure which meets Federal, State and District regulations and requirements;
- Respond promptly and precisely to the District’s staff request for information and reports;
- Gather, maintain, and provide vehicle manifests, reports, daily cash fare reconciliation, documentation and data in accordance with all requirements;

- On a monthly basis, provide to the District, a reconciliation of cash fares and electronic payments, tickets collected and ridership, as documented in trip manifests;
- Provide all operating, financial and performance reports in a timely manner in order to allow the District to review their content or incorporate the data into reports and plans as appropriate for timely delivery to the final user. All invoices and monthly reports will be due on or before the tenth (10^{th}) calendar day of the succeeding month;
- Maintain written and verbal communication with the District to the satisfaction of the District's Director of ADA Paratransit Services, Deputy Director, Executive Director, and/or designee;
- Attend regularly scheduled and special meetings with the District staff at the request of the District management;
- Ensure that all of the Contractor's staff undergo sensitivity training, customer service training, fraud prevention training, and any other required training;
- Keep an updated EEO Policy and provide updates to the District as requested;
- Participate in the development and updates to the District's Public Transit Agency Safety Plan (PTASP) and Transit Asset Management Plan (TAM);
- The Contractor is responsible for inspections, reports, and maintaining records for the Spill Prevention, Control, and Countermeasure (SPCC) and Stormwater Pollution Prevention Plan (SWPPP). This includes but is not limited to:
    - Monthly inspection documentation for SPCC areas;
    - Monthly inspection documentation for SWPPP areas;
    - Quarterly visual monitoring records;
    - Semi-annual analytical monitoring;
    - Annual SWPPP and SPCC trainings and training logs;
    - Other applicable items such as maintenance and corrective action records, records of spill events, etc. if/as applicable;
    - Submission of all reporting and documents to the District's environmental consultant for review.
- Participate in the District's Triennial Review and prepare information requested by District management in a timely manner;
- The Contractor shall submit itemized staffing level reports, including at minimum, job function, job title, and whether staff are full-time or part-time for all staff assigned to the Contractor, as required by the District;
- The Contractor shall develop a contingency plan, in their proposal, to address continuance of service in the event of an Operator or maintenance work stoppage;
- Upon award of contract, the Contractor shall submit a Staffing Plan, along with a copy of the Contractor's employee handbook (or equivalent), to the District for review and approval. The Staffing Plan shall describe the Contractor's approach, including ratios of staff in relations to demand forecasts as appropriate and specific to measures including but not limited to trips, hours, vehicles, or runs. The Staffing Plan must also describe the Contractor's approach to minimizing turnover, handling work slowdown or stoppage situations, and include the benefit plans available and which staff types (e.g., full-time vs. part-time). This description must

indicate the employer's contribution to benefits and the employee's contribution to benefits. This plan shall include any information on Collective Bargaining Agreements, labor, or other personnel negotiations;

The Contractor shall address the securement of additional staff to meet the District's needs.

5. SERVICE DELIVERY

A. Service Area

For the purpose of this Request for Proposals, the contract primary service area will encompass 3/4 of a mile around all local CTtransit bus and CTfastrak routes operated in the Hartford, New Britain and Bristol Metro Area bus systems. The service area will encompass trips originating in the following communities: all of East Hartford, Hartford and portions of these communities: Avon, Berlin, Bloomfield, Bristol, Cromwell, East Windsor, Ellington, Farmington, Glastonbury, Kensington, Manchester, Meriden, Middletown, New Britain, Newington, Plainville, Rocky Hill, Southington, South Windsor, Tolland, Vernon, West Hartford, Wethersfield, Windsor and, Windsor Locks. See Exhibit D, Service Area Maps.

B. Days and Hours of Service

Paratransit services shall be operated 365 days per year during the same hours and days that fixed-route service operates. The current fixed route service operates Monday through Friday as early as from 3:30 AM until 1:00 AM. On Saturdays and Sundays, the current service is operated as early as from 4:00 AM until 1:00 AM. In dispatching trips, the underlying service schedule is consulted regarding specific hours of service for individual locations. Hours and operation may change in response to changes in CTtransit bus schedules.

First trip – the scheduled first trip will be scheduled to arrive at the passengers' origin as early as the start time of the appropriate fixed route.

Last trip – the last trip will be scheduled so that the vehicle is headed back to the garage as close to the end time of the appropriate fixed route.

C. Cancellation or Delay of Service

The Contractor shall operate the paratransit service during the same hours, days and in the same area as CTtransit. On holidays, the paratransit service will also mirror CTtransit's holiday schedule.

In cases of inclement weather, decisions to suspend or cancel service will be made by the Connecticut Department of Transportation. The Contractor shall not delay or cancel service without direction to do so from the District. The Contractor shall prepare in advance of severe weather to coordinate and support operations. During inclement weather the Contractor shall provide operations updates to include the number of trips scheduled, cancelled, count of vehicles on the road, OTP, and the last trip time.

D. Service Delivery

The intent of this contract is to serve the travel demands of those persons who have been certified as eligible for the ADA-mandated complementary paratransit service. The Contractor will manage and operate a door to door ADA demand-responsive service in accordance with the service standards as described below and in Exhibit G.

E. Information Systems

The District may schedule upgrades to Trapeze or other applications at its discretion and expense, and any upgrades will be coordinated with the Contractor. The Contractor shall have their staff attend appropriate software training on a regular basis to ensure staff stays fully up-to-date and trained on District provided software.

The Contractor may provide, subject to the District's approval, software applications, programs and/or databases, that the Contractor deem necessary for the provision of paratransit service during the term of this Contract. The Contractor shall provide licensing and rights to the associated applications, etc. for unlimited use by the District for the term of the Contract.

6. GENERAL SERVICE POLICIES

A. Eligible Trips

- It will be the responsibility of the Contractor to determine the eligibility of the requested trip, pursuant to the parameters set forth under ADA regulations.
- The District reserves the right to make a final decision in regards to the eligibility of a scheduled ADA trip.

B. Reservations

- Reservations are taken from a maximum of five (5) calendar days up to the close of business the day before a trip needs to be provided.
- Reservations are taken from 8 am to 5 pm seven days a week. Passengers may also book and confirm trips online through PASS-WEB or, on occasion, emailing in a reservation request.
- The Contractor should try to accommodate requests for same day transportation services on a space and time available basis.

C. Scheduled Pick-Up Time

At the time that the Contractor accepts a passenger's trip request, the passenger will be informed of the scheduled date and pick-up window. The pick-up window is a half hour period that brackets the scheduled pick-up time.

The Contractor shall arrive as close as possible to the scheduled pick-up time as indicated on the vehicle manifest/schedule and within the published thirty (30) minute pick-up window as identified on the vehicle manifest/schedule, but not before the beginning of the window time.

D. Trip Denials/Refusals

Should the Contractor be unable to accommodate a passenger's requested time for an ADA eligible trip, the Contractor may negotiate pick up and return times with the individual, but the Contractor shall not require an ADA eligible person to schedule a trip to begin more than one hour before or after the individual's requested departure time. All trip requests that the Contractor is unable to honor within the one-hour negotiation window must be recorded as a denial. Even if the passenger accepts the time change and service is provided, any trip that cannot be scheduled within the one-hour window, must be tracked as a denial. If only one leg of a round trip request can be reserved, and the individual declines the trip, it should be recorded as two denials. The District's requirement is zero denials. A refused trip would be an offer of a trip by the Contractor which is within the allowable window of the original requested time, but which the

ADA client rejects as unacceptable for their needs. Both denied and refused trips must be recorded to the District monthly.

E. Boarding Time

If the vehicle arrives within the pick-up window, a passenger has five (5) minutes to board the vehicle (unless additional boarding time is indicated on the Manifest or Schedule).

If the passenger fails to board during this pick-up window, the driver will notify the dispatcher who is responsible for contacting the passenger and determining if the passenger is to be charged with a "No-Show". If so, the dispatcher is responsible for entering the "No-Show" into the computerized system (within 5 minutes of the occurrence) and then directing the driver to continue with the route.

F. Door-to-Door Service

The Contractor is required to provide door-to-door service.

The Contractor is required to ensure that the driver goes to the door or main lobby of the passenger's origin and informs the passenger of his/her presence except in situations in which such assistance would not be safe for passengers remaining in the vehicle, in these cases the driver should contact dispatch for further assistance. In addition, the driver is required to provide door to door assistance between the vehicle and the front door or main lobby of the passenger's destination. Door to door service is to be provided unless a Reasonable Modification determination has been made by the District and the associated documentation provided to the contractor.

G. Assistance to be provided

Drivers must assist passengers, upon request, in getting to, on, off and from the vehicle. This assistance may include:

- Lending a supporting arm, guiding, and assisting up or down steps.
- Drivers may not assist passengers in wheelchairs up or down more than one step. (See GHTD Policy # 52 ADA Wheelchair Regulations).
- Drivers are required to help carry packages weighing not more than thirty-five pounds in total. (See GHTD Policy #48 Shopping Bag Policy.)
- Drivers are prohibited from entering any passenger residence while on or off duty, going beyond the lobby of any public building, or performing any other type of service other than those require by law.

The Contractor(s) is required to transport scheduled Personal Care Attendants (PCA's) and Companions with eligible passengers. The companions are to be treated as a passenger, and must pay fares. A PCA must be capable of providing any assistance required and does not pay a fare. Both PCAs and companions must be picked up and dropped off at the same locations and time as the rider.

The Contractor must comply with regulations prohibiting smoking on public transit vehicles, and the Contractor must ensure that no open food or beverages are permitted on board vehicles. Note – some passengers are permitted to eat and drink due to their disabilities.

H. Service Animals

The Contractor is required to transport service animals, in accordance with State and Federal Laws. Service animals are to be properly leashed and/or harnessed unless these devices interfere

with the service animal's work or the individual's disability prevents using the devices. The service animal must be under the control of their handlers at all times. (Reference GHTD Policy #44).

I. Other Passengers

The Contractor is prohibited from transporting anyone not specifically authorized by the District, in the performance of this contract. All non-Contractor personnel on the vehicle must be reported as either: passengers, companions or Personal Care Attendants (PCA's).

J. Transporting Packages

The Contractor is required to transport packages belonging to passengers as long as the passenger is on board with his/her package and as long as the package fits on the passenger's lap or beneath his/her seat.

Package limitation: no more than thirty-five (35) pounds, with a limit of three (3) plastic bags or two (2) brown paper bags. (Reference GHTD Policy #48).

7. RIDERSHIP ELIGIBILITY

Eligibility screening for all paratransit passengers with disabilities meeting the requirements of the Americans with Disabilities Act will be the responsibility of the District. Proposer shall be responsible for verifying the eligibility of all passengers by matching the name of the passenger with the eligible rider database. Any passenger that has been certified as eligible by the District will be entitled to use this service. In addition, personal care attendants (PCA), companions, and visitors with ADA certification from other jurisdictions are eligible to use the service in accordance with the ADA.

8. CALL CENTER

The Contractor will be responsible for the creation and operation of a fully functioning paratransit call center with staffing sufficient to meet the service standard as described in Exhibit G. To the maximum extent possible, all trips should be scheduled and confirmed during the initial phone call. The Call Center currently handles more than 30,000 calls per month.

9. RESERVATIONS, SCHEDULING AND DISPATCHING

All eligible paratransit trip reservations will be the responsibility of the Contractor. All eligible ADA trips will be scheduled by the contractor. It will be the responsibility of the Contractor to determine the eligibility of the requested trip, pursuant to the parameters set forth under ADA regulations. The District reserves the right to make a final decision in regards to the eligibility of a scheduled ADA trip.

The Contractor must have the capacity to take all reservations, to organize all schedules, as well as to dispatch the vehicles using an automated routing/scheduling software system and in accordance with the policies and standards set forth in Exhibit G. The Contractor will schedule, dispatch and route all service in such a manner as will enable as many passengers as possible to utilize the vehicles at the same time, so that there may be as many shared rides as possible. Consideration must be exercised regarding excessive ride time. The Contractor must provide coordinated dispatching at a centralized location to minimize the confusion of customers. The Contractor must ensure that adequate phone coverage is provided to all clients during the operational day. The Contractor may not deny ADA trips to passengers without the prior consent of the District.

The passenger's first point of contact with the service is usually the reservations agent, and the District requires this group to present a polished and professional image at all times. The reservation agent is responsible for receiving and responding to calls from passengers checking on the status of pre-scheduled trips and those wishing to make a reservation.

The District will provide for Contractor use dispatching and scheduling software entitled Trapeze PASS version 18.0 (upgrading soon to version 21). It is the District's intent to maximize the cost efficiency of this service by ensuring that the service is scheduled as productively and efficiently as possible while maintaining compliance with the ADA. The Contractor will be responsible for deploying vehicles to allow for its most efficient usage minimizing dead-head miles and number of vehicles on the road, ensuring compliance, and maximizing customer satisfaction.

The District will provide a telephone system that will accommodate the business needs of the Proposer, with sufficient infrastructure and scalability to receive, place in queue, and record calls at current demand levels as well as forecasted. All conversations at the Call Center (reservations, dispatch, scheduling and customer service) must be on recorded lines that can be reviewed at a later date.

The Contractor is expected to provide an IVR (interactive voice response) or another system which, at a minimum, notifies the passenger that the bus is on its way and provides notification on the prior day of booked trips.

All networks (LAN, WAN, Internet), PC's, servers, firewalls, routers, switches, and software necessary to serve the information processing needs of the Contractor for the provision of paratransit operations will be furnished by the District. The District will supply all necessary hardware, software, networks and support to maintain transit operations. The Contractor must allow the District and its IT subconsultant to conduct semi-annual or as needed audits on hardware, software, networks, and security of all District owned equipment.

If after a trip has been scheduled it becomes necessary to change a pickup time enough to shift the pickup window forward or backward, the Contractor is obligated to renegotiate the pickup time with a passenger.

10. FARES

The Contractor will be responsible for collecting, handling and reporting passenger fares. All cash fares, electronic fares, and tickets are to be collected by the Contractor, deposited and reconciled on a daily basis. Additionally, on a daily basis, the Contractor must reconcile cash fares and pre-purchased tickets collected with the daily passenger manifests. The District reserves the right to observe and audit the fare collection and fare handling procedures of the Contractor at any time during the terms of this contract. The Contractor will be responsible for any monetary discrepancies between the fares collected and the revenues tabulated. The District does not provide a fare collection system.

The fare will be established by the Connecticut Department of Transportation (CTDOT) at all times. The fare may be paid in cash, prepaid using electronic payments, or with a pre-purchased ticket. Companions, including children ages five (5) and older acting as companions, must pay the full fare.

The Manifests and MDTs (DriverMate Tablets Data Terminals) shall provide complete instructions to the driver concerning the amount of fares to be collected from the passenger(s) and/or the companion(s). Companions are to be treated as passengers and must pay fares. A personal care attendant (PCA) does not pay a fare. The Contractor is required to collect the fare specified on the Manifest or Tablet at the time of the vehicle's arrival to transport a passenger.

If a passenger does not provide the appropriate fare, the driver is required to notify the dispatcher, who will determine in coordination with the appropriate manager whether or not the passenger is to be transported. Generally, the Contractor is prohibited from transporting a passenger who fails to present the appropriate fare unless failure to transport the passenger would result in the passenger being stranded away from home. In such instances and with direction from dispatch, the Contractor is required to transport the passenger and then treat the incident as a matter of passenger misconduct which is subject to misconduct provisions. If the Contractor transports a passenger that has not paid the full fair, the Contractor is responsible to make up the shortfall of the fares paid by the passengers.

Drivers are absolutely prohibited from accepting gifts or gratuities of any kind, either as payment of a fare or in addition to the payment of a fare. In addition, drivers are prohibited from giving gifts of any kind to passengers/riders.

11. CONTRACTOR PROVIDED EQUIPMENT

The Contractor will make use of the ADA Operations and Maintenance facility provided by the District. The facility is located at 148 Roberts Street in East Hartford, CT and houses administrative and operations office space, vehicle maintenance and outdoor storage. The District-owns and supplies to the Contractor the computer software and hardware equipment used for the provision of services; all furnishings; telephones; camera equipment, and all required vehicle servicing and maintenance equipment including but not limited to (bus washer, snow scraper, etc.); fitness equipment; etc.

If any damage occurs to the facility or equipment supplied by the District, the Contractor must replace the damaged item(s) with comparable or better level of facilities or equipment.

The Contractor is responsible for all paper products and supplies, office equipment, facsimile machines to meet the Contractor's business needs in operating the paratransit service. All non-computer equipment and all supplies in connection with the facility are the responsibility of the Contractor.

The District is responsible for utility expenses at the facility. Any facility repairs required due to negligent acts by the Contractor will be the responsibility of the Contractor. The District is responsible for procuring the services needed to service the HVAC, electrical, fire prevention, sprinkler and plumbing fixtures and systems, and maintenance and repair of all parking areas in the facility. Snow removal is the responsibility of the Contractor as is the cleaning of facility, trash removal, extermination, etc. These costs should all be incorporated into the service costs. The District owns a snowplow and other associated equipment necessary for this purpose.

The Contractor must allow the District's IT Consultant access to all District computer equipment whenever Contractor staff is in the facility.

The Contractor must provide maintenance software and maintain a supply of parts needed for vehicle maintenance.

12. RADIOS

The District will provide radios for all revenue paratransit vehicles and supervisory vehicles. The radio system is part of an area-wide trunked 800 MHZ system for voice communications. The radios offer the function of voice and data. Usage costs (air time), a mobile two-way radio for each vehicle, a base station, handheld radios and maintenance of the radios will be provided by the District. The Contractor shall coordinate directly with the District's radio consultant for radio repair issues. Expenses related to repairs resulting from contractor's negligence, directly inflicted damage (dropped or lost) will be deducted from the monthly operations invoice. The Contractor must provide the District's Fleet Manager, Deputy Executive Director, Executive Director and/or designee with a handheld radio(s) capable of communicating directly to the Contractor's dispatch unit.

13. VEHICLES

The District will provide the revenue vehicles used in the provision of paratransit services as described in this RFP. The District owns and operates one hundred and eighty-one (181) lift-equipped vehicles, including electric vehicles and gasoline powered vehicles. Additionally, the District owns and operates two (2) supervisor lift-equipped mini-vans, which are used to transport passengers as well when needed. The replacement schedule for revenue vehicles is 5 years or 125,000 miles.

The District also owns support vehicles to be used and insured by the Contractor.

All vehicles shall be housed in the secured location provided by the District. All of the revenue vehicles are equipped with lifts for wheelchair accessibility and most are gasoline powered. Fuel (diesel, electricity, and gasoline) is a District expense. A 10,000-gallon gasoline tank is maintained at the Operations and Maintenance facility.

The District is responsible for vehicle registration, licensing and/or inspection costs. Vehicles will also be equipped by the District with radios and tablets. All vehicles are equipped with cameras that are owned by the District. A description of existing District owned vehicles is included in Exhibit E, Vehicle Inventory.

The Contractor is required to acquire and maintain a parts inventory adequate for the type and number of vehicles in the fleet.

The Contractor provides the tires repairs and replacement for wear. The contractor is responsible for the replacement of rim and tires due to damage caused by misuse, accident, abuse, poor alignment, and operator or contractor negligence.

To ensure that vehicles are maintained in proper working order, the Contractor is required to utilize the following maintenance procedures:

A. Driver Pre-Trip Inspections:

The Contractor is required to conduct a pre-trip inspection for each vehicle prior to its use in service each day. The results of the pre-trip inspection are to be documented on a "Pre-Trip Inspection Form," which is to be maintained by the Contractor. Any vehicle which fails the pre-trip inspection is to be removed from service. Pre-trip inspection records will be retained by the Contractor for at least two (2) years from the date of inspection.

B. Preventive and Regular Maintenance

The Contractor will have responsibility to establish and maintain a comprehensive vehicle maintenance program to perform maintenance on all revenue vehicles used for paratransit services described in this scope of work. All maintenance and repairs of vehicles shall be in accordance with specified manufacturers' recommendations and warranties. The Contractor shall conduct all preventative maintenance in accordance with the District's Preventative Maintenance Policy attached hereto as Exhibit F and made a part thereof. All Contractor maintenance activities are subject to audit by the District.

Revenue vehicles will not be operated with any visible body damage or defects that make them unsafe to operate. The contractor will make necessary repairs, adjustments, or additions prior to placing any revenue vehicle in service. The Contractor is to use quality materials (OEM or equivalent) when doing any repairs to the vehicles.

The Contractor shall ensure that all mechanical parts and material meet or exceed OEM specifications. Fluids, additives, oil, lubricants, refrigerants and software (nuts, bolts, springs, bulbs, etc.) are vehicle-related costs and shall be supplied by Contractor. The lubricants used shall meet or exceed the standards recommended by the vehicle manufacturer.

The Contractor will maintain vehicles and schedule maintenance activities, to assure that the maximum number of vehicles is available for revenue service during peak hours. The Contractor will not remove vehicles from revenue service during peak periods except to conduct emergency repairs, and will minimize the amount of time needed to conduct preventive maintenance. It is not the intent of this requirement to preclude necessary maintenance during normal hours; it is only to ensure that the maximum number of vehicles needed shall be available for service during the service day. Maintenance activities will be carried out at times that do not interfere with scheduling of revenue vehicles to meet peak period service demands. The Contractor should take full advantage of the spare vehicle ratio to ensure that all maintenance is conducted in a timely fashion.

All preventive maintenance, light-duty repairs and running repairs of vehicles will be completed, including the routine replacement of components, within the Contract price, and to the manufacturer's specifications and standards, at a minimum.

Contractor's responsibility will include, but not be limited to:

- Body and glass damage due to accident
- Any damage due to vandalism including body and glass damage
- Excessive wear and tear on vehicle (due to Contractor error/negligence)
- Rim and tire replacements from wear, misuse, accident, abuse or poor alignment
- Any damage due to improper or delayed preventive maintenance
- Lost articles and replacements such as fire extinguisher, wheelchair securement straps, lap belts, hydraulic pump handles, and lift covers. These shall be part of the vehicle's operating costs and shall be supplied by Contractor
- Interior damage
- Any damage due to operator or Contractor negligence
- Wheelchair lift damage due to negligence
- Fluids, additives, oil, lubricants, refrigerants and software (nuts, bolts, springs, bulbs, etc.)

- Vehicle transition expenses

The Contractor shall be responsible for competitively procuring all major maintenance work that cannot be conducted in-house according to the District's procurement policies and procedures.

All vehicle body and/or collision damage must be professionally repaired, restoring the vehicle to pre-damage condition. In case of major body damage, The District and Contractor shall establish a repair schedule not to exceed eight (8) weeks for major damage and two (2) weeks for minor damage.

The interior passenger compartment shall be free of exhaust fumes from the engine, engine compartment, and exhaust system of the vehicle. Heating, ventilation, and air conditioning systems (HVAC) shall be maintained and used to ensure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times during all revenue service hours. Contractor shall maintain all components of the air conditioning systems in an operable condition throughout the entire year.

Seats shall be maintained in proper operating condition at all times. All tears, gum, graffiti, and other damage shall be repaired in a professional manner immediately upon their discovery. Contractor shall replace seat covers which are worn or otherwise damaged and cannot be professionally repaired, using materials which are identical in design and color as those materials being replaced.

Upon completion or termination of this agreement for any reason, Contractor shall return vehicles and all other District provided equipment to the District with no deferred maintenance or damage, less reasonable wear-and-tear as determined by the District.

The Contractor is required to maintain written documentation of the date, mileage, VIN, plate numbers, and vehicle number, when the preventive maintenance was conducted, and any repairs that were made. Such documentation will be retained by the Contractor for the duration of the Contract. In addition, the Contractor is required to maintain a current vehicle database containing the following information:

- Make
- Model and year
- Vehicle identification number (VIN)/serial number
- License and number
- Date received
- Unit repairs
- “Preventative Maintenance Inspection” reports
- Daily “Bus Condition” reports
- Work orders

A permanent file shall be kept by Contractor for each revenue vehicle. This file shall include: driver inspection reports, which must be kept for two (2) years, vehicle maintenance inspection reports; and preventive maintenance reports.

A Preventive Maintenance Inspection (PMI) shall be performed on each District owned vehicle at 3,000-mile intervals. The 3,000-mile interval should be observed and the District will

allow the Contractor to perform the maintenance within 300 miles of this threshold and be considered timely. The next threshold will be the next 3,000-mile interval (for example, if the first maintenance was performed at 3,100 miles the second maintenance service would still be due at 6,000 miles). Brake inspection occurs at every 9,000 miles. Transmission fluid and filter change would occur every 36,000 miles. All work performed during each inspection must be reported and documented. If a vehicle has not met preventive maintenance standards, it shall be removed from service and be subject to penalties.

All wheelchair lift-related equipment shall be cleaned, inspected, serviced, and lubricated at intervals necessary to ensure that the wheelchair lifts are fully operational and safe whenever the vehicle is in revenue service. This interval shall be no more than every 3,000 miles. At a minimum, the wheelchair lift shall be cycled daily. All of these efforts shall be documented. No vehicle shall enter revenue service without a full set of lap belts and wheelchair securements for every wheelchair position.

Brake inspections and adjustments shall be performed at intervals that ensure the safe and efficient operation of the braking system. This interval shall be no more than every 9,000 miles. The Contractor shall maintain brake systems so as to minimize brake noise. No vehicle which has had a brake problem reported shall be placed into revenue service until such braking system has been inspected, and if necessary repaired, by qualified maintenance staff.

The Contractor shall be responsible for the conduct and tracking of all warranty work on District vehicles assigned to Contractor and the administration of all warranty paperwork with manufacturer. The Contractor shall obtain manufacturer authorization to perform warranty maintenance or shall transport vehicles at Contractor's cost to an authorized warranty service provider.

The Contractor shall provide and utilize a vehicle management software to record the labor, parts and materials required each time preventive maintenance and repairs are performed on a District owned vehicle. This information shall be used by the Contractor to maintain and prepare required maintenance reports for submission to District, and shall be retained in the permanent vehicle file for each assigned vehicle. All repair work will be performed by maintenance personnel who have demonstrated experience and documented training in the work to be done. Maintenance personnel will have the necessary equipment and tools to perform any authorized work.

All components of the vehicle body, appurtenances, and frame will be maintained sound and undamaged while in revenue service.

C. Vehicle Inspections:

The District, the Connecticut Department of Transportation (CTDOT), Federal Transit Administration (FTA), and any other governmental entity with regulatory control over the program services may conduct periodic inspections of vehicles in use for this program.

The District's Facilities and Fleet Manager, Director of ADA Paratransit Services, Deputy Executive Director, Executive Director or designee, may conduct announced and unannounced inspections of the vehicles and/or vehicle files at any time either at the Operations and Maintenance Facility or while the vehicle is in service. Inspections will not interfere with service obligations but may be conducted with or without notification.

Any vehicle that does not meet the required standards will be immediately removed from service, until such time as necessary corrective actions are taken. Such removals will not relieve the Contractor from any responsibilities of this contract. Any vehicle pulled from service must be re-inspected by the District before being placed back into service.

Tablets are mandatory within vehicles unless specified otherwise. The Contractor shall ensure that these tablets are fully operational.

D. Vehicle Fueling

The District shall be responsible for purchasing gasoline for District owned vehicles and approved Contractor vehicles used for operation purposes at its sole cost and expense. The Contractor shall be responsible for accepting gasoline deliveries, verification of deposits, verifying usage at its facility, and providing safe storage of fuel; and, will assume any and all liabilities pertaining to fuel including but not limited to spills or leakage and EPA violations.

Gasoline purchased by the District must be used for District Paratransit Service only. In any instance that the Contractor fuels an authorized District Paratransit Service vehicle, an accurate accounting of fuel consumption must be maintained and submitted to the District with the monthly billing invoice. Contractor must explain the methodology they will utilize for accounting for actual fuel consumption, verification of fuel deposits, and fuel delivery.

E. Vehicle Breakdowns

If a vehicle breaks down in service, the Contractor shall dispatch a back-up vehicle to the site of the breakdown. The back-up vehicle shall be dispatched and placed en route within fifteen minutes of notification of the breakdown.

F. Vehicle Cleaning

The Contractor is responsible for ensuring that vehicles are cleaned regularly and have exteriors which are free from grime, cracks, breaks, dents and damaged paint which noticeably detract from the overall appearance of the vehicle. In addition, passenger compartments must be clean and free from torn upholstery or floor coverings, damaged or broken seats, and protruding sharp edges.

Required services include:

Interior daily vehicle cleaning will, at a minimum, consist of the following:

- Dusting seats, dash board, etc.;
- Sweeping and vacuuming of all floors to remove dirt and debris with washing of floors if necessary;
- Removing trash; and ensuring schedule and information posting are up-to-date;
- Cleaning interior windows as necessary.

Weekly cleaning will include at least:

- Washing of vehicle exteriors, however, vehicles will be washed as soon as practicable during or following every rain or snow day, in order to maintain the District's standards for vehicle appearance;
- Exterior washing will include cleaning of vehicle wheels and hub;
- Mopping of all floors.

At least once per month, the interior of the vehicle will be completely cleaned. This will include, at a minimum:

- Washing of the vehicle ceilings, side walls, windows;
- Cleaning of the vehicle seats;
- Mopping of the vehicle floor;
- Cleaning of vehicle wheels and hubs to bring to as-new condition;
- Cleaning of wheelchair securement devices.

All vehicles will undergo insect/pest extermination as necessary to eliminate the presence of insects. The extermination process will be applied while vehicles are out of service. Vehicles will not be placed in revenue service while any noxious fumes or detectable odors remain in the vehicle.

14. PERSONNEL REQUIREMENTS

The Contractor will recruit qualified personnel capable of performing the services required under this contract. The Contractor will be responsible for the payment of all employee wages and benefits.

The Contractor will train personnel so as to ensure that all service is provided in a safe, compliant, courteous manner and that adequate supervision is available to ensure service quality. All personnel will maintain a professional, courteous attitude toward passengers, including answering to the best of their ability all passengers' questions.

The Contractor shall provide an adequate number of qualified staff to cover increases in the demand for service over the course of the contract.

The Contractor will establish personnel and compensation plans that are designed to encourage retention and longevity and minimize employee turnover. Such plans may include employee incentives and rewards, and provide fair and reasonable wage and benefit packages for employees.

The Contractor shall provide regional and corporate support personnel to ensure service performance standards are met. The Contractor shall provide demonstrated capability to provide resources in areas of safety, procurement, vehicle specification, operations, training, I/T, maintenance, and service management.

The District's Deputy Director and/or Executive Director must be notified prior to any contemplated changes to key personnel, and the District's Deputy Director and/or Executive Director must provide approval of changes to key personnel prior to the action being taken. No key personnel position is to remain unfilled for longer than thirty (30) calendar days. Key personnel include the following positions or their equivalents: General Manager; Assistant General Manager, Operations Manager, Safety Manager, Call Center Manager, IT Manager and Maintenance Manager.

The Contractor will be liable for assessed penalties for wages and benefits or any staff positions remaining unfilled more than thirty (30) calendar days. See Exhibit G.

The Contractor will afford a priority in hiring to employees of the preceding service provider of the District's ADA Paratransit services. Such a priority shall not require the hiring of any such

employee if the Contractor determines that the employee is not qualified for the position (under the terms of the Contractor's employment standards and personnel policies, or the Contractor determines that the employee should not be hired because of past employment history (such as documented disciplinary actions, habitual absenteeism, etc.). The priority in hiring will not extend to any individual who was dismissed from his or her employment for cause, or apply to any employee failing to serve with the current contractor until the last day of service prior to any transition.

The Contractor may be asked to hold "open door" meetings with drivers, et al (at a minimum of twice per year). These meetings will also include the District Management staff for the purpose of obtaining feedback from the Contractor's employees in regard to the overall service and operation.

The Contractor's Personnel Program and/or Employee Training Program shall incorporate all the requirements of this RFP. The Contractor will be in breach of the contract, and subject to termination for default should any personnel not meet the requirements of the Staffing and Personnel Plan.

Fraud Prevention and Detection Policies and Procedures: The Contractor shall have an employee training program and standard operating procedures in place to prevent, investigate, and report alleged fraud, theft, or other criminal behavior. Contractors shall immediately report to the District all instances of alleged or suspected employee, provider, vehicle operator, or customer fraud or theft that is detrimental to services, of a criminal nature, and/or creates a potentially unsafe environment.

The District reserves the right to require the Contractor to immediately remove an employee from service for any of, but not limited to, the following reasons:

- Committing any inappropriate act (i.e., asking a passenger for a date or providing gifts to riders);
- Committing any unsafe act while driving a District vehicle;
- Revocation or non-renewal of a valid Connecticut driver's license;
- Distributing any unauthorized materials while "on the clock";
- Soliciting or accepting a gratuity from a passenger;
- Failure to notify the Contractor of an arrest or conviction of a criminal offense of a Class A or Class B misdemeanor or felony; or placement on probation or deferred adjudication for the same;
- Incurring excessive customer complaints due to discourtesy, rudeness, use of profanity, or any other act deemed unacceptable;
- Failing or refusing to take a drug or alcohol test.
- Making route alterations or unscheduled stops with riders on board without receiving approval from Dispatch.

Table of Key Staff Positions
General Manager,
Assistant General Manager
Operations Manager

Maintenance Manager
Safety Manager
Call Center/ Customer Service Manager
IT Manager
Finance Manager

A. General Manager

The Contractor must have a designated full-time staff person assigned to serve as General Manager, who will be responsible for all aspects of the operation and who will serve as the senior management presence and supervise the day-to-day operation of the service, as well as the management of the project's accounts and operating and financial records. The position is subject to travel requirement outside of immediate area (as a percent): <10%.

The Contractor's General Manager will be based at the District's Roberts Street Facility. The General Manager must have a minimum of five (5) years of steady, successful management and supervisory experience in public transportation with at least five (5) years of ADA paratransit operations management experience in a service of similar size to the District's service.

The District reserves the right to approve the selection of the Contractor's General Manager, and to direct the removal of the General Manager during the term of the Contract.

The General Manager, designee or a responsible decision-making person must be available by telephone or in person 24/7 to make decisions as necessary at the request of the District.

B. Assistant General Manager

The Contractor must have a designated full-time staff person assigned to serve as Assistant General Manager, who will be responsible for assisting the General Manager. Key responsibilities for the Assistant General Manager include the following: demonstrated ability to step in for the General Manager on any given day; experience in emergency planning protocols; directs daily operations management; provides strategic planning and direction to the operations staff; manages contract compliance; has shared responsibility for scheduling, performance evaluation, and staffing responsibilities for the facility's management staff; and other duties as required. The position is subject to travel requirement outside of immediate area (as a percent): <10%.

The Contractor's Assistant General Manager will be based at the District's operation facility for this service. The Assistant General Manager must have a minimum of five (5) years of steady, successful supervisory experience in public transportation with at least five (5) years of ADA paratransit operations management experience in a service of similar size to the Districts service.

The District reserves the right to approve the selection of the Contractor's Assistant General Manager, and to direct the removal of the Assistant General Manager during the term of the Contract.

The Assistant General Manager, designee or a responsible decision-making person must be available by telephone or in person 24/7 to make decisions as necessary at the request of the District.

C. Operations Manager

The Contractor shall designate a candidate with a minimum of five (5) years of successful management and/or supervisory experience in public transportation with at least three (3) years of ADA paratransit center operations experience. The Operations Manager will assist the General Manager in carrying out all activities related to operations.

Other required experience includes:

- Sufficient technical and hands-on expertise of the Trapeze software operating system or similar scheduling software to effectively manage the reservations, scheduling and dispatch functions;
- Experience in emergency planning protocols;
- Experience in directly supervising dispatch and/or scheduling departments. Any new or replacement Operations Manager's appointment is subject to the District's approval.

D. Maintenance Manager

The contractor shall designate a Maintenance Manager that is responsible for both the facility and vehicles. The candidate must have a minimum of five (5) years journey level mechanic experience with full knowledge and extensive experience in engine repair, automotive electrical, and air conditioning repair. The candidate should have prior experience in transit maintenance. Strong managerial and training experience with a minimum of three (3) years of experience in maintenance supervision of five (5) or more mechanics is required. The Maintenance Manager must be legally licensed to operate in the State of Connecticut. The position is subject to travel requirement outside of immediate area (as a percent): <10%.

E. Safety Manager

Contractor shall designate a candidate to serve as a full-time driver trainer/safety Manager. The Safety Manager shall have sufficient skills to support, administer and monitor the Contractor's new driver training program. The Safety Manager will ensure that all operators have the appropriate licenses, medical cards and any other certification required to operate a vehicle in passenger service. The Safety Manager is responsible for the oversight of the Drug and Alcohol program.

This employee must be a National Safety Council Defensive Driving Instructor or have an equivalent training and certification. The Safety Manager shall be responsible for conducting and/or delegating classroom and behind-the wheel training (new-hire, annual refresher, remedial and other refresher training) and evaluating drivers. The individual must have at least three (3) years of experience supervising or training paratransit drivers and must be licensed, with appropriate certificates, and qualified to drive all vehicles included in this Contract. The Safety Manager will monitor accident trends and direct all retraining efforts.

This individual is responsible for reporting and generating monthly, quarterly and annual spreadsheets which include:

- preventable accidents per 100,000 miles
- preventable accidents by employee tenure
- body damage repair costs
- all other District required reports

F. Call Center Manager

The Contractor shall designate a candidate with a minimum of three (3) years experience as the supervisor/manager of a large urban Call Center operation handling more than 25,000 calls per month. The candidate should have experience in managing a staff of reservationists and schedulers. The candidate must be fully proficient in ADA policies and regulations. The Call Center Manager should be able to operate all aspects of the Trapeze operating system or similar scheduling software.

G. IT Manager

Contractor shall designate a candidate to serve as a full-time IT Manager. The IT Manager is responsible for all information technology and communication functions and equipment provided by the District. The IT Manager monitors all equipment and troubleshoots areas of concern when required, provides support for desktop and in-vehicle systems, and serves as the primary liaison to IT vendors and the District. The IT Manger maintains security, functionality, data integrity, and recommends application improvements and performs testing. This candidate shall be proficient and have experience with Trapeze software.

Other responsibilities include, but are not limited to:

- Technical support for computer problems and issues with computer applications or systems.
- Maintain, install, and monitor computer network and equipment;
- Back up network data;
- Install and test hardware and software;
- Train users in procedures related to network applications software or related systems.
- Assist the District and the Contractor in using Trapeze platforms as well as installing and testing updates and/or upgrades;
- Create custom user reports in Trapeze system as requested.

H. Finance Manager

The Contractor shall designate a candidate with a minimum of three (3) years of experience in financial planning (including budgeting and forecasting) and analysis. The Finance Manager compiles and analyzes financial information under general supervision; creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately; and ensures accurate, timely completion of all finance functions, including complex fare reconciliation and billing to the District.

Major responsibilities of this position include, but are not limited to:

- Facilitate the production of weekly, monthly, year-to-date and year-end financial reporting, including variance and trend analysis of results to budget, prior year and forecast.
- Facilitate monthly forecasting efforts and the annual budgeting process for all operational/functional units.
- Provide analytical support to all levels of management across operational/functional units; including ad-hoc reporting and problem solving.
- Ensure the integrity and timeliness of monthly financial billing to the District. This includes revenue billing, and the tracking and submission of pass-thru billing for maintenance repairs.
- Ensure the daily trip reconciliation is accurate and timely.
- Ensure the timely & accurate reporting for daily, monthly fare reconciliation.

- Report headcount, fleet management, and key performance indicators to support operational performance.

I. Dispatch Supervisor

The Contractor shall designate a candidate with a minimum of two (2) years of related supervisory experience and/or training or the equivalent combination of education and experience. At least two years driving experience is preferred.

The candidate will be responsible for supervision of bus operators and dispatchers which includes:

- Oversee assignment of equipment and work required;
- Organizing staff, equipment and daily requirements;
- Document and report any irregularities as well as respond to the need of operators and passengers in route;
- Manage field service to provide quality customer transportation services and for providing additional support to the Managers;
- Accounts for subordinate and personal compliance with all the contractor and Greater Hartford Transit Districts safety rules, policies, and procedures.
- Monitor dispatch staff interactions with passengers to ensure accuracy, and professional communications at all times.
- Take lead on all major incidents during live day to ensure they are managed to successful conclusion.
- Take lead on serious complaints, including lateness, to ensure efficient resolution of the issue of live day issues.
- Document geo-coding, scheduling, OTP issues – act as lead liaison to scheduling, reservations to proactively resolve.

J. Building and Grounds Custodian

This position is responsible restroom cleaning, vacuuming office areas, empty wastepaper baskets, dusting, cleaning kitchens, waxing and cleaning floors utilizing cleaning equipment; minor plumbing repairs such as leaks in bathrooms, kitchens, clogged pipes, repair and replace faucets, and plumbing within the building; ensuring that common areas are kept clean and safe for employees; sweeping maintenance shop daily to remove any debris from floor areas; and assisting with snow removal, spreading of sand/salt when necessary.

Additional job responsibilities include, but are not limited to the following:

- Make minor furniture moves and repairs.
- Replenishes restroom supplies as needed.
- Repairs all minor building physical needs, ceiling tiles, floor tiles, minor wall touch-ups; paints public areas; minor plumbing repairs that do not require a certified plumber.
- Maintains an inventory of maintenance tools and supplies.
- Makes recommendations for building improvements; reports all safety, plumbing, electrical and HVAC problems that require a contractor.
- Physically walks the property on a daily basis and removes litter and debris from the grounds and maintaining the physical appearance of the facility and grounds.

K. Reservation Agents, Schedulers and Dispatchers

Reservation agents, dispatchers and schedulers must be employees of the Contractor, which will be responsible for their hiring, training and supervision. The Contractor will employ personnel in sufficient numbers and with an adequate mix of skills to dispatch vehicles and operate the communication system and the scheduling and dispatch software.

All reservation agents, schedulers, and dispatchers must be trained to serve the volume of telephone requests in a timely and sensitive manner, and to cover the telephone lines for paratransit service in a courteous and professional manner throughout the operational day.

The Contractor is responsible to match reservation agents' workforce to call volume, as necessary to meet the monthly performance standards as described in Exhibit G.

The Contractor must ensure during the hours of operation to have agents fluent in Spanish available to communicate with passengers. The District has identified other language assistance that may be needed and the Contractor is encouraged to seek agents fluent in any of the following languages: Polish, Portuguese, Chinese, Italian, French, Russian, Vietnamese, Serbo-Croatian, and Korean.

Schedulers must be proficient in the use of Trapeze Pass 18.0 (upgrading soon to version 21) and must have a minimum of one (1) year experience with the ADA service. The schedulers must have a complete knowledge of the service area and traffic patterns, and they must schedule and recombine trips as necessary to conserve revenue hours and fuel expense and to promote increased productivity, as measured in passengers per revenue hour.

The Contractor is required to have a trained dispatcher on duty, reachable by drivers on the road, by radio or telephone, during all hours of service operation at Roberts Street. The Contractor will employ a sufficient number of dispatchers so as to ensure timely processing of same day schedule changes and cancellations while maintaining continuous two-way communication with all vehicles on this project. An evening dispatcher shall be assigned to review and approve daily route manifests as produced by the scheduling software. This individual will be required to make adjustments and shift trips among routes as necessary to improve the efficiency of the next day's service and the utilization of the equipment.

The Contractor must require vehicle operators and dispatchers to accurately complete and submit the required completed manifests (whether manual or automated) and all other data requested by the District and within the time frame specified by the District.

The Contractor must maintain all records and recordings of its reservationists, dispatchers and schedulers for inspection as the District may require.

L. Road Supervisors

The Contractor must provide on-road, dedicated road supervisors to respond and take corrective action when necessary including: incidents, in-service failures, breakdowns, accidents and passenger incidents. The Contractor must have at least one road supervisor on duty whenever any vehicle is in revenue service. Road supervisors must have at least one (1) year of driving and/or dispatching experience with superior performance in safety and customer service.

M. Drivers

The Contractor will provide as many properly qualified and trained drivers as are necessary to operate safely and efficiently the paratransit vehicles used in this service which will include necessary backup. All drivers must be employees of the Contractor, and must be covered under the Contractor's employee benefits plans. The Contractor will be responsible for the training and supervision of all drivers.

Driver Requirements

Prior to hiring or utilizing any driver for this service, the Contractor shall ensure that the driver has met the minimum requirements listed below:

- Valid State of Connecticut Driver's License, Class C with PSL (Public Service License)
- 3 years minimum driving experience
- Minimum 21 years of age.
- Drivers must pass a pre-employment physical and drug/alcohol test in accordance with U.S. Department of Transportation requirements. Drivers and all other employees performing safety-sensitive functions will satisfy the requirements of the Contractor's Drug and Alcohol Testing Program.
- CDL license is not a requirement for drivers, however, an F endorsement is required.
- Drivers must be physically able to perform all duties and tasks required or necessary to achieve full performance of the Contractor's obligations relating to the transportation of passengers with disabilities, including but not limited to:
    - Assisting passengers in getting to, on, off and from the vehicles.
    - Securing mobility devices within the paratransit vehicle.
    - Assisting passengers with the carrying of small packages (up to thirty-five (35) pounds).
- Drivers must be able to speak and understand English and must be proficient in written English to successfully complete all paperwork required for this contract, including, but not limited to, vehicle manifests, incident and accident reports.

Each driver must undergo a commercial and personal driving record check with the Connecticut Registry of Motor Vehicles. At a minimum, any record from the Registry of Motor Vehicles that includes any of the following violations would necessitate a prohibition of contact with District passengers:

- Driving under the influence of alcohol or drugs / driving while intoxicated.
- Reckless driving/driving to endanger.
- Leaving the scene of an accident.
- Driving without a license and/or insurance.
- Driving with a suspended license.
- Any record with multiple or repeated violations (other than parking).

The Contractor must exercise discretion in determining the appropriateness of any driver whose report indicates any violation.

The Contractor must comply with Federal Motor Carrier Safety Administration (FMCSA) guidelines to determine a driver's fitness to perform the necessary tasks associated with operating a District vehicle as specified in FMCSA 49 CFR 391.41. Safety sensitive employees are subject

to fitness examination as part of the pre-employment process. Medical fitness examination most follow requirements set forth in 49 CFR391.41

Furthermore, the Contractor will comply with Connecticut State Statues regarding Criminal Offender Record Information Checks.

Any of the following offenses would necessitate a mandatory disqualification of contact with District passengers:

- Has been convicted of committing a felony constituting a crime, which involves the use of force or violence.
- Has been convicted of committing the crime of manufacturing, distributing or dispensing any controlled substance that are unlawful or the crime of possession of a controlled substance or the crime of possession with intent to manufacture, distribute or dispense a controlled substance.
- Has been convicted of any sexual crime.
- Has been charged with committing any felony listed above and is either awaiting trial or has been defaulted by the court.
- Has been separated from a residential placement for less than six months.

Any of the following offenses would necessitate a discretionary qualification on the part of the Contractor:

- Has been convicted of committing a felony other than those described above.
- Has been convicted of committing a misdemeanor.
- Has been convicted more than once of committing any of the following misdemeanors: drunkenness, simple assault, affray, or disturbance of the peace.

For the purpose of this contract, a conviction includes a guilty verdict, a determination of guilt after trial to a judge, a guilty plea, deferred adjudication, or a plea of nolo contendere or no contest.

Driver Training

- All drivers must successfully complete all training requirements. They must know, understand, follow and implement Passenger Assistance Techniques (PAT) or equivalent training to ensure sensitivity to and safe transport of persons with disabilities.
- Drivers must also be trained by the Contractor to be proficient in the following areas:
  - The proper handling of assigned vehicles.
  - The use of two-way communication system and any other inter-connective device, mechanism or software used by the District to perform the contract.
  - The securement and storage of mobility devices.
  - The use of child safety seats required under this contract.
  - The use of tablets
  - The use of safety equipment on board the vehicle.
  - The use of a city map.
  - Understanding the ADA and its paratransit service requirements.
  - Other training which the District may require from time to time.

Driver Responsibilities

The Contractor's drivers will be responsible for providing service in accordance with the service policies (Exhibit G) and have the following duties and responsibilities:

- Professionally, perform their duties with due regard for the safety, comfort, and convenience of passengers and their property.
- Conduct a pre-trip inspection of the vehicle assigned to them before beginning service with the vehicle. Drivers are responsible for reporting to their supervisors any defects the vehicle may have.
- Drivers are required to complete the manifests (whether manual or automated) in a form approved by the District and within the time frame specified by the District. At a minimum, the driver will be required to record, arrival time, mileage at arrival, departure time, number of passengers, PCA's and companions, fare paid, time of arrival at destination, mileage at destination.
- Ensure that mobility devices are properly secured and assist passengers with securing a seat belt.
- Comply with all applicable Federal, State, and local laws, regulations and licensing requirements, including drug and alcohol testing.
- While on duty, drivers are required to wear a standardized uniform approved by the District. All drivers must appear clean and neat and present a professional image.
- Drivers are to comply with all the service policies and standards included in this RFP and Exhibit G.
- Drivers are prohibited from accepting gratuities or gifts of any kind, at any time, in connection with work on this contract. In addition, drivers are prohibited from giving gifts of any kind, at any time, to passengers/riders.
- Drivers are prohibited from playing AM/FM, tape or CD players, or any musical devices on board the vehicle at any time. Drivers are prohibited from smoking, at all times while on board the vehicle and/or while assisting riders. Drivers shall not operate any personal electronics/communication device while inside the vehicle or while providing assistance to a passenger. In addition, drivers are prohibited from eating or drinking while a passenger is on board the vehicle.
- No cell phones, blue tooth devices or any other yet invented personal communication device will be permitted.
- Drivers are required to notify their dispatcher of any incident involving either, the safety of a passenger, the misconduct of a passenger, the injury of a passenger, damage to a vehicle or any other unusual incident. Verbal notification via the two-way communication system required by this Scope of Work must take place immediately and a written report will be completed by the driver by the end of the work shift and submitted to the District in accordance with all requirements outlined herein.
- Drivers are prohibited from taking riders to any other address than that specified on the manifest/schedule. If the rider insists on a different address, the driver must contact the dispatch office and obtain authorization from the appropriate manager before deviating from the manifest.
- Drivers are prohibited from having social contract with any rider during all times they are engaged in the performance of service under this contract and strongly discouraged from having contact with passengers at any other time.

N. Vehicle Mechanics

The Contractor shall employ personnel in sufficient numbers and with an adequate mix of skills to maintain and service revenue vehicles on-site. The mechanical workforce must include personnel capable of repairing and maintaining all systems of the District's paratransit vehicle fleet, including, lifts, air conditioners, heating units, engines, retarders, transmissions and differentials. Competent, experienced vehicle mechanics are required during all hours of Paratransit Services, to respond to any in-service failures or revenue vehicle or equipment problems that arise in the yard during the pre-trip vehicle inspections. The Contractor will ensure that the skills, capability, and availability of maintenance personnel are adequately matched to the type of maintenance and repairs needed for these services at the time they are needed
The mechanics assigned to this contract must meet the requirements for vehicle maintenance as outlined below:

Mechanic Requirements

Knowledge of and ability to safely, completely, and reliably maintain, diagnose, and repair vehicle systems including HVAC, brakes, steering, suspension, engines, transmissions, wheelchair lifts and electrical.

Specific abilities must include:

- Read and understand electrical schematics and parts and repair manuals for all aspects of the assigned vehicles, including wheelchair lifts.
- Complete reliable and safe preventive maintenance inspections.
- Independently diagnose and repair defects on systems.
- Use automotive test equipment and specialized tools effectively.
- Obtain precision measurements as required.
- Diagnose and perform repairs on systems related to automotive, light-duty trucks, paratransit vehicles.
- Diagnose, repair, and maintain vehicle power trains, including but not limited to engines, transmissions, driveshaft, differentials, brake retarders and related sub-components.
- Diagnose, repair, and maintain vehicle brake systems, suspensions/ steering, electrical/electronic systems, and related sub components.
- Diagnose, repair, and maintain air conditioning/heating/ventilation systems and certified to perform repairs and handle refrigerant incidental to repairs.
- Adjust, repair, or replace damaged body parts and window glass.
- After on-the-job training, diagnose, repair, and maintain wheelchair lifts.
- Read and understand parts and repair manuals, and electrical/vacuum schematics.
- Complete the necessary paperwork associated with the job.

Training

Training for all maintenance personnel should include ASE certification training, vendor provided training, maintenance safety training and security and emergency preparedness training. Training programs must contain, at a minimum, the following components:

- Brake inspection certification training,
- Electromagnetic braking systems (brake retarder) training,
- Wheelchair lift and wheelchair securement device training,
- Hazmat and storm water training,
- Air conditioning and refrigerant training,

- OSHA & DOT compliance, health and safety training,
- Hazardous waste operations and emergency response training,
- Lockout / tag out training,
- Material handling and storage requirements training,
- Forklift or loading equipment training (if applicable).
- Spill Prevention and Control Countermeasures.
- Other training that may be required by the District from time to time.

The Contractor will cooperate with the District to provide space for and schedule all vehicle mechanics for new vehicle service training, as needed with the receipt of either expansion or replacement vehicles.

The Contractor must also have on duty a sufficient quantity of maintenance personnel to fuel and clean the required number of revenue vehicles for pull out. This personnel group must have the ability to:

- Accurately inspect vehicle fluid levels and add fluids as needed.
- Operate vehicles to facilitate a weekly safety brake inspection procedure.
- Maintain up to date, accurate records of vehicle fueling and vehicle cleanliness requirements.

The Contractor will require all vehicle mechanics to maintain a valid driver's license from the State of Connecticut, Class C with PSL, permitting operation of all vehicles associated with this contract.

Medical testing related to drug and alcohol use will be conducted by the Contractor in accordance with applicable federal laws and regulations. Any vehicle mechanic who does not pass the medical examination or whose drug/alcohol screening tests do not comply with applicable standards for alcohol/drug use, will not be permitted to service, maintain and/or operate any vehicle used to provide service under the Contract.

15. ACCIDENT/INCIDENT REPORTING

In the event of a motor vehicle accident, a passenger accident, an emergency or other non-routine event which disrupts service, the Contractor shall notify the District's Deputy Executive Director and/or Executive Director and the Director of ADA Paratransit Services immediately if possible and no later than one (1) hour of receipt of such information. The Contractor must follow up with specific details from the accident or incident investigation within three (3) hours from the time the District was originally notified. Depending on the severity of the event, certain District staff may be required to be contacted immediately.

The Contractor shall comply with all applicable laws and regulations in the case of any accident and produce all required reports in a timely fashion.

The Contractor is required to provide a detailed written report, including all supporting documents, to the District within twenty-four (24) hours of becoming aware of the accident or incident and furnish copies of law enforcement reports as they become available.

The Contractor and/or their employees must be in compliance with all provisions as outlined in U.S. DOT 49 CFR Parts 40 and 655, and all other corresponding state regulations including any revisions and/or future amendments, including the conduct Post-Accident drug and alcohol

testing in compliance with 49 CFR Parts 40 and 655, as amended, including ensuring the accident has met the testing criteria and that tests are conducted within the required time limits.

Upon the request of District, Contractor will make any employee involved in an accident or incident relating, in any fashion to its performance of the contract, available for questioning and as a witness for the District in any litigation that may result from or arise out of any act or omission of the Contractor.

16. DATA COLLECTION AND REPORTING

Contractor shall collect all data required as part of the performance of this contract in the required format and by the required submittal deadlines. All such information given to the District will be certified by Contractor as being accurate. The District may require any forms to be signed and dated by Contractor's authorized representative.

The Contractor shall provide an electronic document scan system for all retained records that are paper based and not available using other systems. The paper-based source shall be organized so any hard copy is readily accessible in 72 hours. The system shall be capable of scanning, storing, using storage media access, including index searchable criteria. The system shall be accessible by the District and maintained in accordance to District standards.

National Transit Data Base Reporting (NTD) - The FTA requires public transit operators to annually report specified operating, performance, and vehicle data. The Contractor shall assist the District with the compilation and completion for such a report.

The Contractor is required to maintain daily trip sheets, completed by drivers and dispatchers, showing time and point of pick-up and drop-off for each passenger, number of passengers, number of wheelchair passengers, classification of passengers (ADA-certified, personal care attendant, companion), total mileage for each trip, scheduled time of pick-up, actual time of pick-up, scheduled time of drop off and actual drop off time for each trip, and fare collected.

Contractor must require vehicle operators and dispatchers to accurately complete and submit the required completed manifests (whether manual or automated) and all other data requested by the District in a form approved by District, and within the time frame specified by the District.

All operational data shall be in the Trapeze system, so that the Contractor can compile monthly summary reports, timeliness reports, and their monthly invoice. The Contractor's responsibilities include the requirement that all operational and billing data is correctly extracted from the Trapeze Scheduling and Dispatch System. In whatever form the data is entered, (paper manifest, dispatch log or tablets), the revenue hour data needs to be entered back into Trapeze and adjusted for service gaps prior to being used for billing purposes.

Contractor shall identify the number of pick-ups outside the on-time performance window in the monthly report.

The Contractor shall provide a detailed monthly report of all comments, commendations and complaints received. This reporting shall include detailed investigation results, actions taken, and a resolution summary.

Contractor's invoices and all supporting summary reports shall be submitted by Contractor no later than the tenth (10th) calendar day of the following month. Contractor shall maintain records

to document all reports and make such records available to the District upon demand. All invoices with supporting data should be available to the District via an electronic format.

The Contractor shall maintain financial records in compliance with all Federal, State and District standards. Monthly financial reports required include at a minimum: a residency report, reconciliation of fares collected, vehicle list with odometer readings, and trip service statistics. Contractor shall maintain a record of all District issued inventory using Intelliview software.

The Contractor shall permit the District to have access to and the right to examine such books, documents or records as the District may see fit in order to enable the District to determine the Contractor's compliance with all standards, laws and regulations. Data items which the Contractor will be required to retain include, but are not limited to, the following:

- Passenger's name.
- Passenger's trip origin (address).
- Passenger's trip destination (address).
- Odometer reading
- Miles per passenger trip.
- Scheduled and actual pickup and drop off times.
- Fare collected.
- Companions transported, if applicable.
- Telephone reports
- Daily cancellations, problems and no-shows log.

The Contractor will submit all monthly reports to the District's Director of ADA Paratransit Services, Deputy Executive Director, and Executive Director on operational performance, maintenance performance, and safety. The Operational Report should stipulate, by revenue vehicle and revenue vehicle fleet, vehicle hours, revenue miles, and accidents per 100,000 miles of service. The list below includes the minimum data requirements of the monthly report of the Contractor which may change from time to time.

Operational Data:

- Revenue Hours
- Total Hours
- Billable Revenue Hours (post data entry audit).
- Revenue Miles
- Total Miles
- Trips completed/missed ratio.
- Scheduled Fares vs. Actual Fares.
- Late and Missed Trips
- On-time performance percentage.
- Drug and alcohol testing results for all safety-sensitive employees.
- Last twelve (12) months vehicle operator turnover rate-by month and complaint information.
- Certified driver list.
- Monthly list of all Proposer employees authorized to access network.
- Manpower report (weekly submission)

Fleet Maintenance Data:

- Preventive Maintenance Inspection and major repair work.
- Vehicle down time.
- Warranty activity on Revenue Vehicles, equipment, and other property owned by the District.
- Fleet availability.
- Fluids consumption of District-owned Revenue Vehicles (excluding fuel).
- Fuel consumption for all Revenue Vehicles (by vehicle).
- Air conditioning maintenance (by vehicle).
- Lift maintenance.
- Miles traveled by all revenue vehicles.
- Number of accidents (preventable and non-preventable).
- Average mileage between PM's.
- Number of PM's.
- Number of road calls (maintenance and non-maintenance).
- Mileage between maintenance road calls.
- Engine and undercarriage steam clean report.
- Number of lift services performed.

In addition, the Contractor shall submit a brief, concise monthly management report on the operations status of the paratransit system, identifying customer input and complaints and outlining any problems, along with suggested solutions. The monthly report should include data and graphs for passenger complaints, preventable and total accidents, worker's compensation experience, on time performance, employee absenteeism and turnover rates and all telephone reports.

All data collected is the property of the District and must be returned in its entirety at the end of the Contract, the data is to remain confidential; any dissemination of information outside the District without the express written consent of the District is strictly forbidden and may be cause for dismissal and/or termination of the Contract. The District has the right to request reports on data.

17. RECORDS RETENTION

Financial Records - The Contractor will maintain a set of financial records, in accordance with generally accepted accounting principles, for the entire term of this agreement and after the term of this Agreement for a period of not less than three (3) years.

FTA and State Required Reports – Contractor will cooperate with the District, State and FTA in any way in order to satisfy FTA and State reporting requirements and will specifically permit "on-board" operational data sampling by the District, State or FTA employees. All of the reports will be retained by the Operator for three (3) years after the termination date of this agreement and may be audited by the District, State and FTA at any time within this period.

Confidentiality of Records - The Contractor shall agree that the information and records relating to the provision of this service are confidential and shall not be disclosed to any person without the prior written authorization of the District.

The District retains unconditional ownership of all documents, data, information, reports or other materials produced under this Agreement. The ownership of all capital equipment, non-capital data, materials and plans purchased or otherwise prepared under this Agreement shall be vested in and delivered to the District. All reports shall be delivered to the District for review prior to publication.

The following statement will appear on the cover or the title page of any published report under the terms of this Agreement:

"Prepared in cooperation with the Greater Hartford Transit District, the Connecticut Department of Transportation, and the U. S. Department of Transportation, Federal Transit Administration."

However, in the event that the District, CTDOT, and/or FTA does not wish to subscribe to the findings or conclusions of a publication prepared by the Operator and submitted to the District for review, said publication shall include on the front piece the following statement:

"The opinions, findings, and conclusions expressed in this publication are those of CONTRACTOR and do not necessarily reflect the official views or policies of the Greater Hartford Transit District, the Connecticut Department of Transportation and the Federal Transit Administration."

18. COMPLAINTS

The Contractor is responsible for responding to all complaints, which includes responding to customers and complaint resolution. Exhibit G includes service standards for complaints. The Contractor is required to have a customer complaint procedure. The procedure must include the classification of all complaints. It shall be the objective of the Contractor to provide a service which results in few or no customer complaints regarding the performance of the service. . Complaints received by the District will be forwarded to the Contractor for handling. The Contractor shall research the complaint and respond to the District in writing within five (5) working days after receipt of a passenger complaint. The Contractor is required to investigate the complaints and provide the results of the investigation. The response should include detailed investigation results action taken, and a summary of the resolution. The Contractor is required to indicate if complaints are classified as being ADA, Title VI, or General Complaints. The Contractor is also required to indicate the steps to be taken to avoid the subsequent occurrence of similar complaints. Complaints must be properly documented in the Trapeze PASS COM software database.

The Contractor is required to have a manager attend public meetings as requested, such as the ADA Participation Group Forum. The District may request that additional staff/departments also participate.

19. PERFORMANCE STANDARDS AND PENALTIES

The Contractor must abide by all service standards established by the District for its paratransit service: See Exhibit G Service Policies, Standards and Penalties. The District expects that the Contractor will meet or exceed the service standards. In any dispute regarding service standards, the District shall determine, at its sole discretion, the remedy or action required to correct the situation.

The District desires that the Contractor provide safe, timely, ADA compliant, and reliable transit service. As such, the performance standards (see Exhibit G) address:

- Call center performance
- On time performance and missed trips
- Trip denials
- Service delivery
- Excessive ride length
- Reports
- Complaints
- Staffing
- Preventable accidents
- Confirmed reckless driving reports
- Road calls
- Invoices

The District will measure the Contractor's performance in several ways including but not limited to:

- The District personnel will ride, observe, and may hire independent contractors to ride and/or observe the paratransit service and report concerning all aspects of the service,
- The District will randomly sample the Contractor's trips and analyze on time performance and trip length, and
- The District will review and verify monthly operating statistics provided by both Trapeze and the Contractor.

20. PAYMENT AND BILLING INFORMATION

The Contractor shall be paid based upon monthly invoices submitted by the Contractor to the District. Payment will be made within one hundred and twenty (120) days after submission of the invoice.

The Contractor shall be compensated by the District for the services performed under the contract through a three-tiered pricing structure.

- Fixed cost monthly fee
- Service Hour rate
- Non-preventive maintenance labor rate

Service hour is defined as the time from when the vehicle leaves the garage to the time the vehicle returns to the garage minus any breaks or gaps greater than thirty (30) minutes continuous time

The Contractor will submit a monthly invoice to the District for the service hours of service provided under the Contract. Prior to submittal of the invoice, the Contractor will have completed the required data entry and performed a trip edit and audit process to subtract any "gaps" or "slack time" of thirty (30) minutes or more that will be considered as non-revenue time. The invoice for billable service hours must be accompanied by all supporting documents showing levels of service provided by day.

A separate invoice shall be provided for vehicle maintenance repairs not considered part of the preventive maintenance.

The invoices for payment will be marked to include a reference to the Contract number, Invoice date, Terms: 120 days, and Period. The invoices are to be electronically delivered to the Director of ADA Paratransit Services and Accounting Department Designee at acctspay@ghtd.org.

The District reserves the right to request any and all information to support any charges submitted in the invoice. The District's management may withhold payment or incur penalties for services believed to be improper, failed to meet service specifications, or were otherwise questionable, and may offset default penalties against any payment due. Payment will be made within one hundred and twenty (120) days upon receipt of a fully supported and documented invoice.

The District may withhold from the monthly payment for the last month of the contract an amount which the District believes, in good faith, to be sufficient to address any potential overpayments that need to be reconciled in connection with the Contractor's final invoice and any outstanding payment issues in connection with Contract close out. Upon termination of the contract, the Contractor shall submit to the District a final invoice accompanied by all of the required reports including any other financial or accounting information needed for contract close-out. The District shall pay all amounts in such final invoice not in dispute within one hundred and twenty (120) days of verification and acceptance of the invoice by the District's Director of ADA Paratransit Services. The Contractor and the District's Director of ADA Paratransit Services and/or Chief Financial Officer shall meet promptly to attempt to resolve any remaining disputed costs or charges or other outstanding issues.

21. DRUG AND ALCOHOL TESTING.

The Contractor will fully comply with the Federal Transit Administration's (FTA) requirements relating to the testing of employees who perform safety-sensitive functions are set forth in Parts 40 & 655 of Title 49 of the Code of Federal Regulations (C.F.R.). The Contractor shall agree to participate in the statewide drug and alcohol testing consortium.

The District will require that the Contractor to participate in the Connecticut Statewide Drug and Alcohol Testing Consortium, which is funded by the Connecticut Department of Transportation. The Contractor must adhere to all drug and alcohol testing requirements as mandated by the Federal Transit Administration and outlined in 49 CFR Parts 40 and 655, as amended. The Contractor must forward to the District upon award of a contract a copy of the Contractor's Drug & Alcohol Testing Policy approved by the Contractor's governing board. The District reserves the right to direct the Contractor to adopt the standardized policy instituted on behalf of the Consortium.

Employee Assistance Program services are provided for all safety-sensitive employees and their family members under the auspice of the Consortium.

22. PUBLIC MEETINGS AND OUTREACH

The Contractor shall meet with the District weekly or as scheduled to review Contract compliance and address operational issues. The Contractor may be asked to meet with locations/agencies to address operational issues when they occur. The Contractor shall attend the District's ADA Participation Group Forum. The District participates in outreach tabling events, educational speaking events, and other forms of public outreach and may request that the Contractor participate. These events may occur during or after normal business hours.

SECTION III - RESPONSE CRITERIA

1. SUBMISSION REQUIREMENTS

All information shall be provided according to the following instructions in order to be considered a responsive Proposal.

Interested parties shall submit a proposal in one package with two (2) sealed envelopes within the proposal package. **Envelope 1** of the package will contain one (1) original and four (4) copies and (1) electronic copy (CD, flash drive, and Dropbox or similar are all acceptable forms) of the technical written proposal; **no price or fee information is to be included in Envelope 1**. **Envelope 1 should be clearly marked "Technical Proposal for Paratransit Management Services" and shall include the Respondent's name. Envelope 2** will contain only information related to the price proposal in the form of one (1) original and four (4) copies and (1) electronic copy (CD, flash drive, and Dropbox are all acceptable forms) of the cost proposal. **Envelope 2 should be clearly marked "Cost Proposal for Paratransit Management Services" and shall include the Respondent's name.**

Cost Proposal information shall be based on the type of service to be provided and the associated requirements as specified in this RFP. The price to be quoted in any proposal shall include all items of labor, materials, and other costs necessary to fully provide the services. Any items omitted from this specification which are clearly necessary for the completion of the project shall be considered a portion of the project although not directly named in these specifications.

The outer envelope (or box) of the proposal package must be clearly marked **Request for Proposal #03-026: Paratransit Management Services** on the front thereon. The Respondent's complete return address must be included on the outer envelope.

Each Proposal shall be typed and should be concise but comprehensive and not include any unnecessary elaborate or promotional materials. Appendices should provide information relevant to the proposal and not consist of Proposer's general marketing materials. The Proposal is limited to 25 - 8 ½ X 11 sheets or 50 pages of double-sided prints. Font size 12 points. **Required certifications and forms, table of contents, cover letter, resumes, and information required thereon (Exhibits H, I, and J) are not considered part of the page limit**.

Proposers shall provide a proposal which includes the required elements, both in content and sequence as set forth in this section. Proposal Forms must be completed and signed. **All required certifications (Exhibit I) must be completed, signed and submitted with each Proposal**.

Proposals shall be submitted in three ring binders, with a table of contents and tabs to separate each section. Sections shall be organized in the following order outlined below. Note that Article J, the Cost Proposal, MUST be in a separately sealed envelope.

2. GENERAL INFORMATION FORM

The Proposer must provide a completed and signed General Information Form as shown in Exhibit H. Proposer must acknowledge all addendum received in the appropriate field on the General Information form.

3. COVER LETTER

Each Proposer shall submit a maximum two-page letter including the contact person's name, phone number, email, and address of the organization submitting the proposal; a brief description of the Proposer's organization including whether the organization is an individual, partnership, corporation or joint venture. Cover letter must be signed by an executive of the Proposing firm authorized to bind the Proposer to its offer.

4. TABLE OF CONTENTS

Proposer shall submit a table of contents detailing all elements of and appendices to, the Proposal.

5. TECHNICAL PROPOSAL

A. GENERAL REQUIREMENTS

The purpose of the technical proposal is to demonstrate the qualifications, competence and capacity of the firms seeking to provide ADA Paratransit Management Services for the Greater Hartford Transit District.

The Proposer shall present the case for the selection of the Proposer as the District's ADA Paratransit Management Services firm, indicate the unique qualifications, experience, approach, background and other characteristics of the Proposer that make it the best choice for the District.

B. STATEMENT OF QUALIFICATIONS

The Proposal must include a statement regarding the experience and performance of the Proposer in providing services similar in scope to those requested in this RFP. This statement should, at a minimum include a discussion of the availability of the resources necessary to perform the scope of work requirements by the Proposer's firm. This section should establish the ability of the Proposer to satisfactorily perform the services.

The Proposer must have a minimum of ten (10) years of experience in the provision of paratransit management services and demonstrate it has the ability to fulfill the obligations of this contract. The Proposer should list any significant accomplishments of the firm or the individuals in contributing to the success of similar services.

The Proposer must identify subcontractors (if any) by name, address, contact person, telephone number and project function. Describe Proposer's experience working with each subcontractor. Describe role of proposed subcontractor

The proposal must also include a list of references (at least three (3)) to which the Proposer has provided professional services similar in scope and complexity to that concerned with this RFP. The most recent reference should be listed first, then others in reverse chronological order. Include the name of the reference, contact person, title of contact person, address, telephone number, period of performance of service, a short narrative describing the project, its present status, size of fleet, and total contract value. Proposer shall ensure that contact names/telephone numbers are accurate.

NOTE: It is not sufficient to merely state that past or ongoing projects are similar in size, scope, and complexity, and are relevant to the requirements of this solicitation. The Offeror shall provide rationale describing how each cited project is indeed similar in size, scope, and complexity.

The District reserves the right to seek references beyond those supplied by the Proposer, which may be used as part of the evaluation process.

The proposal must include information that includes whether or not the Proposer within the past seven years has failed to complete a contract for any reason or had any contract terminated before its original expiration date, the Proposer must provide a list of all such contracts and an explanation for the non-completion or early termination.

C. FINANCIAL CAPACITY

Each proposer must submit information to allow the District to assess the financial capacity of the proposer's organization. This information must include audited financial statements of the proposer and any parent or affiliated company for the past five (5) years. Including:

- A summary of all claims made in the last five (5) years arising out of previous contracts listed including financial disposition of each claim, the project name, amount, date, and location.
- A statement describing whether or not the proposer has defaulted on a project within the last two years, including name, location, amount, and date.
- A statement describing whether the Proposer has been found to be non-responsible proposer, for reason other than being non-responsive, by a public agency within the past two years, including project name, amount, location and date.
- A statement describing whether the Proposer, any officer of the Proposer, or any employee of the proposer, has ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of a law or safety regulation, and if so, explaining the circumstances, including project name, amount, location, date, etc.

The Proposer must identify any conditions: e.g. bankruptcy, pending litigation, planned office closures, impending merger, which may impede Proposer's ability to provide paratransit services. Propose shall also identify any impending change in their senior management team or the regional management team that would monitor this contract.

D. PROJECT MANAGEMENT/STAFFING PLAN

This section of the proposal should establish the method that will be used by the Proposer to manage the proposed services offered as well as identify key personnel assigned.

The Proposer must provide a management structure and staffing plan that clearly identifies the manner in which it will satisfy the obligations set forth in the technical requirements. The detailed staffing plan for this paratransit operation shall include the number of employees in each position, and communication/reporting relationships among the proposed staff. The Proposer shall provide education, experience, training, special qualifications, years of relevant experience, and applicable professional credentials of proposed staff. For the General Manager and Key Personnel members being proposed for the contract, the Proposer must list the name of the individual assigned to each key position and include a detailed resume.

The Proposer shall describe the ability of the management team to respond immediately to issues relating to the service proposed. The Proposer should demonstrate how this requirement will be fulfilled and should indicate the percentage of time each individual will be dedicated to the District. The Plan must detail the management structure proposed and describe how the management team fits within, and reports to, the overall corporate structure.

The Contractor shall address the securement of additional staff to meet the District's needs. The Proposer shall describe the process the firm will use to attract qualified personnel and office staff. Describe the Proposer's participation in the staff continued education and training.

The Proposer shall provide information relative to the experience with and knowledge and understanding of Trapeze paratransit management software or any other commercially available paratransit management software as well as mobile data computers.

The Proposer must provide a comprehensive, detailed discussion showing how all start-up tasks will be completed prior to the commencement date of the Contract. This plan shall provide for the orderly transition of all administrative and operations functions. A detailed schedule must be supplied along with any appropriate information including major work tasks and key milestone dates for the project, based on weeks after notice to proceed; logical dependencies to indicate what work must be completed before other work can begin. Highlight the tasks that require the District's involvement and explain to what degree the District must be involved.

E. WORK PLAN

The Proposer shall provide a narrative that addresses the services they are proposing as outlined in the Scope of Work. The narrative should show the Proposer's understanding of the District's needs and requirements.

Each Proposal must contain a specific response to the technical requirements outlined in Section II Technical Specifications. Included shall be the Proposer's plan to fulfill its obligations for the services sought. The Proposer shall describe in detail how it would accomplish the established workload, and how it would approach all of the program requirements. This section must include a response to each section in the Technical Specifications (Section II). The Proposer will identify the response/approach to each section in the order the section appears in the specifications. The Proposer must identify how the section requirements will be met and how the Proposer intends to achieve full compliance.

The Proposer shall list the location of their office headquarters.

The Proposer shall describe the training and re-training plans for each position. Include course names, length, frequency, instruction methods and qualifications of trainers. The Proposer must state the frequency of follow-up or additional training and any circumstances that would warrant re-training.

The Proposer must provide an overview of the driver staffing program and percentage of extra-board drivers. Include information on hiring practices, minimum qualifications, and training program. Explain uniform policies and expectations of driver conduct. Describe on-road supervision and staffing.

The Proposer shall discuss methods to be used to maintain solid communications within the organization including the communication of rules, procedures and other information drivers and other staff are required to possess to insure high quality delivery of service.

The Contractor shall develop a contingency plan, in their proposal, to address continuance of service in the event of an Operator or maintenance work stoppage.

The Proposer must provide a copy of its safety program. The program must include the following components and methods to be utilized to promote safety awareness: accident response plan, accident review process and analysis; determination of an accident as preventable or non-preventable based on the National Safety Council guidelines; employee retraining provisions; and driver incentive provisions.

The Proposer shall describe its safety record over the past five (5) years. Include information relating to any fatalities or other major incidents or claims against your firm. Include any safety statistics available.

The Proposer must provide the names of the staff trained in compliance with FTA's Drug and Alcohol Reasonable Suspicion testing. The Proposer must submit a copy of the materials used to provide drivers with the FTA required sixty (60) minutes of training in the area of drug and alcohol awareness. In addition, the Proposer must submit its Drug and Alcohol Policy and Procedures.

The Proposer shall provide information on the preventive and corrective maintenance programs, including on road call management. Explain how the effectiveness of the maintenance program is measured and provide any statistics available to demonstrate that effectiveness. Describe the Proposer's program for interior and exterior vehicle cleaning and body work.

The Proposer shall describe their policy and procedures for cash management to include a description of the positions that will involve cash management. This shall include an explanation or overview of how cash fares and fare tickets will be collected, accounted and reported. In addition, describe the procedures for timely reporting of accidents/incidents in accordance with District specifications.

The Proposer must outline a plan to ensure professionally effective and productive use and management of information technology hardware and software (i.e. mobile data computers).

The Proposer shall describe any monetary and non-monetary employee incentives that might be used to provide a more stable and professional workforce. It is the District's desire to maintain consistency with respect to an experienced and capable staff.

Detailed information shall be provided for any exceptions, segregating "technical" exceptions from "contractual" exceptions. Where Proposer wishes to propose alternative approaches to meeting the District's technical or contractual requirements, these should be thoroughly explained.

F. AFFIRMATIVE ACTION PLAN

The Proposer shall include a copy of the Proposer's and any subcontractor's Affirmative Action Plan and a brief description of how the plan is implemented.

G. REQUIRED CERTIFICATIONS

The Proposal must submit the completed and signed certifications shown in Exhibit I. Failure to submit the certifications will result in the proposal not being evaluated.

H. COST PROPOSAL FORM

The Cost Proposal must specify the proposed cost to provide services as stated in this RFP. The form shown in Exhibit J shall be completed for Fiscal Year 2027, 2028, 2029, 2030 and 2031. The cost proposal shall include all of the costs and expenses associated with the Proposal.

The cost proposal must be submitted in a separate sealed and labeled package. PLEASE NOTE: Cost information must appear only in the cost proposal; cost information must not be discussed in the technical proposal.

The District will compensate the successful Proposer for services rendered under the Contract through a fixed and variable pricing structure that includes a service hour rate and a non-preventive maintenance hourly rate.

Fixed Cost Positions: Management staff salaries include the following key positions: General Manager, Assistant General Manager, Operations Manager, Call Center/ Customer Service Manager, Finance Manager, Information Technology Manager, Safety Manager, and Maintenance Manager.

Administrative Staff positions may include payroll, editing, customer service representatives, or those positions that the contractor can show support the operation and service. The Contractor should provide an explanation of the proposed administrative staff positions.

Variable Rates: Administrative Cost examples may include; training materials, supplies, incentives for operational employees, technology solutions not included by the District, etc.

Service Hour is defined as the time a vehicle leaves the garage to the time the vehicle returns to the garage excluding lunch breaks, other breaks and cumulative slack time in periods equal to or exceeding 30-minute continuous blocks. The District will allow a reasonable amount of deadhead time to the first pick up and similarly to return from the last drop off. The District will not compensate for excessive deadhead time.

The Service Hour Rate is to be an inclusive rate, in accordance with the technical specification requirement. The only items not to be included are those covered in the fixed monthly rate.

It is the responsibility of the awarded contractor to audit and deduct the 30-minute continuous blocks from the total billable hours. The Proposer shall also provide the District with documentation substantiating their reported data for billing purposes. The District may audit these records at any time.

In order to enable proposers to develop estimates of costs, historic levels of service consumption have been provided in this RFP. For calculation of the service hourly rate, the District has provided estimated total service hours on each annual Cost Proposal form for submission. The District emphasizes that the numbers presented do not necessarily represent a guarantee of specific levels of service for this RFP.

The non-preventive maintenance rate equates to unscheduled maintenance activities and this should be the cost for labor only. (Parts are a pass thru.)

The District shall pay in accordance with the number of service hours successfully completed during the accounting period after such adjustment the District may make in accordance with the provisions of this procurement. All records related to the monthly billing are subject to audit by the District, State of Connecticut, FTA, and/or any of the District's funding sources or any District designee. Invoices submitted without proper records shall not be accepted or paid.

The District will deduct from amounts otherwise owed to Proposer an amount equal to assessments imposed by the District on the Proposer, as described in the Exhibit G Service Performance Standards and Penalties section of this RFP, plus any other amounts the District may be entitled to deduct under the provisions of this procurement.

Payment will be made within one hundred and twenty (120) calendar days following receipt of an invoice.

The Proposer shall take notice that the time required to receive funding from the District's funding sources is beyond the District's control and is sometimes delayed. The District will make every effort to compensate the Proposer on a timely manner. However, the District will in no way compensate the Proposer for any additional costs or fees for delays in payments or pay any interest on outstanding invoices.

6. MISCELLANEOUS INFORMATION

The Proposer is encouraged to submit other information which may be pertinent to the evaluation of its Proposal.

SECTION IV - PROPOSAL EVALUATION

1. EVALUATION PROCEDURES

An award will be made to the most responsible and responsive firm in accordance with the evaluation criteria set forth in this RFP. All proposals received will be evaluated and scored by an Evaluation Review Committee. Proposal evaluation is an assessment of both the Proposal and the Proposer's ability to successfully accomplish the required services.

The Evaluation Review Committee shall review each Proposal submitted and may invite some or all of the Proposers to submit additional material to support or clarify their proposals. The Evaluation Review Committee will take all information provided into consideration in making its recommendation to award a contract to the successful proposer in the best interests of the District. The District shall select the highest rated Proposal subject to negotiation of fair and reasonable compensation.

If determined necessary, the Evaluation Review Committee may invite top Proposers found to be within the competitive range, or may be reasonably made to be within the competitive range for an interview. If interviews are conducted, the Evaluation Review Committee will be provided the opportunity to revise their original evaluation and score to accurately reflect any additional information that may have been obtained through the interview process.

The final score for each proposal will be obtained by summing the results from each section (Technical Proposal and Cost Proposal), with a perfect final score being 100 points, to rank the proposal and to determine the overall preferred proposals.

In the event that a proposal, which has been included in the competitive range, contains conditions, exceptions, reservations or understanding to any Contract requirements, said conditions, exceptions, reservations or understandings may be discussed during the interview or negotiation meetings. However, the District shall have the right to reject any and all conditions and/or exceptions, and instruct the Proposer to amend its Proposal and remove said conditions and/or exceptions; and any Proposer failing to do so may cause the District to determine such Proposal to be outside the competitive range.

The Proposer with the highest-ranking Proposal may be contacted regarding any potential areas to be negotiated. If negotiations are determined not necessary, a contract will be awarded to that firm. If negotiations are conducted and not successful with the highest-ranking Proposer, then negotiations may be conducted with the next highest-ranking Proposer and so on down the line until negotiations are successful.

The District reserves the right to contact Proposer(s) regarding an interview, areas of concern, areas to be negotiated and/or request to amend its proposal and to make its Best and Final Offer (BAFO). The District reserves the right to award on the basis of initial Proposal submitted without negotiations or discussions if such action is deemed to be in the best interest of the District.

2. TECHNICAL PROPOSAL

The Evaluation Review Committee shall evaluate and rank all technical proposals from responsible proposers for the purpose of determining any competitive range and to select a proposal for potential award. Any exceptions, conditions, reservations or understandings

explicitly, fully and separately stated by a Proposer which do not cause the Committee to consider a Proposal outside of the competitive range, will be evaluated according to the respective evaluation criteria which they affect.

The Evaluation Review Committee shall evaluate all technical Proposals to determine which meet the District's minimum requirements, without regard to price. The minimum requirements will be an initial cut off point for assessing minimum levels of financial capabilities. Compliance with each standard is required. The minimum requirements will be evaluated. The evaluation may, at the District's discretion, be augmented by verbal or written requests for clarification, or additional information as necessary to determine whether the technical requirements can be met.

The District will only consider those proposals that meet the minimum requirements for further evaluation based on the following criteria.

A. Experience of Firms – 20 Points

Elements thereof include experience of Proposer operating a total turnkey ADA paratransit service (Call Center, Scheduling, Dispatch, Operations, and Vehicle Maintenance) equal to or larger than the scope of work included in this RFP. Experience must include the generation of driver manifests for 137+ vehicles during peak pull and maintaining an ADA paratransit fleet of 181 vehicles. This section will evaluate evidence of prior performance including maintaining a high Passenger per Hour rate while maintaining high quality service standards (on time performance and complaints per 100K passengers). Please advise if the firm was able to introduce new technologies to reduce passenger no-shows and increase scheduled productivity. This aspect concerns contract termination for cause, and similar matters; financial resources and stability, and ability to meet the insurance requirements described in the RFP.

B. Key Personnel – 20 Points

Experience and qualifications of key personnel; availability of staff and their responsibilities in the provision of service; adequacy of personnel assigned to the operation of the system will be measured by experience and education. There is an expectation of the availability of both corporate and regional staff to support the local operation.

C. Project Management – 20 points

Demonstrated understanding of the required work and services; and project approach and understanding; Proposer's compliance with and responsiveness to RFP instructions, specifications, requirements and scope of work as shown through response/approach submitted to Section II. In addition, setting forth the specific tasks necessary to begin services; timeline for completing the transition; and any additional resources that will be applied through the transition period will also be reviewed.

D. Operations and Maintenance – 20 Points

This aspect concerns the availability and content of written policies; recruitment plans, and training and monitoring of employee performance; policies regarding equipment, maintenance and operations; workforce management, operations supervision, training program; safety programs. This aspect also concerns complaint resolution process; and the ability to generate required reports.

3. COST PROPOSAL

A. Proposed Price - 20 Points

Proposals will be rated on the basis of the total cost of the ADA Paratransit Management Services. The Proposal asserting the lowest will receive 20 points. All other proposals will receive between 1 to 19 points based on the numerical relation of their cost to the amount asserted in the Proposal having the lowest cost amount. The formula is as follows:

a) Divide lowest proposed cost by cost of relevant proposal

b) Multiply result from step a) times 20 points to determine points to be awarded.

The final score for each proposal will be obtained by summing the results from each section, with a perfect final score being 100 points.

EXHIBIT A – FEDERAL CONTRACT CLAUSES

FEDERALLY REQUIRED CONTRACT CLAUSES

Access to Records and Reports –

a. Record Retention. The Contractor will retain, and will require its subcontractors of all tiers to retain, complete and readily accessible records related in whole or in part to the contract, including, but not limited to, data, documents, reports, statistics, leases, subcontracts, arrangements, other third-party Contracts of any type, and supporting materials related to those records.
b. Retention Period. The Contractor agrees to comply with the record retention requirements in accordance with 2 C.F.R. § 200.334. The Contractor shall maintain all books, records, accounts and reports required under this Contract for a period of at not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case records shall be maintained until the disposition of all such litigation, appeals, claims or exceptions related thereto.
c. Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information related to performance of this contract in accordance with 2 CFR § 200.337.
d. Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors access to the sites of performance under this contract in accordance with 2 CFR § 200.337.

Americans with Disabilities Act (ADA) –

The contractor agrees to comply with all applicable requirements of section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, which prohibits discrimination on the basis of handicaps, with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§ 12101 et seq., which requires that accessible facilities and services be made available to persons with disabilities, including any subsequent amendments to that Act, and with the Architectural Barriers act of 1968, as amended, 42 U.S.C. §§ 4151 et seq., which requires that buildings and public accommodations be accessible to persons with disabilities, including any subsequent amendments to that Act. In addition, the contractor agrees to comply with any and all applicable requirements issued by the FTA, DOT, DOJ, U.S. GSA, U.S. EEOC, U.S. FCC, any subsequent amendments thereto and any other nondiscrimination statute(s) that may apply to the Project.

Bond Requirements –

For construction or facility improvement contracts or subcontracts exceeding the Simplified Acquisition Threshold, the Federal awarding agency or pass-through entity may accept the bonding policy and requirements of the non-Federal entity provided that the Federal awarding agency or pass-through entity has made a determination that the Federal interest is adequately protected. If such a determination has not been made, the minimum requirements must be as follows:

(a) A bid guarantee from each bidder equivalent to five percent of the bid price. The “bid guarantee” must consist of a firm commitment such as a bid bond, certified check, or other negotiable instrument accompanying a bid as assurance that the bidder will, upon acceptance of the bid, execute such contractual documents as may be required within the time specified.

(b) A performance bond on the part of the contractor for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's requirements under such contract.

(c) A payment bond on the part of the contractor for 100 percent of the contract price. A "payment bond" is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided for in the contract.

It is also understood and agreed that if the bidder should withdraw any part or all of their bid within [90] days after the bid opening without the written consent of the Agency, or refuse or be unable to enter into this Contract as provided above, or refuse or be unable to furnish adequate and acceptable Performance and Payment Bonds, or refuse or be unable to furnish adequate and acceptable insurance, as provided above, it shall forfeit its bid guaranty to the extent Agency's damages occasioned by such withdrawal, or refusal, or inability to enter into a Contract, or provide adequate security thereof.

It is further understood and agreed that to the extent the defaulting bidder's bid guaranty shall prove inadequate to fully recompense Agency for the damages occasioned by default, then the bidder agrees to indemnify Agency and pay over to Agency the difference between the bid guarantee and Agency's total damages so as to make Agency whole.

The bidder understands that any material alteration of any of the above or any of the material contained herein, other than that requested will render the bid unresponsive.

Performance Guarantee. A Performance Guarantee in the amount of 100% of the Contract value is required by the Agency to ensure faithful performance of the Contract. Either a Performance Bond or an Irrevocable Stand-By Letter of Credit shall be provided by the Contractor and shall remain in full force for the term of the Contract. The successful Bidder shall certify that it will provide the requisite Performance Guarantee to the Agency within ten (10) business days from Contract execution. The Agency requires all Performance Bonds to be provided by a fully qualified surety company acceptable to the Agency and listed as a company currently authorized under 31 C.F.R. part 22 as possessing a Certificate of Authority as described hereunder. Agency may require additional performance bond protection when the contract price is increased. The increase in protection shall generally equal 100 percent of the increase in contract price. The Agency may secure additional protection by directing the Contractor to increase the amount of the existing bond or to obtain an additional bond.

If the Bidder chooses to provide a Letter of Credit as its Performance Guarantee, the Bidder shall furnish with its bid, certification that an Irrevocable Stand-By Letter of Credit will be furnished should the Bidder become the successful Contractor. The Bidder shall also provide a statement from the banking institution certifying that an Irrevocable Stand-By Letter of Credit for the action will be provided if the Contract is awarded to the Bidder. The Irrevocable Stand-By Letter of Credit will only be accepted by the Agency if:

1. A bank in good standing issues it. The Agency will not accept a Letter of Credit from an entity other than a bank.
2. It is in writing and signed by the issuing bank.
3. It conspicuously states that it is an irrevocable, non-transferable, "standby" Letter of Credit.

4. The Agency is identified as the Beneficiary.
5. It is in an amount equal to 100% of the Contract value. This amount must be in U.S. dollars.
6. The effective date of the Letter of Credit is the same as the effective date of the Contract
7. The expiration date of the Letter of Credit coincides with the term of the contract.
8. It indicates that it is being issued in order to support the obligation of the Contractor to perform under the Contract. It must specifically reference the Contract between the Agency and the Contractor the work stipulated herein.

The issuing bank's obligation to pay will arise upon the presentation of the original Letter of Credit and a certificate and draft to the issuing bank's representative at a location and time to be determined by the parties. This documentation will indicate that the Contractor is in default under the Contract.

Payment Bonds. A Labor and Materials Payment Bond equal to the full value of the contract must be furnished by the contractor to Agency as security for payment by the Contractor and subcontractors for labor, materials, and rental of equipment. The bond may be issued by a fully qualified surety company acceptable to (Agency) and listed as a company currently authorized under 31 C.F.R. part 223 as possessing a Certificate of Authority as described thereunder.

Bus Testing –
The Contractor [Manufacturer] agrees to comply with the Bus Testing requirements under 49 U.S.C. 5318(e) and FTA's implementing regulation at 49 C.F.R. part 665 to ensure that the requisite testing is performed for all new bus models or any bus model with a major change in configuration or components, and that the bus model has achieved a passing score. Upon completion of the testing, the contractor shall obtain a copy of the bus testing reports from the operator of the testing facility and make that report(s) publicly available prior to final acceptance of the first vehicle by the recipient.

Buy America –
The contractor agrees to comply with 49 U.S.C. 5323(j) and 49 C.F.R. part 661 and 2 CFR § 200.322 Domestic preferences for procurements, which provide that Federal funds may not be obligated unless all steel, iron, and manufactured products used in FTA funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. § 661.7.

Construction materials used in the Project are subject to the domestic preference requirement of the Build America, Buy America Act, Pub. L. 117-58, div. G, tit. IX, §§ 70911 – 70927 (2021), as implemented by the U.S. Office of Management and Budget, the U.S. Department of Transportation, and FTA. The Recipient acknowledges that this agreement is neither a waiver of § 70914(a) nor a finding under § 70914(b).

Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(C), 49 U.S.C. § 5323(u) and 49 C.F.R. § 661.11. Domestic preferences for procurements.

The bidder or offeror must submit to the Agency the appropriate Buy America certification. Bids or offers that are not accompanied by a completed Buy America certification will be rejected as nonresponsive. For more information, please see the FTA's Buy America webpage at: https://www.transit.dot.gov/buyamerica.

Cargo Preference Requirements –

The contractor agrees:
a. to use privately owned United States-Flag commercial vessels to ship at least 50 percent of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners, and tankers) involved, whenever shipping any equipment, material, or commodities pursuant to the underlying contract to the extent such vessels are available at fair and reasonable rates for United States-Flag commercial vessels;

b. to furnish within 20 working days following the date of loading for shipments originating within the United States or within 30 working days following the date of loading for shipments originating outside the United States, a legible copy of a rated, "on-board" commercial ocean bill-of-lading in English for each shipment of cargo described in the preceding paragraph to the Division of National Cargo, Office of Market Development, Maritime Administration, Washington, DC 20590 and to the FTA Recipient (through the contractor in the case of a subcontractor's bill-of-lading.); and

c. to include these requirements in all subcontracts issued pursuant to this contract when the subcontract may involve the transport of equipment, material, or commodities by ocean vessel.

Charter Service –

The contractor agrees to comply with 49 U.S.C. 5323(d), 5323(r), and 49 C.F.R. part 604, which provides that Recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except as permitted under:

1. Federal transit laws, specifically 49 U.S.C. § 5323(d);
2. FTA regulations, "Charter Service," 49 C.F.R. part 604;
3. Any other federal Charter Service regulations; or
4. Federal guidance, except as FTA determines otherwise in writing.

The contractor agrees that if it engages in a pattern of violations of FTA's Charter Service regulations, FTA may require corrective measures or impose remedies on it. These corrective measures and remedies may include:

1. Barring it or any subcontractor operating public transportation under its Award that has provided prohibited charter service from receiving federal assistance from FTA;
2. Withholding an amount of federal assistance as provided by Appendix D to part 604 of FTA's Charter Service regulations; or
3. Any other appropriate remedy that may apply.

The contractor should also include the substance of this clause in each subcontract that may involve operating public transit services.

Civil Rights Laws and Regulations –

The following Federal Civil Rights laws and regulations apply to all contracts.
1 **Federal Equal Employment Opportunity (EEO) Requirements**. These include, but are not limited to:

a) Nondiscrimination in Federal Public Transportation Programs. 49 U.S.C. § 5332, covering projects, programs, and activities financed under 49 U.S.C. Chapter 53, prohibits discrimination on the basis of race, color, religion, national origin, sex (including sexual orientation and gender identity), disability, or age, and prohibits discrimination in employment or business opportunity.

b) Prohibition against Employment Discrimination. Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e, and Executive Order No. 11246, "Equal Employment Opportunity," September 24, 1965, as amended, prohibit discrimination in employment on the basis of race, color, religion, sex, or national origin.

2 **Nondiscrimination on the Basis of Sex.** Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. § 1681 et seq. and implementing Federal regulations, "Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance," 49 C.F.R. part 25 prohibit discrimination on the basis of sex.

3 **Nondiscrimination on the Basis of Age**. The "Age Discrimination Act of 1975," as amended, 42 U.S.C. § 6101 et seq., and Department of Health and Human Services implementing regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, prohibit discrimination by participants in federally assisted programs against individuals on the basis of age. The Age Discrimination in Employment Act (ADEA), 29 U.S.C. § 621 et seq., and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, also prohibit employment discrimination against individuals age 40 and over on the basis of age.

4 **Federal Protections for Individuals with Disabilities**. The Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. § 12101 et seq., prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Third party contractors must comply with their responsibilities under Titles I, II, III, IV, and V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions, many of which are subject to regulations issued by other Federal agencies.

Civil Rights and Equal Opportunity

The Agency is an Equal Opportunity Employer. As such, the Agency agrees to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, the Agency agrees to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications. Under this Contract, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

1. **Nondiscrimination**. In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

2. **Race, Color, Religion, National Origin, Sex**. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e et seq., and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

3. **Age**. In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621-634, U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any Implementing requirements FTA may issue.

4. **Disabilities**. In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 et seq., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 et seq., and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

5. **Promoting Free Speech and Religious Liberty**. The Contractor shall ensure that Federal funding is expended in full accordance with the U.S. Constitution, Federal Law, and statutory and public policy requirements: including, but not limited to, those protecting free speech, religious liberty, public welfare, the environment, and prohibiting discrimination.

Clean Air Act and Federal Water Pollution Control Act –

The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251-1387). Violations must be reported to FTA and the Regional Office of the Environmental Protection Agency. The following applies for contracts of amounts in excess of $150,000:

Clean Air Act

(1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.

(2) The contractor agrees to report each violation to the Agency and understands and agrees that the Agency will, in turn, report each violation as required to assure notification to the Agency, Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

(3) The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FTA.

Federal Water Pollution Control Act

(1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

(2) The contractor agrees to report each violation to the Agency and understands and agrees that the Agency will, in turn, report each violation as required to assure notification to the Agency, Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

(3) The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FTA."

Contract Work Hours and Safety Standards Act –

a. Applicability: This requirement applies to all FTA grant and cooperative agreement programs.

b. Where applicable (see 40 U.S.C. § 3701), all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II.

c. Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week.

d. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

e. The regulation at 29 C.F.R. § 5.5(b) provides the required contract clause concerning compliance with the Contract Work Hours and Safety Standards Act:

Compliance with the Contract Work Hours and Safety Standards Act.

(1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of $10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

(3) Withholding for unpaid wages and liquidated damages. The agency shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

(4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section."

Davis Bacon Act and Copeland Anti-Kickback Act –

For all prime construction, alteration or repair contracts in excess of $2,000 awarded by FTA, the Contractor shall comply with the Davis-Bacon Act and the Copeland "Anti-Kickback" Act. Under 49 U.S.C. § 5333(a), prevailing wage protections apply to laborers and mechanics employed on FTA assisted construction, alteration, or repair projects. The Contractor will comply with the Davis-Bacon Act, 40 U.S.C. §§ 3141-3144, and 3146-3148 as supplemented by DOL regulations at 29 C.F.R. part 5, "Labor Standards Provisions Applicable to Contracts Governing Federally Financed and Assisted Construction." In accordance with the statute, the Contractor shall pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, the Contractor agrees to pay wages not less than once a week. The Contractor shall also comply with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by DOL regulations at 29 C.F.R. part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in part by Loans or Grants from the United States." The Contractor is prohibited from inducing, by any

means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Debarment and Suspension–

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of $25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

a) Debarred from participation in any federally assisted Award;
b) Suspended from participation in any federally assisted Award;
c) Proposed for debarment from participation in any federally assisted Award;
d) Declared ineligible to participate in any federally assisted Award;
e) Voluntarily excluded from participation in any federally assisted Award; or
f) Disqualified from participation in ay federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:
The certification in this clause is a material representation of fact relied upon by the AGENCY. If it is later determined by the AGENCY that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the AGENCY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Disadvantaged Business Enterprises -–

(Does not apply to projects fully funded by the Tribal Transportation Program (TTP).)

It is the policy of the Agency and the United States Department of Transportation ("DOT") that Disadvantaged Business Enterprises ("DBE's"), as defined herein and in the Federal regulations published at 49 C.F.R. part 26, shall have an equal opportunity to participate in DOT-assisted contracts.

The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 C.F.R. part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the Agency deems appropriate, which may include, but is not limited to:

(1) Withholding monthly progress payments;
(2) Assessing sanctions;
(3) Liquidated damages; and/or
(4) Disqualifying the contractor from future bidding as non-responsible. 49 C.F.R. § 26.13(b).

Prime contractors are required to pay subcontractors for satisfactory performance of their contracts no later than 30 days from receipt of each payment the Agency makes to the prime contractor. 49 C.F.R. § 26.29(a).

Finally, for contracts with defined DBE contract goals, each FTA Recipient must include in each prime contract a provision stating that the contractor shall utilize the specific DBEs listed unless the contractor obtains the Agency's written consent; and that, unless the Agency's consent is provided, the contractor shall not be entitled to any payment for work or material unless it is performed or supplied by the listed DBE. 49 C.F.R. § 26.53(f) (1).

Energy Conservation –

The contractor agrees to comply with mandatory standards and policies relating to energy efficiency, which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C.§ 6201).

Equal Employment Opportunity–

During the performance of this contract, the contractor agrees as follows:
(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action 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 for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.
(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.
(4) The contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
(7) In the event of the contractor's non-compliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
(8) The contractor will include the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

Notice to Third Party Participants –

Federal requirements that apply to the Recipient or the Award, the accompanying Underlying Agreement, and any Amendments thereto may change due to changes in federal law, regulation, other requirements, or guidance, or changes in the Recipient's Underlying Agreement including any information incorporated by reference and made part of that Underlying Agreement; and Applicable changes to those federal requirements will apply to each Third-Party Agreement and parties thereto at any tier.

Federal Changes

Proposer shall at all times comply with all applicable federal regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between the District and the FTA as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

Federal Tax Liability and Recent Felony Convictions –

(1) The contractor certifies that it:

(a) Does not have any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability; and

(b) Was not convicted of the felony criminal violation under any Federal law within the preceding 24 months.

If the contractor cannot so certify, the Recipient will refer the matter to FTA and not enter into any Third-Party Agreement with the Third-Party Participant without FTA's written approval.

(2) Flow-Down. The Recipient agrees to require the contractor to flow this requirement down to participants at all lower tiers, without regard to the value of any subagreement.

Fly America Requirements –

a) Definitions. As used in this clause—

1) "International air transportation" means transportation by air between a place in the United States and a place outside the United States or between two places both of which are outside the United States.
2) "United States" means the 50 States, the District of Columbia, and outlying areas.
3) "U.S.-flag air carrier" means an air carrier holding a certificate under 49 U.S.C. Chapter 411.

b) When Federal funds are used to fund travel, Section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 40118) (Fly America Act) requires contractors, Agency's, and others use U.S.-flag air carriers for U.S. Government-financed international air transportation of personnel (and their personal effects) or property, to the extent that service by those carriers is available. It requires the Comptroller General of the United States, in the absence of satisfactory proof of the necessity for foreign-flag air transportation, to disallow expenditures from funds, appropriated or otherwise established for the account of the United States, for international air transportation secured aboard a foreign-flag air carrier if a U.S.-flag air carrier is available to provide such services.

c) If available, the Contractor, in performing work under this contract, shall use U.S.-flag carriers for international air transportation of personnel (and their personal effects) or property.

d) In the event that the Contractor selects a carrier other than a U.S.-flag air carrier for international air transportation, the Contractor shall include a statement on vouchers involving such transportation essentially as follows:

Statement of Unavailability of U.S.-Flag Air Carriers
International air transportation of persons (and their personal effects) or property by U.S.-flag air carrier was not available or it was necessary to use foreign-flag air carrier service for the following reasons. See FAR § 47.403. [State reasons]:

e) Contractor shall include the substance of this clause, including this paragraph (e), in each subcontract or purchase under this contract that may involve international air transportation.

Incorporation of Federal Transit Administration (FTA) Terms –

The provisions within include, in part, certain Standard Terms and Conditions required under the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR § 200), whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, detailed in 2 CFR § 200 or as amended by 2 CFR § 1201, or the most recent version of FTA Circular 4220.1 are hereby incorporated by reference.

Anything to the contrary herein notwithstanding, all mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any request which would cause a violation of the FTA terms and conditions.

No Government Obligation to Third Parties –

The Recipient and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the Recipient, Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

Notification to FTA –

If a current or prospective legal matter that may affect the Federal Government emerges, the Recipient must promptly notify the FTA Chief Counsel and FTA Regional Counsel for the Region in which the Recipient is located. The Recipient must include a similar notification requirement in its Third-Party Agreements and must require each Third-Party Participant to include an equivalent provision in its subagreements at every tier, for any agreement that is a "covered transaction" according to 2 C.F.R. §§ 180.220 and 1200.220.

(1) The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum for any reason.

(2) Matters that may affect the Federal Government include, but are not limited to, the Federal Government's interests in the Award, the accompanying Underlying Agreement, and any Amendments thereto, or the Federal Government's administration or enforcement of federal laws, regulations, and requirements.

(3) The Recipient must promptly notify the U.S. DOT Inspector General in addition to the FTA Chief Counsel or Regional Counsel for the Region in which the Recipient is located, if the Recipient has knowledge of potential fraud, waste, or abuse occurring on a Project receiving assistance from FTA. The notification provision applies if a person has or may have submitted a false claim under the False Claims Act, 31 U.S.C. § 3729 et seq., or has or may have committed a criminal or civil violation of law pertaining to such matters as fraud, conflict of interest, bribery, gratuity, or similar misconduct. This responsibility occurs whether the Project is subject to this Agreement or another agreement between the Recipient and FTA, or an agreement involving a principal, officer, employee, agent, or Third-Party Participant of the Recipient. It also applies to subcontractors at any tier. Knowledge, as used in this paragraph, includes, but is not limited to, knowledge of a criminal or civil investigation by a Federal, state, or local law enforcement or other investigative agency, a criminal indictment or civil complaint, or probable cause that could support a criminal indictment, or any other credible information in the possession of the Recipient.

Patent rights and Rights in Data –

Intellectual Property Rights
This Project is funded through a Federal award with FTA for experimental, developmental, or research work purposes. As such, certain Patent Rights and Data Rights apply to all subject data first produced in the performance of this Contract. The Contractor shall grant the Agency intellectual property access and licenses deemed necessary for the work performed under this Contract and in accordance with the requirements of 37 C.F.R. part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by FTA or U.S. DOT.

The terms of an intellectual property agreement and software license rights will be finalized prior to execution of this Contract and shall, at a minimum, include the following restrictions:

Except for its own internal use, the Contractor may not publish or reproduce subject data in whole or in part, or in any manner or form, nor may the Contractor authorize others to do so, without the written consent of FTA, until such time as FTA may have either released or approved the release of such data to the public. This restriction on publication, however, does not apply to any contract with an academic institution.

For purposes of this Contract, the term "subject data" means recorded information whether or not copyrighted, and that is delivered or specified to be delivered as required by the Contract. Examples of "subject data" include, but are not limited to computer software, standards, specifications, engineering drawings and associated lists, process sheets, manuals, technical reports, catalog item identifications, and related information, but do not include financial reports, cost analyses, or other similar information used for performance or administration of the Contract.

1. The Federal Government reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use for "Federal Government Purposes," any subject data or copyright described below. For "Federal Government Purposes," means use only for the direct purposes of the Federal Government. Without the copyright owner's consent, the Federal Government may not extend its Federal license to any other party.

a. Any subject data developed under the Contract, whether or not a copyright has been obtained; and

b. Any rights of copyright purchased by the Contractor using Federal assistance in whole or in part by the FTA.

2. Unless FTA determines otherwise, the Contractor performing experimental, developmental, or research work required as part of this Contract agrees to permit FTA to make available to the public, either FTA's license in the copyright to any subject data developed in the course of the Contract, or a copy of the subject data first produced under the Contract for which a copyright has not been obtained. If the experimental, developmental, or research work, which is the subject of this Contract, is not completed for any reason whatsoever, all data developed under the Contract shall become subject data as defined herein and shall be delivered as the Federal Government may direct.

3. Unless prohibited by state law, upon request by the Federal Government, the Contractor agrees to indemnify, save, and hold harmless the Federal Government, its officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the Contractor of proprietary rights, copyrights, or right of privacy, arising out of the publication, translation, reproduction, delivery, use, or disposition of any data furnished under that contract. The Contractor shall not be required to indemnify the Federal Government for any such liability arising out of the wrongful act of any employee, official, or agents of the Federal Government.

4. Nothing contained in this clause on rights in data shall imply a license to the Federal Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to the Federal Government under any patent.

5. Data developed by the Contractor and financed entirely without using Federal assistance provided by the Federal Government that has been incorporated into work required by the underlying Contract is exempt from the requirements herein, provided that the Contractor identifies those data in writing at the time of delivery of the Contract work.

6. The Contractor agrees to include these requirements in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance.

Pre-Award and Post-Delivery Audits of Rolling Stock Purchases –
(Does not apply to projects fully funded by the Tribal Transportation Program (TTP).)

The Contractor agrees to comply with 49 U.S.C. § 5323(m) and FTA's implementing regulation at 49 C.F.R. part 663. The Contractor shall comply with the Buy America certification(s) submitted with its proposal/bid. The Contractor agrees to participate and cooperate in any pre-award and post-delivery audits performed pursuant to 49 C.F.R. part 663 and related FTA guidance.

Program Fraud and False or Fraudulent Statements and Related Acts –

The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.
The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. chapter 53, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5323(l) on the Contractor, to the extent the Federal Government deems appropriate.
The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment-

a) Recipients and subrecipients are prohibited from obligating or expending loan or grant funds to:

1) Procure or obtain;

2) Extend or renew a contract to procure or obtain; or

3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

(i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).

(ii) Telecommunications or video surveillance services provided by such entities or using such equipment.

(iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

b) In implementing the prohibition under Public Law 115-232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

c) See Public Law 115-232, section 889 for additional information.

d) See also § 200.471.

Prompt Payment –

(Does not apply to projects fully funded by the Tribal Transportation Program (TTP).)

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work. In addition, the contractor is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed.

The contractor must promptly notify the Agency, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the Agency.

Public Transportation Employee Protective Arrangements –
The Contractor agrees to comply with the following employee protective arrangements of 49 U.S.C. § 5333(b):
1. U.S. DOL Certification. Under this Contract or any Amendments thereto that involve public transportation operations that are supported with federal assistance, a certification issued by U.S. DOL is a condition of the Contract.

2. Special Warranty. When the Contract involves public transportation operations and is supported with federal assistance appropriated or made available for 49 U.S.C. § 5311, U.S. DOL will provide a Special Warranty for its Award, including its Award of federal assistance under the Tribal Transit Program. The U.S. DOL Special Warranty is a condition of the Contract.

3. Special Arrangements. The conditions of 49 U.S.C. § 5333(b) do not apply to Contractors providing public transportation operations pursuant to 49 U.S.C. § 5310. FTA reserves the right to make case-by-case determinations of the applicability of 49 U.S.C. § 5333(b) for all transfers of funding authorized under title 23, United States Code (flex funds), and make other exceptions as it deems appropriate, and, in those instances, any special arrangements required by FTA will be incorporated herein as required.

Restrictions on Lobbying –

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Contractors who apply or bid for an award of $100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

Conditions on use of funds.

(a) No appropriated funds may be expended by the recipient of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered Federal actions: the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(b) Each person who requests or receives from an agency a Federal contract, grant, loan, or cooperative agreement shall file with that agency a certification, that the person has not made, and will not make, any payment prohibited by paragraph (a) of this section.
(c) Each person who requests or receives from an agency a Federal contract, grant, loan, or a cooperative agreement shall file with that agency a disclosure form if such person has made or has agreed to make any payment using non-appropriated funds (to include profits from any covered Federal action), which would be prohibited under paragraph (a) of this section if paid for with appropriated funds.
(d) Each person who requests or receives from an agency a commitment providing for the United States to insure or guarantee a loan shall file with that agency a statement, whether that person has made or has agreed to make any payment to influence or attempt to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with that loan insurance or guarantee.
(e) Each person who requests or receives from an agency a commitment providing for the United States to insure or guarantee a loan shall file with that agency a disclosure form if that person has made or has agreed to make any payment to influence or attempt to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with that loan insurance or guarantee.

Certification and disclosure.
(a) Each person shall file a certification, and a disclosure form, if required, with each submission that initiates agency consideration of such person for:

(1) Award of a Federal contract, grant, or cooperative agreement exceeding $100,000; or
(2) An award of a Federal loan or a commitment providing for the United States to insure or guarantee a loan exceeding $150,000.

(b) Each person shall file a certification, and a disclosure form, if required, upon receipt by such person of:

(1) A Federal contract, grant, or cooperative agreement exceeding $100,000; or
(2) A Federal loan or a commitment providing for the United States to insure or guarantee a loan exceeding $150,000,

Unless such person previously filed a certification, and a disclosure form, if required, under paragraph (a) of this section.
(c) Each person shall file a disclosure form at the end of each calendar quarter in which there occurs any event that requires disclosure or that materially affects the accuracy of the information contained in any disclosure form previously filed by such person under paragraphs (a) or (b) of this section. An event that materially affects the accuracy of the information reported includes:

(1) A cumulative increase of $25,000 or more in the amount paid or expected to be paid for influencing or attempting to influence a covered Federal action; or
(2) A change in the person(s) or individual(s) influencing or attempting to influence a covered Federal action; or,
(3) A change in the officer(s), employee(s), or Member(s) contacted to influence or attempt to influence a covered Federal action.

(d) Any person who requests or receives from a person referred to in paragraphs (a) or (b) of this section:

(1) A subcontract exceeding $100,000 at any tier under a Federal contract;
(2) A subgrant, contract, or subcontract exceeding $100,000 at any tier under a Federal grant;
(3) A contract or subcontract exceeding $100,000 at any tier under a Federal loan exceeding $150,000; or,

(4) A contract or subcontract exceeding $100,000 at any tier under a Federal cooperative agreement,

Shall file a certification, and a disclosure form, if required, to the next tier above.

(e) All disclosure forms, but not certifications, shall be forwarded from tier to tier until received by the person referred to in paragraphs (a) or (b) of this section. That person shall forward all disclosure forms to the agency.

(f) Any certification or disclosure form filed under paragraph (e) of this section shall be treated as a material representation of fact upon which all receiving tiers shall rely. All liability arising from an erroneous representation shall be borne solely by the tier filing that representation and shall not be shared by any tier to which the erroneous representation is forwarded. Submitting an erroneous certification or disclosure constitutes a failure to file the required certification or disclosure, respectively. If a person fails to file a required certification or disclosure, the United States may pursue all available remedies, including those authorized by section 1352, title 31, U.S. Code.

(g) For awards and commitments in process prior to December 23, 1989, but not made before that date, certifications shall be required at award or commitment, covering activities occurring between December 23, 1989, and the date of award or commitment. However, for awards and commitments in process prior to the December 23, 1989 effective date of these provisions, but not made before December 23, 1989, disclosure forms shall not be required at time of award or commitment but shall be filed within 30 days.

(h) No reporting is required for an activity paid for with appropriated funds if that activity is allowable under either subpart B or C.

Safe Operation of Motor Vehicles –

Seat Belt Use

The Contractor is encouraged to adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned vehicles, company rented vehicles, or personally operated vehicles. The terms “company-owned” and “company-leased” refer to vehicles owned or leased either by the Contractor or Agency.

Distracted Driving

The Contractor agrees to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contactor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this Contract.

School Bus Operations –

The contractor agrees to comply with 49 U.S.C. 5323(f), and 49 C.F.R. part 604, and not engage in school bus operations using federally funded equipment or facilities in competition with private operators of school buses, except as permitted under:

1. Federal transit laws, specifically 49 U.S.C. § 5323(f);
2. FTA regulations, “School Bus Operations,” 49 C.F.R. part 605;
3. Any other Federal School Bus regulations; or
4. Federal guidance, except as FTA determines otherwise in writing.

If Contractor violates this School Bus Agreement, FTA may:

1. Bar the Contractor from receiving Federal assistance for public transportation; or
2. Require the contractor to take such remedial measures as FTA considers appropriate.

When operating exclusive school bus service under an allowable exemption, the contractor may not use federally funded equipment, vehicles, or facilities.

The Contractor should include the substance of this clause in each subcontract or purchase under this contract that may operate public transportation services.

Seismic Safety –

The contractor agrees that any new building or addition to an existing building will be designed and constructed in accordance with the standards for Seismic Safety required in Department of Transportation (DOT) Seismic Safety Regulations 49 C.F.R. part 41 and will certify to compliance to the extent required by the regulation. The contractor also agrees to ensure that all work performed under this contract, including work performed by a subcontractor, is in compliance with the standards required by the Seismic Safety regulations and the certification of compliance issued on the project.

Severability –

The Contractor agrees that if any provision of this agreement or any amendment thereto is determined to be invalid, then the remaining provisions thereof that conform to federal laws, regulations, requirements, and guidance will continue in effect.

Simplified Acquisition Threshold –

Contracts for more than the simplified acquisition threshold, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. § 1908, or otherwise set by law, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. (Note that the simplified acquisition threshold determines the procurement procedures that must be employed pursuant to 2 C.F.R. §§ 200.317–200.327. The simplified acquisition threshold does not exempt a procurement from other eligibility or processes requirements that may apply. For example, Buy America's eligibility and process requirements apply to any procurement in excess of $150,000. 49 U.S.C. § 5323(j)(13).)

Solid Wastes –

A Recipient that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Special DOL EEO Clause –

The applicant hereby agrees that it will incorporate or cause to be incorporated into any contract for construction work, or modification thereof, as defined in the regulations of the Secretary of Labor at 41 CFR Chapter 60, which is paid for in whole or in part with funds obtained from the Federal Government or borrowed on the credit of the Federal Government pursuant to a grant, contract, loan, insurance, or guarantee, or undertaken pursuant to any Federal program involving such grant, contract, loan, insurance, or guarantee, the following equal opportunity clause:

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action 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 for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant

thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: Provided, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

Special Notification Requirements for States –

Applies to States –

a. To the extent required under federal law, the State, as the Recipient, agrees to provide the following information about federal assistance awarded for its State Program, Project, or related activities:

(1) The Identification of FTA as the federal agency providing the federal assistance for a State Program or Project;

(2) The Catalog of Federal Domestic Assistance Number of the program from which the federal assistance for a State Program or Project is authorized; and

(3) The amount of federal assistance FTA has provided for a State Program or Project.

b. Documents - The State agrees to provide the information required under this provision in the following documents: (1) applications for federal assistance, (2) requests for proposals or solicitations, (3) forms, (4) notifications, (5) press releases, and (6) other publications.

Substance Abuse Requirements –
The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 C.F.R. part 655, produce any documentation necessary to establish its compliance with part 655, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency, or Agency, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. part 655 and review the testing process. The Contractor agrees further to certify annually its compliance with part 655 and to submit the Management Information System (MIS) reports to the Agency.

Termination –

Termination for Convenience (General Provision)
The Agency may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Agency's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination.

The Contractor shall promptly submit its termination claim to Agency to be paid the Contractor. If the Contractor has any property in its possession belonging to Agency, the Contractor will account for the same, and dispose of it in the manner Agency directs.

Termination for Default [Breach or Cause] (General Provision)
If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the Agency may terminate this contract for default. Termination shall be effected by serving a Notice of Termination on the Contractor setting forth the manner in which the Contractor is in default. The Contractor will be paid only the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract. If it is later determined by the Agency that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the Agency, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

Opportunity to Cure (General Provision)
The Agency, in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the Notice of Termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to Agency's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [10 days] after receipt by Contractor of written notice from Agency setting forth the nature of said breach or default, Agency shall have the right to terminate the contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude Agency from also pursuing all available remedies against Contractor and its sureties for said breach or default.

Waiver of Remedies for any Breach
In the event that Agency elects to waive its remedies for any breach by Contractor of any

covenant, term or condition of this contract, such waiver by Agency shall not limit Agency's remedies for any succeeding breach of that or of any other covenant, term, or condition of this contract.

Termination for Convenience (Professional or Transit Service Contracts)
The Agency, by written notice, may terminate this contract, in whole or in part, when it is in the Agency's interest. If this contract is terminated, the Agency shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

Termination for Default (Supplies and Service)

If the Contractor fails to deliver supplies or to perform the services within the time specified in this contract or any extension, or if the Contractor fails to comply with any other provisions of this contract, the Agency may terminate this contract for default. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Agency.

Termination for Default (Transportation Services)
If the Contractor fails to pick up the commodities or to perform the services, including delivery services, within the time specified in this contract or any extension, or if the Contractor fails to comply with any other provisions of this contract, the Agency may terminate this contract for default. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of default. The Contractor will only be paid the contract price for services performed in accordance with the manner of performance set forth in this contract.

If this contract is terminated while the Contractor has possession of Agency goods, the Contractor shall, upon direction of the Agency, protect and preserve the goods until surrendered to the Agency or its agent. The Contractor and Agency shall agree on payment for the preservation and protection of goods. Failure to agree on an amount will be resolved under the Dispute clause.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Agency.

Termination for Default (Construction)
If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will ensure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provision of this contract, Agency may terminate this contract for default. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the Agency may take over the work and compete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Agency resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is

terminated. This liability includes any increased costs incurred by the Agency in completing the work.

The Contractor's right to proceed shall not be terminated nor shall the Contractor be charged with damages under this clause if:
1. The delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of Agency, acts of another contractor in the performance of a contract with Agency, epidemics, quarantine restrictions, strikes, freight embargoes; and
2. The Contractor, within [10] days from the beginning of any delay, notifies Agency in writing of the causes of delay. If, in the judgment of Agency, the delay is excusable, the time for completing the work shall be extended. The judgment of Agency shall be final and conclusive for the parties, but subject to appeal under the Disputes clause(s) of this contract.
3. If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of Agency.

Termination for Convenience or Default (Architect and Engineering)
The Agency may terminate this contract in whole or in part, for the Agency's convenience or because of the failure of the Contractor to fulfill the contract obligations. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the Agency's Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process. Agency has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, all such data, drawings, specifications, reports, estimates, summaries, and other information and materials.

If the termination is for the convenience of the Agency, the Agency's Contracting Officer shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services.

If the termination is for failure of the Contractor to fulfill the contract obligations, the Agency may complete the work by contact or otherwise and the Contractor shall be liable for any additional cost incurred by the Agency.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of Agency.

Termination for Convenience or Default (Cost-Type Contracts)
The Agency may terminate this contract, or any portion of it, by serving a Notice of Termination on the Contractor. The notice shall state whether the termination is for convenience of Agency or for the default of the Contractor. If the termination is for default, the notice shall state the manner in which the Contractor has failed to perform the requirements of the contract. The Contractor shall account for any property in its possession paid for from funds received from the Agency, or property supplied to the Contractor by the Agency. If the termination is for default, the Agency may fix the fee, if the contract provides for a fee, to be paid the Contractor in proportion to the value, if any, of work performed up to the time of termination. The Contractor shall promptly

submit its termination claim to the Agency and the parties shall negotiate the termination settlement to be paid the Contractor.

If the termination is for the convenience of Agency, the Contractor shall be paid its contract close-out costs, and a fee, if the contract provided for payment of a fee, in proportion to the work performed up to the time of termination.

If, after serving a Notice of Termination for Default, the Agency determines that the Contractor has an excusable reason for not performing, the Agency, after setting up a new work schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

Tracking In Persons –

The contractor agrees that it and its employees that participate in the Recipient's Award, may not:

(a) Engage in severe forms of trafficking in persons during the period of time that the Recipient's Award is in effect;

(b) Procure a commercial sex act during the period of time that the Recipient's Award is in effect; or

(c) Use forced labor in the performance of the Recipient's Award or subagreements thereunder.

Veterans Hiring Preference –

Veterans Employment - Recipients and subrecipients of Federal financial assistance shall ensure that contractors working on a capital project funded using such assistance give a hiring preference, to the extent practicable, to veterans (as defined in section 2108 of title 5) who have the requisite skills and abilities to perform the construction work required under the contract. This subsection shall not be understood, construed or enforced in any manner that would require an employer to give a preference to any veteran over any equally qualified applicant who is a member of any racial or ethnic minority, female, an individual with a disability, or a former employee.

Violation and Breach of Contract –

Disputes:
Disputes arising in the performance of this Contract that are not resolved by agreement of the parties shall be decided in writing by the authorized representative of the agency. This decision shall be final and conclusive unless within [10] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the agencies authorized representative. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the agencies authorized representative shall be binding upon the Contractor and the Contractor shall abide be the decision.

Performance During Dispute:
Unless otherwise directed by the agencies authorized representative, contractor shall continue performance under this contract while matters in dispute are being resolved.

Claims for Damages:
Should either party to the contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is

legally liable, a claim for damages therefore shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies:

Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the agencies authorized representative and contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the Agency is located.

Rights and Remedies:

Duties and obligations imposed by the contract documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the Agency or contractor shall constitute a waiver of any right or duty afforded any of them under the contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

ADDITIONAL FTA PROCUREMENT PROVISIONS–

Geographic Preference: The Greater Hartford Transit District will conduct procurements in a manner that does not give in-State or local geographic preferences in the evaluation of bids or proposals, except in those cases where applicable Federal or State statutes expressly mandate or encourage geographic preference. This does not preempt Connecticut licensing laws from being considered in those disciplines that are regulated by the State. This is in accordance with FTA Circular 4220.1F, Third Party Contracting Guidance.

Cost Plus a Percentage of Cost: The Greater Hartford Transit District strictly prohibits the use of cost plus a percentage of cost-based contracts in accordance with FTA Circular 4220.1F., as the Common Grant Rules states that this method of contracting is strictly prohibited.

EXHIBIT B – STATE GRANT REQUIREMENTS

STATE OF CONNECTICUT GRANT REQUIREMENTS

Small Business Enterprises. In connection with the performance of this Agreement, the Consultant shall cooperate with the District in meeting its commitments and goals with regard to the maximum utilization of small business enterprises ("SBEs"), as defined in Section 4a-60 of the Connecticut General Statutes, and will use its best efforts to insure that SBEs shall have the maximum practicable opportunity to compete for any sub-contract work under this Agreement.

The District has agreed with the Connecticut Department of Transportation to include in the Agreement the Special Provisions Requirements of Section 46a-68j-30(9) of the Contract Compliance Regulations.

The Contractor agrees to ensure that small business enterprises as defined in Section 4a-60 of the Connecticut General Statutes have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with State funds provided under this agreement. In this regard all recipients or contractors shall take necessary and reasonable steps in accordance with Section 4a-60 of the Connecticut General Statutes to ensure that small business enterprises have the maximum opportunity to compete and perform contracts. Recipients and their contractors shall not discriminate on the basis of race, creed, color, national origin, age or sex in the award of federal assisted contracts.

Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient (the District) deems appropriate.

Non-Discrimination in Employment and Affirmative Action. In connection with the carrying out of the Project the Consultant shall not discriminate against any employee or applicant for employment because of race, color, religion, sex or national origin. The Consultant shall take affirmative action to ensure that applicants are employed, and that employees are treated during their pre-employment, without regard to their race, color, religion, sex or national origin. Such action 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 for training, including apprenticeship. The provisions of Executive Order No. 11246 of September 21, 1965, as amended, and all rules, regulations and orders of the Federal government issued pursuant thereto are incorporated herein by reference and made a part hereof. The Consultant agrees to comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d-4) and all requirements imposed by Title 49 C.F.R. part 21 and other pertinent directives of the federal government to the end that no person shall on the grounds of race, color, sex or national origin be excluded from participation in, or be denied the benefits of, or be otherwise subjected to discrimination under the Project.

The District has agreed with the Connecticut Department of Transportation ("CTDOT") to include in this Agreement the following Sections from the Agreement between the District and CTDOT:

> Section 32 Civil Rights. (b)(1) The Second Party (the "District and its Operator") agrees and warrants that in the performance of the contract such Second Party will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, mental retardation or physical disability, including, but not limited to, blindness, unless shown by such Second Party that such disability

prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the State of Connecticut. The Second Party further agrees to take affirmative action to insure that applicants with job related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, mental retardation, or physical disability, including, but not limited to, blindness, unless shown by such Second Party that such disability prevents performance of the work involved; (2) the Second Party agrees, in all solicitations or advertisements for employees placed by or on behalf of the Second Party, to state that it is an "affirmative action-equal opportunity employer" in accordance with regulations adopted by the Commission (on Human Rights and Opportunities of the State of Connecticut); (3) the Second Party agrees to provide each labor union or representative of workers with which such Second Party has a collective bargaining agreement or other contract or understanding and each vendor with which such Second Party has a contract or understanding, a notice to be provided by the Commission advising the labor union or workers' representative of the Second Party's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (4) the Second Party agrees to comply with each provision of this section and Conn. Gen. Stat. §§ 46a-68e and 46a-68f and with each regulation or relevant order issued by said Commission pursuant to Conn. Gen. Stat. §§ 46a-56, 46a-68e, and 46a-68f; (5) the Second Party agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Second Party as they relate to the provisions of this section and § 46a-56.

Section 33. Nondiscrimination (Sexual Orientation). (a) Pursuant to § 4a.60 of the Connecticut General Statutes, (1) the Second Party agrees and warrants that in the performance of the contract such Second Party sill not discriminate or permit discrimination against any person or group of persons on the grounds of sexual orientation, in any manner prohibited by the laws of the United States or of the State of Connecticut, and that employees are treated when employed without regard to their sexual orientation; (2) the Second Party agrees to provide each labor union or representative of workers with which such Second Party has a collective bargaining agreement or other contract or understanding and each vendor with which such Second Party has a contract or understanding, a notice to be provided by the Commission advising the labor union or workers' representative of the Second Party's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (3) the Second Party agrees to comply with each provision of this section and with each regulation or relevant order issued by said Commission pursuant to § 46a-56 of the general statutes; (4) the Second Party agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Second Party as they relate to the provisions of this section and § 46a-56.

Non-Discrimination on the Basis of Disability. The Consultant shall insure that all fixed facility construction or alteration and all new equipment purchased to provide the Services comply with applicable regulations regarding Non-Discrimination on the Basis of Handicap in Programs and Activities Receiving or Benefitting from Federal Financial Assistance, set forth at Title 49, Code of Federal Regulations, Part 27, and any amendments thereto.

The Agreement shall be deemed to include the CONNECTICUT REQUIRED CONTRACT/AGREEMENT PROVISIONS including but not limited to Equal Employment Opportunity Responsibilities, Policy on SBEs, and Code of Ethics, incorporated herein by reference, and all requirements upon consultants and contractors of the "Second Party" (the "District") set forth in said PROVISIONS shall be deemed requirements upon the Consultant hereunder. In any event, the Consultant shall do nothing which would cause the District to be in violation of the requirements upon it, as the "Second Party" under said PROVISIONS.

EXECUTIVE ORDERS

This Agreement is subject to the provisions of Executive Order No 7C of Governor M. Jodi Rell, promulgated July 13, 2006, concerning contracting reforms, Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of this agreement as if they had been fully set forth in it.

Environmental Law Compliance
The Proposer shall be responsible to comply with all federal and state environmental laws and regulations pertaining to the operation of transit motor buses and/or facilities managed by the Second Party, including but not limited to, pollutants emissions control, storage and/or disposal of waste, fluids, fuels, oil, and chemicals in general. The Second Party shall be responsible to comply with OSHA regulations. The Second Party will hold the State and CTTRANSIT harmless of any lawsuits and/or fines with respect to any environmental and/or OSHA regulations violations.

Publication of Reports
The ownership of all data and material collected under this Agreement shall be vested in the Proposer and the State. All reports shall be submitted to District for review prior to publication. The following statement should appear on the cover or title page of any published report prepared under the terms of this Agreement:

"Prepared in cooperation with the U.S. Department of Transportation (including its participating agencies), Connecticut Department of Transportation and the Greater Hartford Transit District. The opinions, findings and conclusions expressed in this publication are those of the Second Party and do not necessarily reflect the official views or policies of the District, Connecticut Department of Transportation and/or the U.S. Department of Transportation."

Jurisdiction and Forum Language
This Agreement shall be governed, interpreted and construed under and in accordance with the laws of the State of Connecticut, whether or not its conflict of laws principles would dictate otherwise. This Agreement shall be deemed to have been made in Hartford, Connecticut.

The Proposer irrevocably consents with respect to any claims or remedies at law or in equity, arising out of or in connection with this Agreement to the jurisdiction of the Connecticut Superior Court (except as otherwise required by law or that Agreement), and, with respect to any claim between the Parties, to venue in Judicial District of Hartford-New Britain at Hartford or the United States Federal Court, District of Connecticut, and irrevocably waives any objections that it may have to such jurisdiction on the grounds of lack of personal jurisdiction of such court or the laying of venue of such court or on the basis of forum non convenience or otherwise. Nothing herein shall be construed to waive any of the States or the District's immunities.

Litigation
The Proposer agrees that the sole and exclusive means for the presentation of any claim against the State arising from or in connection with this Agreement shall be in accordance with Chapter 53 of the Connecticut General Statutes (Claims against the State) and the Proposer further agrees

not to initiate legal proceedings in any State or Federal Court in addition to, or in lieu of, said Chapter 53 proceedings.

FREEDOM OF INFORMATION ACT

The State is entitled to receive a copy of records and files related to the performance of the Proposer under this Agreement, and such records and files may be subject to the Freedom of Information Act and may be disclosed by the Sate pursuant to the Freedom of Information Act. No request to inspect or copy such records or files shall be valid unless the request is made to the State in accordance with the Freedom of Information Act. Any complaint by a person who is denied the right to inspect or copy such records or files shall be brought to the Freedom of Information Commission in accordance with the provisions of Sections 1-205 and 1-206 of the Connecticut General Statutes.

RIGHT TO INSPECT RECORDS

By way of its agreement with the Connecticut Department of Transportation, the District agrees to include in all its subcontracts a provision to the effect the subcontractor agrees that the State, the U.S. Department of Transportation and the Comptroller General of the United States or any of their duly authorized representatives, shall, until the expiration of three (3) years after the final payment under the subcontract, have access to and the right to examine any directly pertinent books, documents, papers, and records of such subcontractor, involving transactions related to the subcontractor. The term "subcontractor" as used in this clause excludes work not exceeding $25,000.00.

The period of access and examination described above, for records which relate to (1) appeals for disputes, (2) litigation of the settlement of claims arising out of the performance of this contract, or (3) costs and expenses in relation to the performance of this contract to which exception has been taken by the State, the Comptroller General or any of their duly authorized representatives, shall continue until such appeals, litigation, claims or exceptions have been disposed of.

PROVISIONS DATED MARCH 6, 1998
"SPECIFIC EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES"

1. General

   A. Equal employment Opportunity Requirements not to discriminate and to take affirmative action to assure equal employment opportunity as required by Executive Order 11246, Executive Order 11375, the Railroad Revitalization and Regulatory Reform Act of 1976 and other U.S. Department of Transportation nondiscrimination legislation are set forth in this Required Contract/Agreement Provision. The requirements set forth in these special provisions shall constitute the specific affirmative action requirements for project activities under this contract (or agreement) and supplement the equal employment opportunity requirements set forth in other related contract provisions.

   B. "Company" refers to any entity doing business with the Connecticut Department of Transportation and includes but is not limited to the following:

Contractors	Vendors (where applicable)
Subcontractors	Suppliers of Materials (where applicable)
Consultants	Municipalities (where applicable)
Subconsultants	Utilities (where applicable)

   C. The Company will work with the Connecticut Department of Transportation and the federal government in carrying out equal employment opportunity obligations and in their review of his/her activities under the contract or agreement.

   E. The Company and all their subcontractors or subconsultants holding subcontracts or subagreements of $10,000 or more on federally assisted projects and $5,000 or more on state funded projects, will comply with the following minimum specific requirement activities of equal employment opportunity. The Company will physically include these requirements in every subcontract or subagreement meeting the monetary criteria above with such modification or language as is necessary to make them binding on the subcontractor or subconsultant.

   F. These Required Contract Provisions apply to all state funded and/or federally assisted projects. activities and programs in all facets of the Connecticut Department of Transportation operations resulting in contracts or agreements.

2. Equal Employment Opportunity Policy

   The Company will develop, accept and adopt as its operating policy and Affirmative Action Plan utilizing as a guide the Connecticut Department of Transportation Affirmative Action Plan Guideline.

3. Equal Employment Opportunity Officer

   The Company will designate and make known to the State Department of Transportation contracting officers an equal employment opportunity officer (hereinafter referred to as the

EEO Officer) who will have the responsibility for and must be capable of effectively administering and promoting an active program of equal employment opportunity and who must be assigned adequate authority and responsibility to do so.

4. Dissemination of Policy

   A. All members of the Company's staff who are authorized to hire, supervise, promote, and discharge employees, or who recommend such action, or who are substantially involved in such action, will be made fully cognizant of, and will implement, the Company's equal employment opportunity policy and contractual responsibilities to provide equal employment opportunity in each grade and classification of employment. To ensure that the above agreement will be met, the following actions will be taken as a minimum:

      (1) Periodic meetings of supervisory and personnel office employees will be conducted before the start of work and then not less than once every six (6) months thereafter, at which time the Company's equal employment opportunity policy and its implementation will be reviewed and explained. The meetings will be conducted by the EEO Officer or other knowledgeable Company Official.

      (2) All new supervisory or personnel office employees will be given a thorough indoctrination by the EEO Officer or other knowledgeable Company official covering all major aspects of the Company's equal employment opportunity obligations within thirty (30) days following their reporting for duty with the Company.

      (3) All personnel who are engaged in direct recruitment for the project will be instructed by the EEO Officer or appropriate Company official in the Company's procedures for locating and hiring protected class group employees.

   B. In order to make the Company's equal employment opportunity policy known to all employees, prospective employees and potential sources of employees, i.e., schools, employment agencies, labor unions (where appropriate), college placement officers, etc., the Company will take the following actions:

      (1) Notices and posters setting forth the Company's equal employment opportunity policy will be placed in areas readily accessible to employees, applicants for employment and potential employees.
      (2) The Company's equal employment opportunity policy and the procedures to implement such policy will be brought to the attention of employees by means of meetings, employee handbooks, or other appropriate means.

5. Recruitment

   A. When advertising for employees, the Company will include in all advertisements for employees the notation: "An Equal Opportunity Employer". All such advertisements will be published in newspapers or other publications having a large circulation among minority groups in the area from which the project work force would normally be derived.

B. The Company will, unless precluded by a valid bargaining agreement, conduct systematic and direct recruitment through public and private employee referral sources likely to yield qualified minority group applicants, including, but not limited to, State employment agencies, schools, colleges and minority group organizations. To meet this requirement, the Company will, through its EEO Officer, identify sources of potential minority group employees, and establish with such identified sources procedures whereby minority group applicants may be referred to the Company for employment consideration.

In the event the Company has a valid bargaining agreement providing for exclusive hiring of all referrals, the Company is expected to observe the provisions of that agreement to the extent that the system permits the Company's compliance with equal employment opportunity contract provisions. (The U.S. Department of Labor has held that where implementation of such agreements have the effect of discriminating against minorities or women, or obligates the Company to do the same, such implementation violates Executive Order 11246, as amended.)

C. The Company will encourage its present employees to refer minority group applicants for employment by posting appropriate notices or bulletins in the areas accessible to all such employees. In addition, information and procedures with regard to referring minority group applicants will be discussed with employees.

6. Personnel Actions

Wages, working conditions, and employee benefits shall be established and administered, and personnel actions of every type, including hiring, upgrading, promotion, transfer, demotion, layoffs, and termination, shall be taken without regard to race, color, religion, sex, or national origin, etc. The following procedures shall be followed:

A. The Company will conduct periodic inspections of project sites to insure that working conditions and employee facilities do not indicate discriminatory treatment of project site personnel.

B. The Company will periodically evaluate the spread of wages paid within each classification to determine any evidence of discriminatory wage practice.

C. The Company will periodically review selected personnel actions in depth to determine whether there is evidence of discrimination. Where evidence is found, the Company will promptly take corrective action. If the review indicates that the discrimination may extend beyond the actions reviewed, such corrective actions shall include all affected persons.

D. The Company will promptly investigate all complaints of alleged discrimination made to the Company in connection with his obligations under this contract, will attempt to resolve such complaints, and will take appropriate corrective action within a reasonable time. If the investigation indicates that the discrimination may affect persons other than the complainant, such corrective action shall include such other persons. Upon completion of each investigation, the Company will inform every complainant of all of his avenues of appeal.

E. The general contact provision entitled A(76) Affirmative Action Requirements is made part of this document by reference. In conjunction with this contract provision, only the job categories will change in order to be comparable with the job categories utilized by

the Company proposing to do business with the Connecticut Department of Transportation. The goals and timetables will remain the same throughout the contract provision.

7. Training and Promotion

   A. The Company will assist in locating, qualifying, and increasing the skills of minority group and women employees, and applicants for employment.

   B. Consistent with the Company's work force requirements and as permissible under Federal and State regulations, the Company shall make full use of training programs, i.e., apprenticeship, and on-the-job training programs for the geographical area of contact performance. Where feasible, 25 percent of apprentices of trainees in each occupation shall be in their first year of apprenticeship of training. In the event the Training Special Provision is provided under this contract, this subparagraph will be superseded.

   C. The Company will advise employees and applicants for employment of available training programs and entrance requirements for each.

   D. The Company will periodically review the training and promotion potential of minority group and women employees and will encourage eligible employees to apply for such training and promotion.

8. Unions

   If the Company relies in whole or in part upon unions as a source of employees, it will use its best efforts to obtain the cooperation of such unions to increase opportunities for minority groups and women within the unions, and to effect referrals by such unions of minority and female employees. Actions by the Company either directly or through an association acting as agent will include the procedures set forth below:

   A. The Company will use its best efforts to develop, in cooperation with the unions, joint training programs aimed toward qualifying more minority group members and women for membership in the unions and increasing the skills of minority group employees and women so that they may qualify for higher paying employment.

   B. The Company will use its best efforts to incorporate an equal employment opportunity clause into each union agreement to the end that such union will be contractually bound to refer applicants without regard to their race, color, religion, sex, or national origin, etc.

   C. The Company is to obtain information as to the referral practices and policies of the labor union except that to the extent such information is within the exclusive possession of the labor union and such labor union refuses to furnish such information to the Company, the Company shall so certify to the Connecticut Department of Transportation and shall set forth what efforts have been made to obtain such information.

   D. In the event the union is unable to provide the Company with a reasonable flow of minority and women referrals within the time limit set forth in the collective bargaining agreement, the Company will, through independent recruitment efforts, fill the employment vacancies without regard to race, color, religion, sex or national origin, etc. making full efforts to obtain qualified and/or qualifiable minority group persons and

women. (The U.S. Department of Labor has held that there shall be no excuse that the union with which the Company has a collective bargaining agreement providing for exclusive referral failed to refer minority employees). In the event the union referral practice prevents the Company from meeting the obligations pursuant to Executive Order 11246, as amended, and these provisions, such Company shall immediately notify the Connecticut Department of Transportation.

9. Subcontracting

A. The Company will use its best efforts to solicit Bids from and to utilize minority group subcontractors, or subcontractors with meaningful minority group and female representation among their employees. Companies shall obtain a list of applicable Disadvantaged Business Enterprise firms from the Division of Contract Compliance.

B. The Company will use its best efforts to ensure subcontractor compliance with their equal employment opportunity obligations.

C. The General Contract Provisions entitled "Minority Business Enterprises as Subcontractors" is made part of this document by reference and its requirements are applicable to all entities proposing to do business with the Connecticut Department of Transportation.

10. Records and Reports

For the duration of the project, the company will maintain records as are necessary to determine compliance with the Company's equal employment opportunity obligations and Affirmative Action requirements. Additionally, the company will submit all requested reports in the manner required by the contracting agency.

A. The number of minority and non-minority group members and women employed in each work classification on the project.

B. The progress and efforts being made in cooperation with unions to increase employment opportunities for minorities and women (applicable only to Companies which rely on whole or in part on unions as a source of their work force).

C. The progress and efforts being made in locating, hiring, training, qualifying, and upgrading minority and female employees, and

D. The progress and efforts being made in securing the services of minority and female owned businesses.

(1) All such records must be retained for a period of three (3) years following completion of the contract work and shall be available at reasonable times and places for inspection by authorized representatives of the State Department of Transportation and the U.S. Department of Transportation including consultant firms.

(2) If on-the-job training is being required by the "Training Special Provision", the Company will be required to furnish a Monthly Training Report and Supplement Report (1409) for each trainee.

11. Affirmative Action Plan

A. Contractors, subcontractors, Vendors, suppliers, and all other Companies with contracts, agreements or purchase orders completely state funded will submit an Affirmative Action Plan if the contract value is $5,000 or over.

B. Contractors, subcontractors, Vendors, suppliers, and all other Companies with federally assisted contracts, agreements, or purchase orders valued at $10,000 or more will submit an Affirmative Action Plan.

Companies with contracts, agreements, or purchase orders with total dollar value under that which is stipulated in A and B above shall be exempt from the required submission of an Affirmative Action Plan unless otherwise directed by the Division of Contract Compliance.

EXHIBIT C – PROCUREMENT AND APPEALS PROCESS

GHTD PROCUREMENT PROCEDURES AND APPEALS PROCESS

It is the policy of the Greater Hartford Transit District that it is responsible for resolving all Pre-Bid, Pre-Award and Post-Award Procurement Protest disputes arising out of third-party procurements using good administrative practices and sound business judgment. It is the District's intention that its procurement process provides for fair and open competition in compliance with federal and state laws and District Policies.

The District has established these pre-bid, pre-award, and post-award procurement protest policy and procedures so that all procurement protests/disputes are filed, processed and resolved in a manner consistent with the requirements of the Federal Transit Administration.

1. Pre-Bid

   A pre-bid or solicitation phase protest is received prior to the bid opening or proposal due date. Pre-bid protests are those based on the content of the initial notice and/or solicitation published by the District requesting bids or proposals from vendors or other interested parties.

2. Pre-award

   A pre-award protest is a protest against making an award and is received after receipt of proposals or bids, but before award of a contract.

3. Post-Award

   A post-award protest is a protest received after award of a contract. A post-award protest must be received within 5 business days of the notification of the award. A post-award protest generally alleges a violation of applicable federal or state law and/or District policy or procedures relative to the seeking, evaluating and/or awarding of the contract. Each Proposer will be notified by first class mail of the decision of the District as to the selection of firm under this procurement. Included in that notification will be a proposed effective date of engagement which will be no less than 15 days following the date of notification of award.

It is the policy of the District not to proceed with the award phase of any procurement if there is a pending protest.

All Protests must be filed in writing to:

Douglas C. Holcomb, Executive Director
Greater Hartford Transit District
One Union Place
Hartford, CT 06103

A Protest must be in writing and set forth the specific grounds of the dispute and shall be fully supported with technical data, test results, or other pertinent information related to the subject being protested. The Protest shall include the name and contact information of the Protester, solicitation number or description, and what remedy the Protester is seeking. The Protester is responsible for adhering to this regulation Greater Hartford Transit District, Douglas C. Holcomb, Executive Director or designee shall make a determination on the Protest generally within ten (10) working days from receipt of the Protest. The Decision of the Executive Director or Designee must be in writing and shall include a response to each substantive issue raised in the Protest. The Executive Director's decision shall constitute the District's final administrative determination.

If the District postpones the date of Bid submission because of a Protest or Appeal of the solicitation specifications, addenda, dates or any other issue relating to the procurement, the District will notify, via addendum, all parties who are on record as having obtained a copy of the solicitation documents that a Protest/Appeal has been filed and the due date for Bid submission shall be postponed until the District has issued its final decision.

The Protester may withdraw its Protest or Appeal at any time before a final decision is issued.

A Protester must exhaust all administrative remedies with the District before pursuing a protest with the Federal Transit Administration (FTA). Reviews of protests by the FTA will be limited to (1) failure to have or to follow the District's protest procedures or failure to review a complaint or Protest or (2) violations of Federal law or regulation.

A Protest Appeal to FTA must be received within five (5) working days of the date of the final decision by the Greater Hartford Transit District is rendered. The appeal must be in writing and must include the name and address of the protestor, cite the District as the grantee, the number of the solicitation, a statement of the grounds for protest and any supporting documentation, including a copy of the local Protest filed with the District and a copy of the District's decision, if any. Protest appeals should be filed with:

Federal Transit Administration Region 1 Office,
Kendall Square
Attention: Procurement Appeal
55 Broadway, Suite 920
Cambridge, MA 02142-1093

Upon receipt of a notice that an appeal has been submitted to FTA prior to the award of a contract, the District will immediately contact the appropriate FTA official to determine if the Response Date should be postponed. If the Response Date is postponed, the District will contact all Proposers or firms who have been furnished a copy of the RFP that an appeal has been filed and that the Response Date is postponed until FTA has issued its decision. Appropriate addenda will be issued rescheduling the Response Date.

Any appeal to FTA may be withdrawn at any time before FTA has issued its decision.

FTA's decision on any appeal will be final. No further appeals will be considered by FTA.

EXHIBIT D –SERVICE AREA MAP

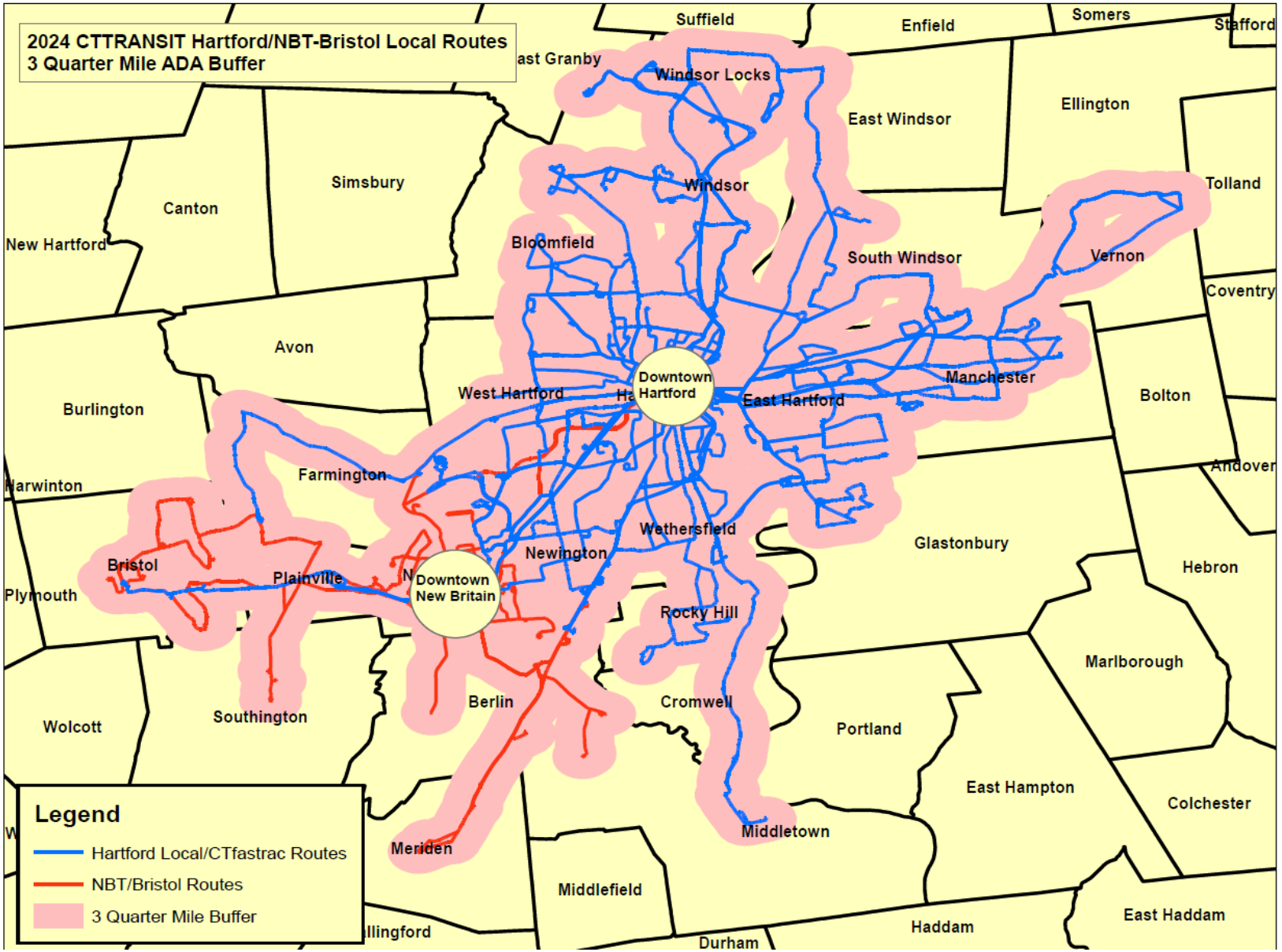
2024 CTTRANSIT Hartford/NBT-Bristol Local Routes
3 Quarter Mile ADA Buffer
Suffield
Enfield
Somers
Stafford
East Granby
Windsor Locks
East Windsor
Ellington
Tolland
Simsbury
Canton
New Hartford
Windsor
Bloomfield
South Windsor
Vernon
Coventry
Avon
Downtown Hartford
West Hartford
East Hartford
Manchester
Bolton
Burlington
Farmington
Andover
Harwinton
Wethersfield
Glastonbury
Newington
Bristol
Plainville
Downtown New Britain
Hebron
Plymouth
Rocky Hill
Marlborough
Berlin
Cromwell
Wolcott
Southington
Portland
East Hampton
Colchester
Middletown
Meriden
Middlefield
Haddam
East Haddam
Durham
Legend
Hartford Local/CTfastrac Routes
NBT/Bristol Routes
3 Quarter Mile Buffer

EXHIBIT E – CURRENT VEHICLE INVENTORY

	FY 2025 Vehicle Inventory					Greater Hartford Transit District FY2025						
						PARATRANSIT VEHICLES GHTD / TRANSDEV						
	Unit#	Make	Model	Year	Plate	Vin#	Engine	Capacity	Body #	Lift Serial	Lift Model	SVC Date
1	1801	Ford	E450	2018	AE14216	1FDFE4FS5JDC14399	6.8L Gas	12P/4WC	PH5HF4008H9796	18011707888	NCL919FIB-2	Apr-18
2	1802	Ford	E450	2018	AE14215	1FDFE4FS8JDC14400	6.8L Gas	12P/4WC	PH5HF4008H9797	18011707890	NCL919FIB-2	Apr-18
3	1803	Ford	E450	2018	AE14214	1FDFE4FS0JDC11829	6.8L Gas	12P/4WC	PH5HF4008H9798	18011707891	NCL919FIB-2	Apr-18
4	1804	Ford	E450	2018	AE14218	1FDFE4FSXJDC14401	6.8L Gas	12P/4WC	PH5HF4008H9799	18011707886	NCL919FIB-2	Apr-18
5	1805	Ford	E450	2018	AE14217	1FDFE4FS1JDC14402	6.8L Gas	12P/4WC	PH5HF4008H9800	18011707881	NCL919FIB-2	May-18
6	1806	Ford	E450	2018	AE49263	1FDFE4FS7JDC11830	6.8L Gas	12P/4WC	PH5HF4008H9801	18011707894	NCL919FIB-2	May-18
7	1807	Ford	E450	2018	AE14224	1FDFE4FS9JDC11831	6.8L Gas	12P/4WC	PH5HF4008H9802	18011707893	NCL919FIB-2	May-18
8	1808	Ford	E450	2018	AE14223	1FDFE4FS0JDC11832	6.8L Gas	12P/4WC	PH5HF4008H9803	18011707880	NCL919FIB-2	May-18
9	1809	Ford	E450	2018	AE14225	1FDFE4FS2JDC11833	6.8L Gas	12P/4WC	PH5HF4008H9804	18011707879	NCL919FIB-2	May-18
10	1810	Ford	E450	2018	AE49264	1FDFE4FS4JDC11834	6.8L Gas	12P/4WC	PH5HF4008H9805	18011707871	NCL919FIB-2	May-18
11	1811	Ford	E450	2018	AE49265	1FDFE4FS6JDC11835	6.8L Gas	12P/4WC	PH5HF4008H9806	18011707870	NCL919FIB-2	May-18
12	1812	Ford	E450	2018	AE49266	1FDFE4FS8JDC11836	6.8L Gas	12P/4WC	PH5HF4008H9807	18011707869	NCL919FIB-2	May-18
13	1813	Ford	E450	2018	AE49267	1FDFE4FSXJDC11837	6.8L Gas	12P/4WC	PH5HF4008H9808	18011707876	NCL919FIB-2	May-18
14	1814	Ford	E450	2018	AE49268	1FDFE4FS1JDC11838	6.8L Gas	12P/4WC	PH5HF4008H9809	18011707874	NCL919FIB-2	May-18
15	1815	Ford	E450	2018	AE49269	1FDFE4FS3JDC11839	6.8L Gas	12P/4WC	PH5HF4008H9810	18011707873	NCL919FIB-2	May-18
16	1816	Ford	E450	2018	AE49270	1FDFE4FSXJDC11840	6.8L Gas	12P/4WC	PH5HF4008H9811	18011707867	NCL919FIB-2	May-18
17	1817	Ford	E450	2018	AE49271	1FDFE4FS1JDC11841	6.8L Gas	12P/4WC	PH5HF4008H9812	18011707878	NCL919FIB-2	May-18
18	1820	Ford	E450	2018	AE49274	1FDFE4FS7JDC11844	6.8L Gas	12P/4WC	PH5HF4008H9815	18011707872	NCL919FIB-2	Jun-18
19	1821	Ford	E450	2018	AE49275	1FDFE4FS9JDC11845	6.8L Gas	12P/4WC	PH5HF4008H9816	18011707868	NCL919FIB-2	Jun-18
20	1822	Ford	E450	2018	AE49276	1FDFE4FS0JDC11846	6.8L Gas	12P/4WC	PH5HF4008H9817	18011707885	NCL919FIB-2	Jun-18
21	1823	Ford	E450	2018	AE49277	1FDFE4FS2JDC11847	6.8L Gas	12P/4WC	PH5HF4008H9818	18011707884	NCL919FIB-2	Jun-18
22	1824	Ford	E450	2018	AE49278	1FDFE4FS4JDC11848	6.8L Gas	12P/4WC	PH5HF4008H9819	18011707877	NCL919FIB-2	Jun-18
23	1825	Ford	E450	2018	AE49279	1FDFE4FS6JDC11849	6.8L Gas	12P/4WC	PH5HF4008H9820	18011707875	NCL919FIB-2	Jun-18
24	1901	Ford	E450	2019	AE49418	1FDFE4FS3KDC07324	6.8L Gas	12P/4WC	PH5HF40095711	E722887	RIS5505-F102100A	May-19
25	1902	Ford	E450	2019	AE49421	1FDFE4FS5KDC07325	6.8L Gas	12P/4WC	PH5HF40095712	E722810	RIS5505-F102100A	May-19
26	1903	Ford	E450	2019	AE49422	1FDFE4FS7KDC07326	6.8L Gas	12P/4WC	PH5HF40095713	E722886	RIS5505-F102100A	May-19
27	1904	Ford	E450	2019	AE49423	1FDFE4FS2KDC09193	6.8L Gas	12P/4WC	PH5HF40095730	E722892	RIS5505-F102100A	May-19
28	1905	Ford	E450	2019	AE49426	1FDFE4FS8KDC14107	6.8L Gas	12P/4WC	PH5HF40095731	E722891	RIS5505-F102100A	May-19
29	1906	Ford	E450	2019	AE49425	1FDFE4FSXKDC14108	6.8L Gas	12P/4WC	PH5HF40095732	E722888	RIS5505-F102100A	Jun-19
30	1907	Ford	E450	2019	AE49419	1FDFE4FS1KDC14109	6.8L Gas	12P/4WC	PH5HF40095733	E722889	RIS5505-F102100A	May-19

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31	1908	Ford	E450	2019	AE49420	1FDFE4FS4KDC09194	6.8L Gas	12P/4WC	PH5HF40095734	E722890	RIS5505-F102100A	May-19
32	1909	Ford	E450	2019	AE49460	1FDFE4FS1KDC37373	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
33	1910	Ford	E450	2019	AE49467	1FDFE4FS0KDC39664	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
34	1911	Ford	E450	2019	AE49466	1FDFE4FS2KDC39665	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
35	1912	Ford	E450	2019	AE49468	1FDFE4FS4KDC39666	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
36	1913	Ford	E450	2019	AE49463	1FDFE4FS5KDC39000	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
37	1914	Ford	E450	2019	AE49465	1FDFE4FS7KDC39001	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
38	1915	Ford	E450	2019	AE49451	1FDFE4FS9KDC39002	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
39	1916	Ford	E450	2019	AE49431	1FDFE4FS0KDC39003	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
40	1917	Ford	E450	2019	AE49450	1FDFE4FS6KDC39667	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
41	1918	Ford	E450	2019	AE49452	1FDFE4FS3KDC37374	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
42	1919	Ford	E450	2019	AE49459	1FDFE4FS5KDC37375	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
43	1920	Ford	E450	2019	AE49461	1FDFE4FS8KDC39668	6.8L Gas	12P/4WC	TBD	TBD	TBD	Jul-19
44	1921	Ford	E450	2019	AE49464	1FDFE4FS2KDC39004	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
45	1922	Ford	E450	2019	AE49470	1FDFE4FS4KDC39005	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
46	1923	Ford	E450	2019	AE49456	1FDFE4FS6KDC39006	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
47	1924	Ford	E450	2019	AE49479	1FDFE4FS8KDC39007	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
48	1925	Ford	E450	2019	AE49480	1FDFE4FS1KDC39009	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
49	1926	Ford	E450	2019	AE49454	1FDFE4FSXKDC39669	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
50	1927	Ford	E450	2019	AE49472	1FDFE4FS7KDC37376	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
51	1928	Ford	E450	2019	AE49473	1FDFE4FS9KDC37377	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
52	1929	Ford	E450	2019	AE49474	1FDFE4FS0KDC37378	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
53	1930	Ford	E450	2019	AE49475	1FDFE4FS2KDC37379	6.8L Gas	12P/4WC	TBD	TBD	TBD	Aug-19
54	2101	Ford	E450	2021	AZ84508	1FDEE4FK1MDC07157	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
55	2102	Ford	E450	2021	AZ84509	1FDEE4FK3MDC07158	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
56	2103	Ford	E450	2021	AZ84510	1FDEE4FK5MDC07159	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
57	2104	Ford	E450	2021	AZ84511	1FDEE4FK1MDC07160	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
58	2105	Ford	E450	2021	AZ84512	1FDEE4FK3MDC07161	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
59	2106	Ford	E450	2021	AZ84513	1FDEE4FK5MDC07162	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
60	2107	Ford	E450	2021	AZ84514	1FDEE4FK7MDC07163	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20

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61	2108	Ford	E450	2021	AZ84515	1FDEE4FK9MDC07164	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
62	2109	Ford	E450	2021	AZ84516	1FDEE4FK0MDC07165	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
63	2110	Ford	E450	2021	AZ84517	1FDEE4FK2MDC07166	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
64	2111	Ford	E450	2021	AZ84518	1FDEE4FK4MDC07167	7.3L Gas	12P4WC	TBD	TBD	TBD	Nov-20
65	2112	Ford	E450	2021	AZ84519	1FDEE4FK6MDC07168	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
66	2113	Ford	E450	2021	AZ84520	1FDEE4FK8MDC07169	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
67	2114	Ford	E450	2021	AZ84521	1FDEE4FK4MDC07170	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
68	2115	Ford	E450	2021	AZ84522	1FDEE4FK6MDC07171	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
69	2116	Ford	E450	2021	AZ84523	1FDEE4FK8MDC07172	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
70	2117	Ford	E450	2021	AZ84524	1FDEE4FKXMDC07173	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
71	2118	Ford	E450	2021	AZ84525	1FDEE4FK1MDC07174	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
72	2119	Ford	E450	2021	AZ84526	1FDEE4FK3MDC07175	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
73	2120	Ford	E450	2021	AZ84527	1FDEE4FK5MDC07176	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
74	2121	Ford	E450	2021	AZ84528	1FDEE4FK7MDC07177	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
75	2122	Ford	E450	2021	AZ84529	1FDEE4FK9MDC07178	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
76	2123	Ford	E450	2021	AZ84530	1FDEE4FK0MDC07179	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
77	2124	Ford	E450	2021	AZ84531	1FDEE4FK7MDC07180	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
78	2125	Ford	E450	2021	AZ84532	1FDEE4FK9MDC07181	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
79	2126	Ford	E450	2021	AZ84533	1FDEE4FK0MDC07182	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
80	2127	Ford	E450	2021	AZ84534	1FDEE4FK2MDC07183	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
81	2128	Ford	E450	2021	AZ84535	1FDEE4FK4MDC07184	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
82	2129	Ford	E450	2021	AZ84536	1FDEE4FK6MDC07185	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
83	2130	Ford	E450	2021	AZ84537	1FDEE4FK8MDC07186	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
84	2131	Ford	E450	2021	AZ84538	1FDEE4FKXMDC07187	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
85	2132	Ford	E450	2021	AZ84539	1FDEE4FK1MDC07188	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
86	2133	Ford	E450	2021	AZ84540	1FDEE4FK3MDC07189	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
87	2134	Ford	E450	2021	AZ84541	1FDEE4FKXMDC07190	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
88	2135	Ford	E450	2021	AZ84542	1FDEE4FK1MDC07191	7.3L Gas	12P4WC	TBD	TBD	TBD	Oct-20
89	T2136	Ford	TRANSIT	2021	AZ84543	1FDVU4X83MKA75469	3.5L Gas	5P2WC	TBD	TBD	TBD	Jan-22
90	T2137	Ford	TRANSIT	2021	AZ84544	1FDVU4X8XMKA75470	3.5L Gas	5P2WC	TBD	TBD	TBD	Jan-22

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91	T2138	Ford	TRANSIT	2021	AZ84545	1FDVU4X81MKA75471	3.5L Gas	5P2WC	TBD	TBD	TBD	Jan-22
92	2201	Ford	E450	2022	AZ84546	1FDEE4FK0NDC28972	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
93	2202	Ford	E450	2022	AZ84547	1FDEE4FK2NDC28973	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
94	2203	Ford	E450	2022	AZ84548	1FDEE4FK4NDC28974	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
95	2204	Ford	E450	2022	AZ84549	1FDEE4FK8NDC27455	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
96	2205	Ford	E450	2022	AZ84550	1FDEE4FK6NDC28975	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
97	2206	Ford	E450	2022	AZ84551	1FDEE4FKXNDC27456	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
98	2207	Ford	E450	2022	AZ84552	1FDEE4FK5NDC27462	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
99	2208	Ford	E450	2022	AZ84553	1FDEE4FK3NDC27458	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
100	2209	Ford	E450	2022	AZ84554	1FDEE4FK5NDC27459	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
101	2210	Ford	E450	2022	AZ84555	1FDEE4FK1NDC27460	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
102	2211	Ford	E450	2022	AZ84556	1FDEE4FK3NDC27461	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
103	2212	Ford	E450	2022	AZ84557	1FDEE4FK1NDC27457	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
104	2213	Ford	E450	2022	AZ84558	1FDEE4FK7NDC27463	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
105	2214	Ford	E450	2022	AZ84559	1FDEE4FK9NDC27464	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
106	2215	Ford	E450	2022	AZ84560	1FDEE4FK8NDC28976	7.3L Gas	12P4WC	TBD	TBD	TBD	Feb-22
107	T2216	Ford	TRANSIT	2022	AZ84561	1FDVU4X89NKA59875	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
108	T2217	Ford	TRANSIT	2022	AZ84562	1FDVU4X84NKA60433	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
109	T2218	Ford	TRANSIT	2022	AZ84563	1FDVU4X84NKA60061	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
110	T2219	Ford	TRANSIT	2022	AZ84564	1FDVU4X84NKA60190	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
111	T2220	Ford	TRANSIT	2022	AZ84565	1FDVU4X84NKA59816	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
112	T2221	Ford	TRANSIT	2022	AZ84566	1FDVU4X88NKA69720	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
113	T2222	Ford	TRANSIT	2022	AZ84567	1FDVU4X87NKA69367	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
114	T2223	Ford	TRANSIT	2022	AZ84568	1FDVU4X82NKA60169	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
115	T2224	Ford	TRANSIT	2022	AZ84569	1FDVU4X80NKA69582	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
116	T2225	Ford	TRANSIT	2022	AZ84570	1FDVU4X85NKA70145	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
117	T2226	Ford	TRANSIT	2022	AZ84571	1FDVU4X80NKA60560	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
118	T2227	Ford	TRANSIT	2022	AZ84572	1FDVU4X86NKA70204	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
119	T2228	Ford	TRANSIT	2022	AZ84573	1FDVU4X89NKA69547	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
120	T2229	Ford	TRANSIT	2022	AZ84574	1FDVU4X82NKA69602	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23

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121	T2230	Ford	TRANSIT	2022	AZ84575	1FDVU4X88NKA69457	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
122	T2231	Ford	TRANSIT	2022	AZ84576	1FDVU4X88NKA69734	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
123	T2232	Ford	TRANSIT	2022	AZ84577	1FDVU4X85NKA69724	3.5L Gas	5P2WC	TBD	TBD	TBD	Feb-23
124	TE2233	Ford	ETRANS	2022	BK23642	1FTBW9CK0NKA57772	ELECTRIC	3P1WC	TBD	TBD	TBD	May-24
125	TE2234	Ford	ETRANS	2022	BK23641	1FTBW9CK7NKA57638	ELECTRIC	3P1WC	TBD	TBD	TBD	May-24
126	TE2235	Ford	ETRANS	2022	BK23640	1FTBW9CK3NKA57780	ELECTRIC	3P1WC	TBD	TBD	TBD	Jun-24
127	TE2236	Ford	ETRANS	2022	BK23639	1FTBW9CK7NKA68090	ELECTRIC	3P1WC	TBD	TBD	TBD	May-24
128	TE2237	Ford	ETRANS	2022	BK23637	1FTBW9CK3NKA57782	ELECTRIC	3P1WC	TBD	TBD	TBD	May-24
129	TE2238	Ford	ETRANS	2022	BK23638	1FTBW9CK6NKA67948	ELECTRIC	3P1WC	TBD	TBD	TBD	May-24
130	2301	Ford	E350	2024	BD57566	1FDEE3FN1RDD16598	7.3L Gas	10P3WC	TBD	TBD	TBD	Dec-23
131	2302	Ford	E350	2024	BD57592	1FDEE3FN3RDD16599	7.3L Gas	10P3WC	TBD	TBD	TBD	Mar-24
132	2303	Ford	E350	2024	BD57593	1FDEE3FN6RDD16600	7.3L Gas	10P3WC	TBD	TBD	TBD	Mar-24
133	2304	Ford	E350	2024	BD57567	1FDEE3FN8RDD16601	7.3L Gas	10P3WC	TBD	TBD	TBD	Dec-23
134	2305	Ford	E350	2024	BD57568	1FDEE3FNXRDD16602	7.3L Gas	10P3WC	TBD	TBD	TBD	Dec-23
135	2401	Ford	E350	2025	BK23621	1FDEE3FN0RDD39631	7.3L Gas	10P3WC	TBD	TBD	TBD	May-24
136	2402	Ford	E350	2025	BK23622	1FDEE3FN5RDD45540	7.3L Gas	10P3WC	TBD	TBD	TBD	May-24
137	2403	Ford	E350	2025	BK23623	1FDEE3FN8RDD39554	7.3L Gas	10P3WC	TBD	TBD	TBD	May-24
138	2404	Ford	E350	2025	BK23624	1FDEE3FN0RDD39578	7.3L Gas	10P3WC	TBD	TBD	TBD	May-24
139	2405	Ford	E350	2025	BK23625	1FDEE3FN4RDD39535	7.3L Gas	10P3WC	TBD	TBD	TBD	May-24
140	2506	Ford	E350	2025	BK23647	1FDEE3FN9SDD03443	7.3L Gas	10P3WC	TBD	TBD	TBD	Jun-24
141	2507	Ford	E350	2025	BK23648	1FDEE3FN8SDD03482	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
142	2508	Ford	E350	2025	BK23650	1FDEE3FN9SDD04978	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
143	2509	Ford	E350	2025	BK23651	1FDEE3FN2SDD01484	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
144	2510	Ford	E350	2025	BK23652	1FDEE3FN1SDD03422	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
145	2511	Ford	E350	2025	BK23653	1FDEE3FN2SDD01503	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
146	2512	Ford	E350	2025	BK23654	1FDEE3FN3SDD01428	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
147	2513	Ford	E350	2025	BK23655	1FDEE3FN4SDD05312	7.3L Gas	10P3WC	TBD	TBD	TBD	Sep-24
148	2514	Ford	E350	2025	BK23656	1FDEE3FN5SDD03603	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24
149	2515	Ford	E350	2025	BK23672	1FDEE3FN0SDD03489	7.3L Gas	10P3WC	TBD	TBD	TBD	Sep-24
150	2516	Ford	E350	2025	BK23661	1FDEE3FN9SDD04608	7.3L Gas	10P3WC	TBD	TBD	TBD	Aug-24

	FY 2025 Vehicle Inventory					Greater Hartford Transit District FY2025						
						PARATRANSIT VEHICLES GHTD / TRANSDEV						
	Unit#	Make	Model	Year	Plate	Vin#	Engine	Capacity	Body #	Lift Serial	Lift Model	SVC Date
151	2517	Ford	E350	2025	BK23662	1FDEE3FN2SDD03753	7.3L Gas	10P3WC	TBD	TBD	TBD	Sep-24
152	2518	Ford	E350	2025	BK23663	1FDEE3FN3SDD04491	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
153	2519	Ford	E350	2025	BK23664	1FDEE3FN7SDD05224	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
154	2520	Ford	E350	2025	BP65149	1FDEE3FN9SDD03751	7.3L Gas	10P3WC	TBD	TBD	TBD	Sep-24
155	2521	Ford	E350	2025	BK23665	1FDEE3FN4SDD04547	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
156	2522	Ford	E350	2025	BK23697	1FDEE3FN8SDD01506	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
157	2523	Ford	E350	2025	BK23666	1FDEE3FN8SDD04776	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
158	2524	Ford	E350	2025	BK23667	1FDEE3FN3SDD01459	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
159	2525	Ford	E350	2025	BP65148	1FDEE3FN3SDD01493	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
160	2526	Ford	E350	2025	BK23668	1FDEE3FN4SDD01454	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
161	2527	Ford	E350	2025	BK23699	1FDEE3FN3SDD05222	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
162	2528	Ford	E350	2025	BK23669	1FDEE3FN3SDD01526	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
163	2529	Ford	E350	2025	BK23670	1FDEE3FN5SDD01429	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
164	2530	Ford	E350	2025	BK23671	1FDEE3FN7SDD04719	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
165	2531	Ford	E350	2025	BK23660	1FDEE3FN5SDD01480	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
166	2532	Ford	E350	2025	BK23673	1FDEE3FN0SDD04741	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
167	2533	Ford	E350	2025	BK23674	1FDEE3FN6SDD03397	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
168	2534	Ford	E350	2025	BK23698	1FDEE3FN7SDD04722	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
169	2535	Ford	E350	2025	BP65110	1FDEE3FN1SDD01475	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
170	2536	Ford	E350	2025	BP65102	1FDEE3FN7SDD03442	7.3L Gas	10P3WC	TBD	TBD	TBD	Oct-24
171	2537	Ford	E350	2025	BP65111	1FDEE3FN6SDD04730	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
172	2538	Ford	E350	2025	BP65152	1FDEE3FN3SDD03597	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
173	2539	Ford	E350	2025	BP65112	1FDEE3FN5SDD01429	7.3L Gas	10P3WC	TBD	TBD	TBD	Sep-24
174	2540	Ford	E350	2025	BP65150	1FDEE3FN4SDD01535	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
175	2541	Ford	E350	2025	BP65151	1FDEE3FN7SDD04588	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
176	2542	Ford	E350	2025	BP65116	1FDEE3FN8SDD05121	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
177	2543	Ford	E350	2025	BP65114	1FDEE3FN1SDD05140	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
178	2544	Ford	E350	2025	BP65154	1FDEE3FN6SDD03500	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
179	2545	Ford	E350	2025	BP65115	1FDEE3FNXSDD03631	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
180	2546	Ford	E350	2025	BP65153	1FDEE3FN6SDD04789	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24
181	2547	Ford	E350	2025	BP65113	1FDEE3FN7SDD03439	7.3L Gas	10P3WC	TBD	TBD	TBD	Nov-24

	FY 2025 Vehicle Inventory					Greater Hartford Transit District FY2025						
						SUPPORT VEHICLES GHTD / TRANSDEV						
	Unit#	Make	Model	Year	Plate	Vin#	Engine	Capacity	Body #	Lift Serial	Lift Model	Service Date
1	82	Ford	F550	2015	L28032	**1FDUF5HY5FEC84126**	N/A	N/A	N/A	N/A	N/A	Jun-15
2	83	Ford	Escape	2019	C182120	**1FMCU9GD2KUA31398**	N/A	N/A	N/A	N/A	N/A	Jan-19
3	84	Ford	Escape	2022		**1FMCU9F66NUB72238**	N/A	N/A	N/A	N/A	N/A	Nov-22
4	85	CHRY	Voyager	2023	BD57569	**2C4RC1CG8PR558384**	N/A	N/A	N/A	N/A	N/A	Dec-23
5	86	CHRY	Voyager	2023	BD57570	**2C4RC1CG3PR558387**	N/A	N/A	N/A	N/A	N/A	Dec-23
6	242	CAT	242D	2015	N/A	**CAT0242DADZT01294**	N/A	N/A	N/A	N/A	N/A	Jun-15
7	N/A	Siccor Lift	1932R	2017	N/A	**M200012049(serial)**	N/A	N/A	N/A	N/A	N/A	May-18
8	N/A	Golf Cart	Club Car	2017	N/A	**A5CUBB5AJA898359**	N/A	N/A	N/A	N/A	N/A	May-18
9	N/A	Big Tex - Trailer	2ET-16B	2015	W21685	**16VEX1620F3005596**	N/A	N/A	N/A	N/A	N/A	Jun-15
10	321	CASE	321F Front Bucket Loader	2019	N/A	**FNH321FGBJGO00936**	N/A	N/A	N/A	N/A	N/A	Jun-19
11	ST3	Ford	F350	2019	C209600	**1FTRF3B68KEF55616**	N/A	N/A	N/A	N/A	N/A	Nov-19
12	ST4	Ford	F450	2023	BT80710	**1FDUF4GN3PDA05426**	N/A	N/A	N/A	N/A	N/A	Jul-24
13	1513	Ford	E450	2016		1FDEE4FL5GDC10799	N/A	N/A	N/A	N/A	N/A	Oct-15

Replacement Schedule for Paratransit Buses: 5 years or 125,000 miles
Other vehicles are replaced on an as-needed basis.

EXHIBIT F –PREVENTIVE MAINTENANCE POLICY

GREATER HARTFORD TRANSIT DISTRICT
TRANSIT MAINTENANCE POLICY

JUNE 2008

REVISED 2014
REVISED 2020

TRANSIT MAINTENANCE POLICY

I. POLICY STATEMENT:

It is the Greater Hartford Transit District's (the District) policy to have an on-going Preventive Maintenance Program that is designed to meet the transportation needs of the elderly and disabled residents of the region with clean, reliable, safe and well-maintained vehicles. The purpose of the District's Preventive Maintenance Program is to provide consistent guidance that will enable the District's Contractors to properly maintain and service the assigned vehicles and equipment in support of revenue operations.

II. GOALS AND OBJECTIVES

The District's maintenance goals and objectives are:

- *Reliability* - Keep all vehicles in operation and in a safe, clean, and dependable condition with a minimum of service interruption and road-calls.
- *Availability* - Maintain the maximum number of vehicles available for daily service.
- *Economy of Effort* - Maintain the vehicles in the most economical way.
- *Maximize Fleet Life* - Keep all vehicles in the best possible condition to maximize useful life.

The plan consists of regular service and inspections for early identification and correction of problems before they become major repairs and/or breakdowns. The plan reflects maintenance intervals to which the District requires all operators and lessees to adhere to.

In accordance with operating contracts and lease agreements, vehicle maintenance is the responsibility of the service provider and/or lessees under the direction and monitoring of the District. The District provides the maintenance guidance to these entities and performs tracking and reviews of the adherence to the Maintenance Program.

The effectiveness of this program is closely monitored and reviewed on a regular basis. If warranted, improvements and modifications are made to the program as necessary to ensure maximum efficiency and productivity of the fleet.

The District will collect maintenance records from its service providers and lessees in the form of quarterly maintenance reports and preventative maintenance checklists.

III. SERVICE PERFORMANCE STANDARDS

The District requires the service providers and lessees to keep track of all vehicles in the fleet. The Contractor must conduct all preventative maintenance in accordance with the District's Transit Maintenance Policy. The Contractor must have in place a written Maintenance Program that conforms to the District's Transit Maintenance Policy. The Contractor is required to ensure that preventative maintenance is performed at the correct intervals. Additionally, when work is performed, all aspects of the job must be tracked on a maintenance software system. The system

should be able to track what is repaired, the parts used, the mileage of the vehicle, the time for completion, and who performed the repairs.

The service providers and lessees must maintain a file on each District owned vehicle that contains work orders and other information sufficient to demonstrate that all of the requirements of this maintenance plan have been met. This file should be "cradle to grave" and contain a complete history of vehicle maintenance and repairs. This file must also contain any information pertaining to warranty work conducted on a vehicle. The District may, from time to time, audit a service provider and/or lessee's maintenance program.

The District's preventive maintenance inspections are conducted in accordance with the vehicle's OEM requirements and satisfy Federal requirements including FTA Circulars 5010.1D and 9030.ID. Daily quality control involves making sure that the Contractor's maintenance department is up to date with the scheduled preventive maintenance procedures.

IV. EQUIPMENT AND VEHICLE MAINTENANCE PROGRAM

A. Preventive Maintenance Plan
The District's Preventive Maintenance (PM) Program relies on, frequent and thorough vehicle inspections, along with timely repair of operating problems. This program is designed for the proper maintenance of all equipment in the paratransit fleet. The overall goals of the program will be to ensure safety, reduce service interruptions, extend the life of the equipment, lower annual maintenance costs, and provide thorough and accurate record-keeping and management information. This program stresses the identification and correction of mechanical problems before on-route vehicle failures occur.

The Maintenance plan requires that the drivers perform thorough pre-trip and post-trip bus inspections. Each driver will thoroughly inspect their vehicle prior to beginning each day's assignment, as well as when the vehicle is returned to the yard at the end of the day. If a driver notes a defect on the pre-trip form, the driver is required to notify the dispatcher immediately. The bus will be removed from service until the defect is corrected. The route dispatcher will assign a reserve bus to the driver. The driver's initial training must provide instructions on pre-trip inspection procedures. Among other things, the driver is required to check lights, body and tire condition, and to cycle the wheelchair lift prior to leaving the yard. Problems will be identified for management's attention using a Daily Vehicle Inspection Form. If a safety-related defect is discovered, the vehicle will either be repaired prior to; beginning service, or replaced with a spare vehicle. These steps help to ensure that all vehicles operated are safe and that developing problems are identified while they: are still minor. The supervisors will regularly monitor the driver's thoroughness in performing these inspections.

1. <u>Preventive (Scheduled) Maintenance</u>
In addition to daily pre-trip and post-trip inspections by the driver, each vehicle will undergo preventive maintenance and service procedures on a periodic basis in accordance with OEM/Supplemental guidelines to ensure optimal performance, efficiency, safety and reliability of the vehicles. Preventive maintenance inspections are performed within 300 miles of scheduled cycles. The maintenance interval for most vehicles used by the service operator and/or lessee is every 3,000/ 9,000 / 36,000 miles.

The District's current fleet of vehicles includes:

A combination of approximately 194 vehicles which includes revenue service minibuses and vans, supervisor vehicles, and various utility vehicles. A complete fleet roster with year, make, model and current mileage is included in Exhibit E. It is noteworthy that the fleet includes six ford transit electric vehicles and the associated charging infrastructure.

A Fleet inventory is included as Exhibit E

PREVENTIVE MAINTENANCE CYCLES FOR BUSES

P.M. TYPE	INSPECTION	CYCLE (every)	WITHIN
Minor/Safety	A	3,000	+/- 300 Miles
Intermediate	B	9,000	+/- 300 Miles
Major	C	36,000	+/- 300 Miles

The PM program is designed to service the vehicles on a progressive mileage interval. It is the responsibility of the service providers and/or lessees to properly schedule vehicles PM inspections and to ensure that the inspection occurs at the appropriate time. The inspections are progressive in that each level of inspection and its required maintenance procedures becomes increasingly more comprehensive as you proceed from "A" to "B" to "C" levels as mileage increases.

The first and most basic level is the" A" Level, performed every 3,000 miles. At certain other intervals, additional requirements beyond the "A" inspection occur. Every 9,000 miles "A" Level PM is completed along with the additional requirements of the "B" Level inspection. Similarly, every 36,000 miles "A" Level PM and "B" Level PM is completed along with the additional requirements of "C" Level inspection. Each level has a PM and safety checklist that must be completed at the time of inspection to document the procedure. These are also used to schedule upcoming maintenance so that many minor items can be repaired at one time while the bus is in the shop. In addition to the maintenance intervals above the Ford Transit EVs require special preventive maintenance as described in the Supplemental Owner's Manual.

PREVENTIVE MAINTENANCE FOR SUPPORT VEHICLES

P.M. TYPE	INSPECTION	CYCLE (every)	WITHIN
Minor/Safety	A	7,500	+/- 300 Miles
Intermediate	B	15,000	+/- 300 Miles
Major	C	30,000	+/- 300 Miles

The PM program is designed to service the vehicles on a progressive mileage interval. It is the responsibility of the service providers and/or lessees to properly schedule vehicles PM

inspections and to ensure that the inspection occurs at the appropriate time. The inspections are progressive in that each level of inspection and its required maintenance procedures becomes increasingly more comprehensive as you proceed from "A" to "B" to “C” levels as mileage increases.

The first and most basic level is the" A" Level, performed every 7,5OO miles. At certain other intervals, additional requirements beyond the" A" inspection occur. Every 15,000 miles "A” Level PM is completed along with the additional requirements of the "B" Level inspection. Similarly, every 30,000 miles “A” Level PM and “B” Level PM is completed along with the additional requirements of “C” Level inspection. Each level has a PM and safety checklist that must be completed at the time of inspection to document the procedure. These are also used to schedule upcoming maintenance so that many minor items can be repaired at one time while the Vehicle is in the shop.

PREVENTIVE MAINTENANCE CYCLES FOR 2019 CASE 321F BUCKET LOADER

P.M. TYPE	INSPECTION	CYCLE (every)	WITHIN
Minor/Safety	A	250hrs/6 month	+/- 3 Hours
Intermediate	B	500hrs/12 month	+/- 3 Hours
Major	C	2000hrs/24 month	+/- 3 Hours

The PM program is designed to service the vehicles on a progressive mileage interval. It is the responsibility of the service providers and/or lessees to properly schedule vehicles PM inspections and to ensure that the inspection occurs at the appropriate time. The inspections are progressive in that each level of inspection and its required maintenance procedures becomes increasingly more comprehensive as you proceed from "A" to "B" to “C” levels as mileage increases.

The first and most basic level is the" A" Level, performed every 250 hours. At certain other intervals, additional requirements beyond the" A" inspection occur. Every 500 hours "A” Level PM is completed along with the additional requirements of the "B" Level inspection. Similarly, every 2000 hours “A” Level PM and “B” Level PM is completed along with the additional requirements of “C” Level inspection. Each level has a PM and safety checklist that must be completed at the time of inspection to document the procedure. These are also used to schedule upcoming maintenance so that many minor items can be repaired at one time while the equipment is in the shop.

Each level of inspection has been tailored to the vehicle \type. Manufacturer's specifications, age, and other factors were considered while developing the specific checklist forms. Checklist examples for the different PM levels are included as Exhibit L.

PREVENTIVE MAINTENANCE CYCLES FOR CAT 242D SMCS Code: 7000

P.M. TYPE	INSPECTION	CYCLE (every)	WITHIN
Minor/Safety	A	250hrs	+/- 3 Hours
Intermediate	B	500hrs/6 months	+/- 3 Hours
Intermediate	C	1000hrs/6 months	+/- 3 Hours
Intermediate	D	1500hrs/6 months	+/- 3 Hours
Major	E	2000hrs/24 months	+/- 3 Hours
Major	F	3000hrs/36 months	+/- 3 Hours
Major	G	12,000hrs/72 months	

The PM program is designed to service the vehicles on a progressive mileage interval. It is the responsibility of the Maintenance Manager to properly schedule vehicles PM inspections and to ensure that the inspection occurs at the appropriate time. The inspections are progressive in that each level of inspection and its required maintenance procedures becomes increasingly more comprehensive as you proceed from "A" to "B" to "C" through to "G" levels as mileage increases.

The first and most basic level is the "A" Level, performed every 250 hours. At certain other intervals, additional requirements beyond the "A" inspection occur. Every 500 hours "A" Level PM is completed along with the additional requirements of the "B" Level inspection. Similarly, every 2000 hours "A" Level PM and "B" Level PM is completed along with the additional requirements of "C" Level inspection. This pattern continues through a "G" level inspection. Each level has a PM and safety checklist that must be completed at the time of inspection to document the procedure. These are also used to schedule upcoming maintenance so that many minor items can be repaired at one time while the equipment is in the shop.

Each level of inspection has been tailored to the equipment type. Manufacturer's specifications, age, and other factors were considered while developing the specific checklist forms.

2. HV/AC (BUS ONLY)
The District requires AC-certified mechanics to perform or oversee the air conditioning and heating programs. The heating and air conditioning are checked at every Service Level "A" - 3,000 miles preventative maintenance interval. At that time, the AC filters are cleaned or changed. HVAC system temperature will be checked at all PM Service Levels. Belts and filters will also be inspected and replace as needed during routine PM's. The District requires that each unit be annually inspected by an AC certified mechanic.

3. Lift and Tie-Down Maintenance
Proper wheelchair lift maintenance is critical to ensuring the District's service reliability. The District requires its service providers and lessees to ensure that special needs passengers are accommodated safely. It is standard operating procedure that wheelchair lifts be fully deployed and exercised as part of the daily pre-trip inspection. In addition to the pre-trip inspection, the District requires wheelchair lift inspections be conducted at every PM Service Level. These inspections must include checking the following items:

- Cycling the Lift
- Flasher and beepers
- Interlocks (parking brake, door, and transmission)

- Hand rails and barriers
- Clean and lube lift
- Fluid level/Pump
- Inspect hoses, cables and leaks
- All electrical connections and LED lights
- Inspect tie downs
- Track and mount
- Manual operation
- Follow OEM guidelines for lift maintenance

If problems occur on route, the dispatcher is notified and the vehicle will either be pulled out of service or replaced with another unit with a working lift.

4. Brake Inspections

The District requires its service providers and/or lessees to perform brake inspections in addition to the routine scheduled preventive maintenance inspection. The brake inspections consist of removing all wheels and drums in order to physically inspect all brake components. Any component that does not meet or pass manufacturer or industry standards is repaired or replaced during the inspection process. The actual condition of the brake components as well as any labor or parts must be properly documented and filed in the vehicle history.

5. Unscheduled Maintenance

In addition to regularly scheduled preventive maintenance, The District requires its service providers and/or lessees to perform unscheduled maintenance and running repairs as may be necessary in order to ensure the proper operation of the vehicles.

The unscheduled maintenance is usually generated through the pre-trip inspection process as drivers discover minor defects. Maintenance staff must be made available during pull outs to determine if the defect identified must be corrected immediately or if the defect is minor and can be postponed until the next scheduled preventive maintenance services. If the defect can be repaired immediately then maintenance staff is assigned to repair such defects. However, if repairs will cause a delay in the operational day of the vehicle then, a back-up vehicle will be provided. A spare vehicle is prepared and checked out for this purpose.

In addition, unscheduled maintenance can be requested via the end of the operational day vehicle check process when service provider and/or lessee staff review pre-trip inspection reports filled out by the driver that lists any defects noted during the driver's shift. As each vehicle is brought back to the yard and placed in the service line, the bus defect card is collected from the driver and reviewed. This allows the service provider and/or lessee staff to interview the driver about the specific nature or symptoms of the problem that occurred. Then the bus is either parked (if there are no problems), or brought into the shop to correct defects.

Unscheduled maintenance can also be required through mechanical problems that develop during the course of the operational day. In order to maintain the continuity of service, the District requires the service provider and/or lessee to institute ways to minimize operational impact. This may include but is not limited to:

An extra driver or mechanic is dispatched with the back-up vehicle to switch equipment and bring the problem vehicle back to the yard. These switches will be made in such a way as to minimize the inconvenience to passengers.

a. An extra driver or mechanic is dispatched with the back-up vehicle to switch equipment and bring the problem vehicle back to the yard. These switches will be made in such a way as to minimize the inconvenience to passengers.
b. A mechanic with a service truck should be dispatched to the problem vehicle for a quick running repair on the road. A truck should be outfitted with a number of spared parts such as lights, hoses, belts and other items that commonly fail on the road. This will be made in such a way as to minimize the inconvenience to the passengers. If the problem cannot be fixed quickly, the vehicle will be switched and returned to the garage for repair.

6. Radio and Mobile Date Terminals Maintenance (MDT)

The radio system will be maintained by the District through the contractor's staff and applicable vendors. The District will work with contracted staff and service provider to ensure that spare units are available in the event of failures. The Contractor shall notify the District if the equipment is not working properly.

7. Drive-Cam system internal/external

The Drive-Cam system shall be owned and maintained by the contractor. Each individual unit shall be inspected at every level of service maintenance to ensure each unit is working properly. The contractor will coordinate with the manufacturer for all authorized repairs.

8. Seon Camera system internal/external

All vehicles are equipped with a high quality digital surveillance system using interior and exterior cameras which are to be maintained by the Contractor. Each individual unit shall be inspected at every level of service maintenance to ensure each unit is working properly. The contractor will coordinate with the manufacturer for all authorized repairs.

9. Parts, Fluids, and Tires

The District requires the service provider and/or lessee to maintain appropriate inventory levels during the life of the vehicles for all parts, fluids and tires. Local parts distributors may be utilized to a great extent to ensure rapid access to parts and materials. The service provider must maintain an inventory of commonly used parts and a supply of hard-to-find vehicle parts. An adequate supply of parts, fluids and tires for all busses is necessary in order to ensure minimal down time of transit vehicles.

The service provider's storeroom must be secured and monitored at all times. An inventory control system must be in place to allows the service provider to replenish stock levels on an ongoing basis in order to avoid "out of stock" situations.

Fluids and lubricants should be purchased as needed. The inventory must be checked regularly and fluids and lubricants replenish when necessary. Limited supplies of fluids will also be available on the shop truck.

Fluid storage and removal will comply with EPA, State and local guidelines. In addition, OSHA requirements regarding ventilation, lighting, etc., will be met through the service provider established shop safety program.

Tires will be stored and secured.

10. Garage Equipment

The District requires service providers and/or lessees to have in place procedures for ensuring for conducting safety inspections of the equipment and machines in the garage used to perform maintenance activities on the vehicles. These safety inspections must be performed monthly on the garage equipment and machines and documented accordingly. maintenance activities on the vehicles. These safety inspections must be performed monthly on the garage equipment and machines and documented accordingly.

V. MAJOR REPAIRS AND WARRANTY WORK

The District requires its service providers to performed most of the regular repairs in-house. The maintenance facility is to be fully equipped to perform almost all engine, chassis, and component repairs that may be necessary. Body repair, paint and glasswork, while the responsibility of the contractor, may be subcontracted to local providers.

Maintenance technicians are required to document all defects on a defect report and on a repair work order. The repair work order must include the date, life miles and a description of the work performed, parts used, technician's name, and time spent on the repairs. Repairs shall be prioritized in order of importance and repairs exceeding $3,000.00 must be improved in advance by the District's Facilities and Fleet Manager.

- Safety Defects, any defect that compromises the safety of the vehicle must be repaired immediately; vehicles cannot be use for service until such repairs are completed.
- Mechanical Defects, any defect that will worsen or increase cost must be repaired in a timely manner, vehicles cannot be use for service until such repairs are completed.
- Elective or Cosmetic Defects, any defect that do not compromise the safety of the vehicle and will not cause further damage if operated are repaired when the vehicle is in for regular service

The District requires its service providers to manage warranty processes as extensively as possible to avoid unwarranted costs, The District encourages its service providers to established effective relationships with the major manufacturers and component suppliers to facilitate this process. The Service provider and/or lessee is responsible for administering all warranty repairs, and pursue all warranty reimbursement associated with work performed on the vehicles. Warranty work will be done by each component's authorized service center in the Capitol Region area.

VI. MAINTENANCE RECORD KEEPING AND SCHEDULING

The District requires a comprehensive record keeping program to generate vehicle repair histories and schedule upcoming maintenance needs. The District also requires a vehicle maintenance history file to document every aspect of the maintenance process. The maintenance file must include all pre-trip inspection forms, preventive maintenance inspection forms, repair orders, warranty work, recall compliance documentation, and any accident report copies.

The transit service provider and/or Lessee must ensure proper scheduling of any maintenance activity and that all work order forms are filled out correctly and accurately, and that they are completed in a timely manner.

In order to properly track the scheduling of the maintenance activities, the District requires the transit service provider to maintain a PMI sheet. This PMI sheet contains information indicating the vehicle number, the current mileage, the mileage and type of next PM service due, and any defects or upcoming inspections due. This sheet must be kept up-to-date at all times. The transit service provider is responsible for tracking all vehicle repairs, road fails and PMs for each bus.

The Maintenance staff must coordinate with Operations staff in order to ensure there will always be sufficient vehicles to meet the operational needs; a daily vehicle listing must be made available to Operations that shows vehicles scheduled for maintenance work or available for daily operations. Maintenance is required to update this listing with information regarding any downed vehicles on a daily basis.
Each vehicle maintenance history file will have the vehicle repair history summary up to date. This shows an overview by date and mileage of every repair or PM procedure performed on the vehicle. These vehicle histories are extremely useful in highlighting developing problems and scheduling upcoming maintenance or overhauls.

All PM procedures and repairs performed on any vehicles will be documented on Repair Orders. These will contain the following information, including but not limited to:

- Repair order number
- Date of repair
- Unit number
- Vehicle Identification Number (VIN)
- Odometer reading
- Mechanic performing the work
- Itemized listing of parts utilized
- Labor hours by work task
- Sublet charges (if applicable)
- Total costs itemized including parts, labor and taxes (if applicable)

Completed Repair Orders will be filed in the vehicle's maintenance history file. In addition to vehicle repair histories and copies of work orders, a daily service log will be maintained by the maintenance staff to account for fuel and other consumables added. This information will be used to verify monthly fuel usage by vehicle and highlight any operating deficiency problems.

The District requires its service providers and/or lessees to maintain a wide variety of written records and computerized transit maintenance records to more efficiently collect and analyze data. These maintenance records include but are not limited to:

- Completed daily pre-trip and post-trip inspection forms
- Daily service log (fuel and fluids usage)
- Daily road call reports
- Master PM schedules
- Complete maintenance files on each vehicle including:
- Vehicle repair histories including scheduled and unscheduled maintenance
- Warranty information

• Repair orders including parts and labor allocations• Fluids usage including fuel, oil, ATF, antifreeze
• Copies of safety inspections
• Operating equipment inventories
• Cleaning program records
• Safety inspection files on facilities and equipment (lifts, HV/AC system, etc.)

VII. VEHICLE CLEANING AND SERVICING

The service provider staff is responsible for the cleaning of transit vehicles on a scheduled basis. The operations individuals will be scheduled to clean and service the vehicles when they pull-in from their daily assignments. The bus-cleaning program includes the following activities:

A. Pre-Trip Inspection

As part of the pre-trip inspection of the bus by the driver each day, the driver inspects the interior and exterior of the bus for dirt and debris. If the debris is minor in nature (newspapers, candy wrappers, etc.), the driver will pick it up. If the bus is dirty, the driver will report the matter immediately to the dispatcher. The bus then will be cleaned or replaced, depending on the amount of time available. The driver is also responsible for keeping the interior of the bus clean during the assigned work shift.

B. Supervisory Support

A supervisor will spot-check buses for cleanliness on a random basis. These spot checks may take place at any time, including the pre-trip inspection.

C. Specific Cleaning Procedures

Cleaning procedures will consist of the following steps:

1. At the end of the operational day, a utility person(s) will enter the bus and walk slowly to the rear of the bus, checking for newspapers, broken glass, torn seats, gum, open windows, graffiti, broken metal, and items stuffed between seat and side walls. Any passenger items left on the bus will be logged in, tagged, and given to the bus dispatcher immediately.

2. The utility person(s) will use a cloth and an all-purpose cleaner to spray and wipe the sun shade, header panel, control panel, mirrors, steering wheel, seat, and ledge around the windshield, the front panel of the dash, handrails, and the panel on the side of the seat. The interior of the windows, windshield, and door glass will be spot-cleaned with a window cleaner as needed.

3. The utility person(s) will sweep the bus or use a commercial shop vacuum for difficult areas. Once a week as scheduled or as needed, the cleaners will do a thorough interior cleaning using commercial pre-mix cleaner, and a clean mop. This includes the step wells and the under seat areas.

4. The exterior of the buses will be washed at a minimum of twice per week in order to maintain a professional appearance for the system.

5. Once each month, or more often if necessary, the utility person(s) will conduct a detailed cleaning which includes but is not limited to the cleaning of the interior ceilings, side walls, hand rails, and seats.

6. The utility person(s) are charged with servicing the vehicles. This is done on a daily basis. Fueling is to be completed at the end of each operational day. Servicing includes checking and adding fluids as necessary, performing a walk-around inspection, and checking tire condition and inflation. All fuel and fluids added will be recorded on the appropriate logs. The mileage will also be recorded at this time. Fueling for gasoline powered vehicles is conducted by the driver at the end of the operational day at an off-site facility and prior to returning the vehicle to the garage.

VIII. MONITORING PROCEDURES

The District has established procedures for monitoring the service provider and/or lessee's compliance with the District's Transit Maintenance Policy. The procedures include but are not limited to:

The District's Transportation Coordinator is responsible for reviewing and monitoring the service provider and/or lessee's reports for compliance with the District established Transit Maintenance Policy. The District must maintain a file on each of the vehicles owned by the District that contains a copy of the service provider and/or lessee reports and any audit report that may be randomly conducted on that vehicle during the District's visual inspections.

The Transportation Coordinator is responsible for conducting visual site inspections of the service provider and/or lessee assigned vehicles, records and equipment. These inspections will take place on a quarterly basis and must be completed by the last week of the last month of the quarter. During the quarterly inspections, the Transportation Coordinator reviews preventive maintenance intervals on randomly selected vehicles operated by the service provider and/or lessee.

The Transportation Coordinator will examine the preventive maintenance history of a vehicle by reviewing the vehicle's maintenance history file for the preceding twelve months noting the dates when each inspection was completed, the type of service level (A, B, or C), and recording the vehicle mileage at the time of each inspection. Inspections that are later than the allowed ten percent of the scheduled PM intervals are considered late. Late preventive maintenance schedules should be reported to the District's Operations Administration for follow up.

The Transportation Coordinator will also ensure that, while inspecting the vehicle history file, accessibility features are checked regularly for proper operation and that periodic maintenance in accordance with the District's Transit Maintenance Policy has been conducted.

The inspection should also identify any warranty repairs conducted. If warranty repairs were conducted then, the records should indicate a record of the warranty claim, submission of claim to the manufacturer, and follow up on unpaid claims. The Transportation Coordinator will compare the records of claims submitted with claims settled.

The Transportation Coordinator is also responsible for annually reviewing equipment maintenance records by examining the maintenance history of the equipment for the last twelve months to ensure that preventive maintenance is being conducted. The Transportation

coordinator will record the date when each inspection was completed and record the interval from the previous inspection.

A summary of the quarterly visual inspections will be provided to the Operations Administrator for review and follow up with the service provider and/or lessees.

EXHIBIT G – SERVICE POLICIES, STANDARDS AND PENALTIES

SERVICE POLICIES AND STANDARDS

1. SERVICE POLICIES

A. Eligible Trips

- It will be the responsibility of the Contractor to determine the eligibility of the requested trip, pursuant to the parameters set forth under ADA regulations.
- The District reserves the right to make a final decision in regards to the eligibility of a scheduled ADA trip.

B. Reservations

- Reservations are taken from a maximum of five (5) days up to the day before a trip needs to be provided.
- Reservations are taken from 8 am to 5 pm seven days a week.
- The Contractor is expected to handle requests for same day transportation services on a space and time available basis.

C. Scheduled Pick-Up Time

At the time that the Contractor accepts a passenger's trip request, the passenger will be informed of the scheduled date and pick-up window. The pick-up window is a half hour period that brackets the scheduled pick up time.

The Contractor shall arrive as close as possible to the scheduled pick-up time as indicated on the vehicle manifest/schedule and within the published thirty (30) minute pick-up window as identified on the vehicle manifest/schedule.

D. Boarding Time

If the vehicle arrives within the pick-up window, a passenger has five (5) minutes to board the vehicle (unless additional boarding time is indicated on the Manifest or Schedule).

If the passenger fails to board during this pick-up window, the driver will notify the dispatcher who is responsible for contacting the passenger and determining if the passenger is to be charged with a "No-Show". If so, the dispatcher is responsible for entering the "No-Show" into the computerized system (within 5 minutes of the occurrence) and then directing the driver to continue with the route.

E. Door-to-Door Service

The Contractor is required to provide door-to-door service.

The Contractor is required to ensure that the driver goes to the door or main lobby of the passenger's origin and informs the passenger of his/her presence except in situations in which such assistance would not be safe for passengers remaining in the vehicle, in these cases the driver should contact dispatch for further assistance. The driver must not lose sight of his/her vehicle at any time. In addition, the driver is required to provide similar assistance between the vehicle and the front door or main lobby of the passenger's destination. Door-to-door service is required for all ADA riders in the District's service area unless a reasonable modification notice has been issued to the contractor for the rider.

F. Assistance to be provided

Drivers must assist passengers, upon request, in getting to, on, off and from the vehicle. This assistance may include:

- Lending a supporting arm, guiding, and assisting up or down steps.
- Drivers may not assist passengers in wheelchairs up or down more than one step. (See GHTD Policy #52 ADA Wheelchair Regulations).
- Drivers are required to help carry packages weighing not more than thirty-five pounds in total. (See GHTD Policy #48 Shopping Bag Policy.)
- Drivers are prohibited from lifting or carrying passengers and/or their children, Personal Care Attendants and Companions.
- Drivers are prohibited from entering any passenger residence while on duty, going beyond the lobby of any public building, or performing any other type of service other than those require by law.

The Contractor(s) is required to transport scheduled Personal Care Attendants (PCA's) and Companions with eligible passengers.

The companions are to be treated as a passenger, and must pay fares. A PCA must be capable of providing any assistance required and does not pay a fare. Both PCAs and companions must be picked up and dropped off at the same location and time as the rider.

The Contractor must comply with regulations prohibiting smoking on public transit vehicles, and the Contractor must ensure that no open food or beverages are permitted on board vehicles. Note – some passengers are permitted to eat and drink due to their disabilities.

G. Service Animals

The Contractor is required to transport service animals, in accordance with State and Federal Laws.

Service animals are to be properly leashed and/or harnessed unless these devices interfere with the service animal's work or the individual's disability prevents using the devices. The service animal(s) must be under the control of their handlers at all times. (Reference GHTD Policy #44.)

H. Other Passengers

The Contractor is prohibited from transporting anyone not specifically authorized by the District, in the performance of this contract. All non-Contractor personnel on the vehicle must be reported as either: passengers, companions or Personal Care Attendants (PCA's).

I. Transporting Packages

The Contractor is required to transport packages belonging to passengers as long as the passenger is on board with his/her package and as long as the package fits on the passenger's lap or beneath his/her seat.

Package limitation: no more than thirty-five (35) pounds, with a limit of three (3) plastic bags or two (2) brown paper bags. (Reference GHTD Policy #48).

The Contractor is prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, fire arms or explosive devices.

2. PERFORMANCE STANDARDS AND PENALTIES

The District desires that the Contractor provide safe, timely and reliable transit service. This includes completing all trips and operating within the specified arrival and departure times. One goal of this service is to provide reliable, efficient, and effective transportation in a courteous manner for the residents of the service area. The Contractor shall take all actions necessary to accomplish this goal while minimizing the cost of the service to the District. The Contractor is required to assist the District in maximizing passenger productivity for this system. The Contractor is required to dispatch all trips so that the number of passengers carried per mile or per hour will be optimized. Drivers and dispatchers shall coordinate the provision of service in a manner that will optimize the number of passengers carried and minimize circuitous routing while maintaining on-time performance.

The District may assess penalties for inadequate performance, such as failure to adhere to schedule and failure to address in-service failures adequately. Identified below are the performance failures that the District anticipates would give rise to the assessment of penalties. In addition, the anticipated amount of penalty for each violation is identified. The specific penalties to be applicable to Contract performance will be set forth in the Contract.

The District may, at its discretion, assess such penalties on a monthly basis and deduct such amounts from the monthly payments due to the Contractor. The District will provide the Contractor with prior notice of the penalties to be assessed and will consider documented information from the Contractor that outlines any exception(s) to the assessment based on evidence that demonstrates circumstances beyond the control of the Contractor

The performance failures set forth below may result in an assessment of liquidated damages to the Contractor:

A. CALL CENTER

The following performance standards apply:

- The Contractor's call center must accommodate ninety-two (92%) percent of all incoming calls with a live operator within one (1) minute.
- Abandoned calls must be less than 5 %
- Penalties: $ 10 per average call hold time that exceeds 2 minutes as measured within a 30-minute interval period during the calendar month

The above two (2) performance standards will be measured on a calendar month basis.

- To the maximum extent possible, all trips should be scheduled and confirmed during the initial phone call.

Telephone coverage will be monitored via a telephone sequencer device. Telephone reports will be reviewed to ensure adequate telephone coverage and customer service.

The Contractor is expected to provide call center reports on a monthly basis to the District outlining any issues related to hold times over two (2) minutes and abandon rates over five (5) percent for the call center as a whole as well as the various departments. A plan of action should be described as needed with the analysis.

B. ONTIME PERFORMANCE AND MISSED TRIPS

On time performance will be measured at the pick-up point. On time performance will be determined based upon a review of all service for the calendar month. Sufficient drivers shall be available at all times to operate the number of vehicles necessary to meet all trip requests and level of service as required for the service. No trips shall be dropped or missed due to the unavailability of drivers.

- **On time performance** shall be defined as a vehicle arriving at the correct passenger location within the designated 30-minute pick up time. The Standard is 95% on time, penalties will be assessed if on time performance drops below 92%. A penalty of $50 will be charged for every 0.10 of 1% below 92% per day.
    - **Early trips**: The Contractor will be charged with a valid early vehicle complaint when its vehicle arrives to transport a passenger more than fifteen (15) minutes before the scheduled pick-up window as shown on the vehicle manifest/schedule. In these instances, the Contractor is required to wait until fifteen minutes before the scheduled pick-up time as shown on the vehicle manifest/schedule before going to the passenger's door; however, the passenger is free to travel early if he/she is aware of the Contractor presence and chooses to travel early (but is not required to do so). The District's acceptable level of early trips is 10%. Early trips that exceed 10% will be considered not on time.
    - **Late trips**: The Contractor will be charged with a valid late vehicle complaint when its vehicle arrives to transport a passenger more than fifteen (15) minutes after the scheduled pick-up time as shown on the vehicle manifest/schedule (i.e., after the close of the pick-up window.)
    - **Productivity:** The District goal is to have all routes be as productive and safe as possible with the minimum standard of productivity being 1.6. The Contractor shall schedule all routes in a manner to be as productive as possible. A penalty of $300 will be assessed if the Contractor falls below the 1.6 productivity minimum standard during the calendar month.
- **Missed trip**: A missed trip will be categorized as those trips missed when the vehicle does not show up for a scheduled passenger or when the vehicles arrives after the scheduled pickup window and the passenger is not there or refuses a ride.
    - The Contractor is expected to miss zero (0) percent of all trips. The penalty will be $50 for each missed trip and the missed trip count will include trips cancelled by the passenger due to lateness.
    - Scheduled service requests that are not performed due to inclement weather or vehicle incident will not be recorded as a missed trip. Contractor is expected to document the circumstances that resulted in a trip not being performed as scheduled.
    - Trips that take place where the driver arrives after the pickup window and the rider accepts the ride should be classified as a late trip. In this occurrence the contractor will not be charged the missed trip penalty.

C. TRIP DENIALS

Should the Contractor be unable to accommodate a passenger's requested time for an ADA eligible trip, the Contractor may negotiate pick up and return times with the individual, but the Contractor shall not require an ADA eligible person to schedule a trip to begin more than one hour before or after the individual's requested departure time. All trip requests that the Contractor is unable to honor within the one-hour negotiation window must be recorded as a denial and reported to the District monthly. Even if the passenger accepts the time change and

service is provided, any trip that cannot be scheduled within the one-hour window, must be tracked as a denial. If only one leg of a round trip request can be reserved, and the individual declines the trip, it should be recorded as two denials.

If the passenger refuses an alternate time that is within the one-hour window, it is not a denial for the purposes of ADA compliance.

The District's requirement is zero (0) denials as per federal regulation 49 C.F.R. § 37.131(f)(3)(i)(B).

D. SERVICE DELIVERY

- **Dwell Time:** Drivers are expected to wait 5 minutes for passengers to appear before calling dispatch. A penalty of $50 per instance will be charged for failure to wait at least 5 minutes.
- **Door to Door**: Drivers are required to provide door to door assistance. A penalty of $300 will be assessed for each failure to provide required assistance.
- **Improper drop off:** Drivers are required to deliver passengers to the appropriate address. A penalty of $300 will be charged for every instance of dropping a passenger at the wrong address.
- **Improper pick up:** Drivers that pick up the incorrect passenger due to error, not checking the manifest, or not asking for the passenger's name subject to $300 penalty.
- **Not in the Service Area (NISA) Trips**: Trips that are performed NISA will be charged $100 for the first trip and $50 for all other occurrences with the same passenger (not to exceed $1,000).
- **Safety Equipment:** Missing or damaged mandatory safety equipment including safety straps within vehicles are subject to a $50 penalty per trip.
- **Proper Securement:** Drivers that fail to properly secure a mobility device will be assessed a $500 penalty.
- **Uniform:** Contractor will be assessed a penalty of $25 for each occurrence that a driver fails to wear properly issued uniforms while on duty.
- **Dirty Vehicle**: Contractor will be assessed a penalty of $25 for each occurrence of a verified complaint of a dirty vehicle.

E. SAFETY

- **Stopping**: Performing rolling stop or not stopping at stop signs. This includes not stopping for red flashing lights of a school bus. Penalty of $500 per occurrence.
- **Reckless Driving**: Driving in a manner that endangers people or property. This includes driving under the influence, racing other vehicles, texting while driving, weaving in and out of traffic. Penalty of $500 per occurrence.
- **Violation of Speed Limit:** Violation of speed limits by operating a vehicle five (5) or more miles above the posted speed limit. Penalty of $500 for each violation.
- **Unattended vehicle**: leaving a vehicle unattended out of the driver's sight while the vehicle is turned on. Penalty of $250 for each violation.
- **Illegal turns**: Using illegal areas to turn a vehicle around. Penalty of $20 for each violation.

F. EXCESSIVE TRIP LENGTH

Paratransit passengers' ride time on vehicle must not be excessive. Ride time shall be defined as the length of time a passenger is on board a vehicle from the time of the actual pick up to the actual drop off time. Excessive ride length is defined as ride length that is unreasonably longer than a fixed route trip to and from the same origin and destination at the same time of day. (Reference GHTD Policy #46, Riders Trip Length on vehicle). A penalty of $100 will be charged for every instance an excessive ride time trip occurs.

G. REPORTS

- **Monthly reports and invoices:** must be at the District no later than the 10th calendar day after the reporting period. The Contractor is not to falsify data. If the Contractor fails to meet the standard for timely submission of reports for three (3) consecutive months, the Contractor is in breach of its contract with the District and is subject to the default provisions of the Contract. Any information reported differently from authorized observers or trips have not been taken yet reported as such shall be grounds for immediate termination of contract.
- **Late submission penalty:** For every business day that the Contractor is late in submitting monthly invoice(s) and/or other requested reports deliverable under this agreement, the Contractor will be charged a $25 penalty per report per business day.
- **Verifiable billing information:** It is the Contractor's responsibility to ensure the validity of all system data through the final trip edit/audit process. Failure to meet the accuracy standards on a monthly basis will result in a penalty of $5,000 and an assessment of $1,000.00 per month for any additional month.

H. CUSTOMER SERVICE

- **Complaints:** The Contractor is expected to be charged with no more than two and a half (2.5) valid complaints per one thousand (1,000) trips provided. Complaints will be tallied each month indicating the total number of valid complaints. Penalty: $250 when monthly complaints exceeding 2.6 per 1000.
- **Late Investigation:** Any valid complaint that has not been returned to the District fully investigated within five (5) business days of the initial complaint. Penalty: $50 for each late investigation.
- **Employees:** If the Contractor permits any employee who is the subject of five (5) or more valid customer complaints during any consecutive three (3) month period, to remain in a public contact position for paratransit services, the District shall assess a penalty of $50.00 per day for every day that the employee remains in contact with passengers without documented sensitivity training.

I. STAFFING

Providing for requirements outlined in this RFP, the Contractor shall be required to fill a key personnel position within thirty (30) days of the date of vacancy of the position. The vacancy may be temporarily filled, if necessary, with an interim individual whose qualifications meet the requirements of the position while a more extensive search is conducted. Failure to provide a replacement for a key personnel position(s) within 30 days shall result in a deduction of the salary and benefits of the individual(s) plus $100.00 per day that the position(s) remains unfilled. If any of these positions are not filled thirty (30) days prior to the start of service, the liquidated damage will be the salary and benefits for each position and an additional twenty-five (25%) penalty.

Based upon the staffing plan provided by the Contractor, the Contractor shall be required to fill all non-key personnel position within thirty (30) days of the date of vacancy of the position.

J. PREVENTABLE ACCIDENTS

The Contractor is expected to have no more than one (1) preventable accident per one hundred thousand (100,000) miles of revenue service. Preventable accidents shall not exceed five (5) per calendar quarter.

K. ROAD CALLS

The Contractor is expected to have no more than one (1) road call per ten thousand (10,000) miles of revenue service.

EXHIBIT H – GENERAL INFORMATION FORM

GENERAL INFORMATION FORM

Name of Organization: _____

Organization's Address: _____

Telephone Number: _____

Years in Business: _____

Years in business providing ADA Paratransit Operations Management Services: _____

Company Federal Taxpayer Identification Number _____

Organization is (check one):

___ Corporation ___ Partnership ___ Association

___ Joint Venture ___ Sole Proprietorship ___ Public Agency

___ Quasi-Public Agency _ Other: (Explain): _____

Organization is (check all that apply):

___ DBE ___ SBE ___ MBE

If the organization is a corporation indicate the following:

Date of Incorporation: _____

State of Incorporation: _____

President's Name: _____

Vice-President's Name: _____

Secretary's Name: _____

If the organization is an individual or a partnership indicate the following:

Date of Organization: _____

Name and address of all partners: _____

_____

_____

Name and Title of the Organization's Authorized Representatives:

Contact for Questions about Proposal: _____

_____

Officer responsible for Contract Performance: _____

Acknowledgment of received Addenda No(s): _____

The undersigned, being cognizant of the pages, documents and attachments concerned herewith agrees to provide the District with the services described in the Request for Proposal dated December 4, 2025. The stated Proposal shall be firm for 120 days from the due date for this Proposal.

The Contractor hereby affirms that this Proposal is genuine, not a sham or collusive, and is not made in the interest of any person not therein named.

Authorized Signature: _____

Title: _____

Date: _____/_____/_____

PROPOSAL SUBMISSION PAGE
FOR ADA PARATRANSIT MANAGEMENT SERVICES
(for Roberts Street)

SUBMITTED BY**:** _____

TO: Greater Hartford Transit District

The undersigned hereby declares that he/she has carefully read and examined the Advertisement and the Request and has decided to provide services and systems in conformance to the specifications and requirements of the RFP and any addendum thereto at the price stated in the attached proposal and or any final offers.

I additionally certify that we are fully licensed, insured and have the proper equipment, systems personnel to handle the project as documented in this procurement document.

My Company also agrees and understands that in the event that the **District** is required to purchase such services from another Vendor for any reason due to my company's failure to perform in accordance with the terms and conditions of this contract, my company will be charged the total cost of the other vendor(s) to perform the service, plus $100.00 (per occurrence) to cover administrative fees and costs.

The Contractor hereby agrees to pay the afore stated amounts as fixed, agreed and liquidated damages, and not by way of penalty, to the **District** and further authorizes the **District** to deduct the amount of the damages from money due the Contractor under the Contract, computed as aforesaid. If the monies due the Contractor are insufficient of no monies are due the Contractor, the Contractor shall pay the **District** the difference or the entire amount, whichever may be the case, within 30 (thirty) calendar days after receipt of a written demand by the Chief Financial Officer.

Under no circumstances shall this provision be interpreted or extended to mean a relinquishment of rights for a claim for any other damages that the **District** may have against the Contractor for any other reason whatsoever.

Firm Name:_____
Address: _____
Authorized by: _____
Signature: _____
Title: _____
Date: _____

EXHIBIT I – REQUIRED CERTIFICATIONS

AFFIDAVIT

STATE OF CONNECTICUT)
) ss._____, 20___
COUNTY OF _____)

I,_____, being duly sworn, depose and say:
(insert name of authorized agent)

- I am the _____of_____(the
(insert title) (insert name of company)
"Respondent") and am authorized on behalf of the Proposer to make this Affidavit.

- I am over 18 years of age and understand the obligations of an oath.

- There are no delinquent real and personal property taxes due the State of Connecticut from the Respondent.

- The Respondent is current on all monetary obligations due the State of Connecticut.

- The Respondent is currently in compliance with all applicable laws, regulations and ordinances of the United States and, State of Connecticut.

(Insert name of company)

By: _____

Name: Title:

Subscribed and sworn to before me,_____, the undersigned officer this

_____day of_____, 20___.

_____
Notary Public

My Commission Expires:

CERTIFICATION OF ELIGIBILITY

_____ hereby certifies that neither
(Name of Proposer)
it nor its "principals" is included on the U.S. Comptroller General's Debarred Bidders List.

Signature: _____

Firm: _____

The Proposer certifies to the best of its knowledge and belief that it and its principals

A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in this transaction by any Federal department or agency.

B. Have not, within a three-year period preceding the date of this Proposal, been convicted of or had a civil judgment rendered against it for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction, violation of Federal or State anti-trust statues or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, or receiving stolen property.

C. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in Paragraph B of this Certification.

D. Have not, within a three-year period preceding the date of this Proposal, had one or more public transactions (Federal, State or local) terminated for cause or default.

Where the Proposer is unable to certify to any of the statements in this certification, such Proposer shall include an explanation in such regard with its Proposal.

THE UNDERSIGNED CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

(Check One)

_____ I DO CERTIFY _____ I DO NOT CERTIFY

DATE: _____

SIGNATURE: _____

TITLE: _____

CERTIFICATION OF NON-COLLUSION

The Undersigned certifies, under penalties of perjury:

That this Proposal has been made by the Proposer independently, and has been submitted without collusion, and without any agreement, understanding, or planned common course of action with any other vendor of materials, supplies, equipment, or services described in this procurement document, designed to limit independent bidding or competition;

That the contents of the proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or agent of the Proposer or it's surety or any bond furnished with the proposal, and will not be communicated to any such person prior to the official awarding of this procurement.

That I have fully informed myself regarding the accuracy of the statement made in the certificate.

SIGNATURE: _____

NAME: _____

FIRM: _____

TITLE: _____

DATE: _____

CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, _____, of _____,
Name & Title Name of Firm

hereby certify that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form, "Disclosure Form to Report Lobbying," in accordance with its instruction as amended.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements), and that all subrecipients shall certify and disclose accordingly.

4. The undersigned acknowledges that this certification is a material representation of fact, upon which reliance is placed at the time that the transaction concerned herewith was made or entered into, and that submission of this certification is a prerequisite for making or entering into such transaction imposed by Section 1352, Title 31, U.S. Code as amended. Any person who fails to file the required certification shall be subject to civil penalty of not less than $10,000, and not more than $100,000 for each such failure.

5. The undersigned certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the undersigned understands and agrees that the provisions of 31 US Code A3801, et seq., apply to this certification and disclosure, if any.

Executed this _____ day of _____, 20_____.

By: _____
Signature & Title of Authorized Official

TITLE VI CONTRACTOR ASSURANCE REQUIRED BY THE STATE OF CONNECTICUT

For this document Contractor means Consultant, Consulting Engineer, Second Party, or other entity doing business with the District and Contract shall mean the same as Agreement.

During the performance of this Contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “Contractor") agrees as follows:

Compliance with Regulations: The Contractor shall comply with the regulations relative to nondiscrimination in federally assisted programs of the United States Department of Transportation {hereinafter, "USDOT11), Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this contract.

Nondiscrimination: The Contractor, with regard to the work performed by it during the Contract, shall not discriminate on the grounds of race, color, national origin, sex, age, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Subsection 5 of the Regulations, including employment practices when the Contract covers a program set forth in Appendix B of the Regulations.

Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor’s obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, national origin, sex, age, or disability.

Information and Reports: The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Connecticut Department of Transportation (CTDOT) or the Funding Agency (FHWA, FTA and FAA) to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to CTDOT or the Funding Agency, as appropriate, and shall set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of the Contractor’s noncompliance with the nondiscrimination provisions of this Contract, the CTDOT shall impose such sanctions as it or the Funding Agency may determine to be appropriate, including, but not limited to:

A. Withholding contract payments until the Contractor is in-compliance; and/or
B. Cancellation, termination, or suspension of the Contract, in whole or in part.

Incorporation of Provisions: The Contractor shall include the provisions of paragraphs 1 through 5 in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the CTDOT or the Funding Agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request

the CTDOT to enter into such litigation to protect the interests of the Funding Agency, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

Managers and supervisors are being advised of their responsibilities to ensure the successful implementation of this policy. This Policy has my whole-hearted support and will be held responsible for compliance to its objectives.

Company Name_____
(if applicable, include d/b/a)

Address _____

City/State/Zip_____

Area Code/Phone
Number_____

Contact Person _____

ELIGIBLE CONTRACTORS CERTIFICATE

I, _____, of _____,
Name & Title Name of Firm

hereby certify that it **IS** / **IS NOT** (circle one) included on the List of Parties Excluded from Federal Procurement and Non-Procurement Programs.

SIGNATURE: _____

NAME: _____

FIRM: _____

TITLE: _____

DATE: _____/_____/_____

REQUIREMENTS OF THE STATE OF CONNECTICUT

The Agreement between the District and the Connecticut Department of Transportation has specific provisions that are passed on to all third-party contractors including, but not limited to, Civil Rights, Nondiscrimination, Affirmative Action/Equal Employment Opportunities, Disadvantaged Business Enterprise, Governors' Executive Orders, Code of Ethics, and all applicable federal regulations. These provisions and all applicable appendices of the Agreement are herein incorporated by reference and made a part of this contract.

_____
Signed:

_____
Authorized Corporate Official

_____
Date

CONNECTICUT REQUIRED CERTIFICATIONS

All contract certifications required by the State of Connecticut must be included with your proposal. The instructions and affidavits forms are available at the State of Connecticut, Office of Policy and Management Internet site at:

https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms

Check this State of Connecticut Internet site immediately before you submit your proposal in case of any recent changes to the State's contractual requirements. It is the responsibility of the proposer to ensure that any and all up-to-date contract certification forms are properly filled out and submitted with your proposal.

SMALL/MINORITY BUSINESS ENTERPRISE (SBE/MBE) CERTIFICATION

To be eligible for the State of Connecticut's SBE certification a company must meet the legal definition of a small business or that of a minority owned firm:

SMALL BUSINESS ENTERPRISE (SBE):
Been doing business under the same ownership or management and has maintained its principal place of business in Connecticut for at least one year immediately prior to the date of application; Gross revenues not exceeding $15,000,000 during its most recent fiscal year; and, 51% ownership held by a person(s) who exercises the operational authority over daily affairs of the business and has the power to direct policies and management and receives beneficial interests of the business.

MINORITY BUSINESS ENTERPRISE (MBE):
A small business (must meet the above-stated SBE criteria) with at least 51% ownership by one or more minority person(s) who exercises operational authority over daily affairs of the business, has the power to direct management and policies, and receives the beneficial interests of the business. A minority is a person(s) who is American Indian, Asian, Black, Hispanic, has origins in the Iberian Peninsula, a woman, or an individual with a disability.

Yes_____; My Company is certified by the State of Connecticut as a SBE; attach a copy of the SBE Certification.

No_____; My Company is not certified by the State of Connecticut as a SBE.

SBE Certification

The contractor hereby acknowledges that **District** has established an annual SBE goal of **twenty-five percent (25%)**. **There is no specified goal for this procurement**.

Firm Name: _____

Signature: _____

Title: _____

Date: _____

NOTE: This form is to be submitted with the Proposal. Please attach the names and addresses of any and all SBE eligible subcontractors who will perform work on this project, and the approximate dollar amounts to be paid to them. If there is no participation, then this must be indicated on the form; the form executed and returned with this Proposal.

SBE LETTER OF INTENT

Name of bidder/offeror's firm: _____
Address: _____
City: _____ State: _____ Zip: _____

Name of SBE firm: _____
Address: _____
City: _____State: _____ Zip: _____
Telephone: _____

Description of work to be performed by SBE firm:
_____

_____

_____

_____

The bidder/offeror is committed to utilizing the above-named SBE firm for the work described above. The estimated dollar value of this work is $ _____

Affirmation
The above-named SBE firm affirms that it will perform the portion of the contract for the estimated dollar value as stated above and that the firm is SBE certified to perform the specific trades.

By _____Date: _____
(Signature)

_____
(Title)

If the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

CONTRACTOR'S STATEMENT ON SUB-CONTRACTORS

1. There are NO sub-Contractors associated with this proposal.

Authorized Signee: _____

Printed Name: _____

Title: Date: _____

For (Company): _____

OR

2. Listed below are sub-Contractors associated with this proposal. Additional sheets are attached as required. I _____have also attached appropriate Small Business Enterprise Certifications.

Name of Company: _____

Address: _____

Contact Person: _____

Telephone #: _____

E-mail: _____

Name of Company: _____

Address: _____

Contact Person: _____

Telephone #: _____

E-mail: _____

Request for Proposal:	***RFP #03-026 ADA Paratransit Operations Management Services (Roberts Street)***
Proposer:	_____
District:	*Greater Hartford Transit District*
Submission Date:	_____, *2025*

Gifts, Connecticut General Statutes §4-252. ***Notice: The District shall not award or enter into any contract or agreement with Proposer if Proposer fails to make and comply with the representation requirements set forth in Connecticut General Statutes §4-252.*** Proposer hereby represents, warrants and certifies to the District that:

(1) no Gifts were made by: (A) Proposer, (B) any Principals and Key Personnel of Proposer, who participate substantially in preparing bids, proposals or negotiating state contracts, or (C) any agent of Proposal or Principals and Key Personnel, who participate substantially in preparing bids, proposals or negotiating state contracts to (i) any public official or employee of any state agency or quasi-public agency or of the District soliciting bids or proposals for a contract, who participates substantially in preparation of bid solicitations or requests for proposals for a contract or the negotiation or aware of a contract, or (ii) any public official or state employee of any other state agency or quasi-public agency who has supervisory or appointing authority over such state agency or quasi-public agency or the District;

(2) no Principals and Key Personnel of Proposer or agent of Proposer or Principals and Key Personnel, knows of any action by Proposer to circumvent such prohibition on Gifts by providing for any other Principals and Key Personnel, officials, employees or agents of Proposer to provide a Gift to any such public official or state employee or employee of the District; and

(3) Proposer is submitting bids or proposals without fraud or collusion with any person.

Initial capitalized terms used in this paragraph and not defined herein have the meanings ascribed thereto in C.G.S. §4-250 and §4-252.

Nondiscrimination; Connecticut General Statutes §4a-60 & Connecticut General Statutes §4a-60a. Proposer hereby represents, warrants and certifies to the District that the Proposer has a policy in placed that complies with, and will remain in compliance with throughout the term of any contract or agreement awarded in connection with the Request for Proposal, the nondiscrimination agreements and warranties set forth in Connecticut General Statutes §4a-60(a)(1) and §4a-60a(a)(1), as amended.

The authorized signatory of Proposer confirms, acknowledges and demonstrates their understanding of the obligations set forth in Connecticut General Statutes §4a-60 & §4a-60a by initialing here:

Print Name:_____ Initials:_____

The District shall not award or enter into any contract or agreement with Proposer if Proposer has not included the nondiscrimination affirmation provision in the contract and otherwise complied with the requirements set forth in Connecticut General Statutes §4a-60 & §4-60a.

Campaign Financing Contributions; Connecticut General Statutes §9-612(f) & (g). Proposer has delivered to the District a completed SEEC Form 10 Notice in accordance with Connecticut General Statutes §9-612(g)(1), a copy of which can be obtained at the following internet link: ***https://seec.ct.gov/Portal/data/forms/ContrForms/seec_form_10_final.pdf***

Proposer hereby represents, warrants and certifies to the District:

(1) that Proposer has received a copy of the written notice advising state contractors and prospective state contractors of the contribution and solicitation prohibitions set forth in Connecticut General Statutes §9-612(f)(2)(A) & (B);

(2) that Proposer has not made any contributions to, or solicited any contributions on behalf of, any party committee, exploratory committee, candidate for state-wide office for the General Assembly, or political committee authorized to make contributions to or expenditures to or for, the benefit of such candidates, in the previous four years, that were determined by the State Elections Enforcement Commission to be violation of Connecticut General Statutes §9-612(f)(2)(A) & (B) without mitigating circumstances having been found to exist concerning such violation; and

(3) Proposer's chief executive officer or authorized signatory of this Request for Proposal submission has completed and delivered to the District the State of Connecticut Campaign Contribution Certification in accordance with Connecticut General Statutes §9-612, set forth on Schedule E-1 attached hereto and made a part hereof.

Notice: The District shall not enter into any contract or agreement with Proposer if Proposer fails to make and comply with the representation requirements set forth in Connecticut General Statutes §9-612.

Occupational Safety & Health; Connecticut General Statutes §31-57b. Proposer hereby represents, warrants and certifies to the District that Proposer is not in violation of, is in compliance with, and will remain in compliance with the requirements set forth in Connecticut General Statutes §31-57b throughout the terms of any contract or agreement awarded in connection with the Request for Proposal.

Notice: All representations, warranties and disclosures contained above are sworn as true to the best knowledge and belief of the below authorized signatory and any false statements made herein are punishable under the penalty for false statement as provided for in §53a-157b of the Connecticut General Statutes.

PROPOSER:

[ENTITY NAME]

By:_____

Name:
Title:

Sworn and subscribed before me on this _____ day of _____, 2025.

_____

Notary Public/Commissioner of the Superior Court

EXHIBIT J – COST PROPOSAL FORM

COST PROPOSAL: DETAIL FORM

ADA PARATRANSIT OPERATIONS AND MAINTENANCE FACILITY AT 148 ROBERTS STREET, EAST HARTFORD, CT 06108

Year 1 - FY 2027 (July 1, 2026 - June 30, 2027)

A separate detail form is to be completed for each of the five years of the contract term

FIXED RATE FEES	ITEMIZED COSTS
Management Staff Salaries	$
Management Staff Benefits	$
Administrative Staff Salaries	$
Administrative Staff Benefits	$
Management Fees	$
Non-Vehicle Related Insurance	$
Other Costs (Provide Details)	$
TOTAL (of above lines)	**$**
MONTHLY FEE (Total divided by 12 months)	**$**

VARIABLE RATE FEES	ITEMIZED COSTS
Labor Costs	
Vehicle Operators	
Dispatchers	$
Reservationists	$
Schedulers	$
Supervisors	$
Building/Grounds Custodian	$
Preventive Maintenance Costs	
Mechanics Labor	$
Parts & Admin Clerk Labor	$
Fuelers/Cleaners/Utility Labor	$
Parts/Lube	$
Employee Benefits	$
Vehicle Insurance	$
Administrative Costs	$
TOTAL VARIABLE COSTS	**$**
SERVICE HOUR RATE (Total divided by 335,417)	**$**
NON-PREVENTIVE MAINTENANCE HOURLY RATE	**$**

**Please add an additional page to outline any "other costs" if necessary.*

The Proposer hereby affirms that this Proposal is genuine, not a sham or collusive, and is not made in the interest of any person not therein named. The Proposer certifies that the proposed rates have been derived after careful and thorough examination of GHTD RFP #03-026. The District may request a detailed cost breakdown for each of the contract years which includes the methodology and all of the assumptions used to arrive at the proposed rates.

_____ _____

Authorized Signature Date

_____

Printed Name

_____

Proposers Legal Name

COST PROPOSAL: DETAIL FORM

ADA PARATRANSIT OPERATIONS AND MAINTENANCE FACILITY AT 148 ROBERTS STREET, EAST HARTFORD, CT 06108

Year 2 - FY 2028 (July 1, 2027 - June 30, 2028)

A separate detail form is to be completed for each of the five years of the contract term

FIXED RATE FEES	ITEMIZED COSTS
Management Staff Salaries	$
Management Staff Benefits	$
Administrative Staff Salaries	$
Administrative Staff Benefits	$
Management Fees	$
Non-Vehicle Related Insurance	$
Other Costs (Provide Details)	$
TOTAL (of above lines)	**$**
MONTHLY FEE (Total divided by 12 months)	**$**

VARIABLE RATE FEES	ITEMIZED COSTS
Labor Costs	
Vehicle Operators	
Dispatchers	$
Reservationists	$
Schedulers	$
Supervisors	$
Building/Grounds Custodian	$
Preventive Maintenance Costs	
Mechanics Labor	$
Parts & Admin Clerk Labor	$
Fuelers/Cleaners/Utility Labor	$
Parts/Lube	$
Employee Benefits	$
Vehicle Insurance	$
Administrative Costs	$
TOTAL VARIABLE COSTS	**$**
SERVICE HOUR RATE (Total divided by 345,480)	**$**
NON-PREVENTIVE MAINTENANCE HOURLY RATE	**$**

**Please add an additional page to outline any "other costs" if necessary.*

_____ _____

Authorized Signature Date

COST PROPOSAL: DETAIL FORM

ADA PARATRANSIT OPERATIONS AND MAINTENANCE FACILITY AT 148 ROBERTS STREET, EAST HARTFORD, CT 06108

Year 3 - FY 2029 (July 1, 2028 - June 30, 2029)

A separate detail form is to be completed for each of the five years of the contract term

FIXED RATE FEES	ITEMIZED COSTS
Management Staff Salaries	$
Management Staff Benefits	$
Administrative Staff Salaries	$
Administrative Staff Benefits	$
Management Fees	$
Non-Vehicle Related Insurance	$
Other Costs (Provide Details)	$
TOTAL (of above lines)	**$**
MONTHLY FEE (Total divided by 12 months)	**$**

VARIABLE RATE FEES	ITEMIZED COSTS
Labor Costs	
Vehicle Operators	
Dispatchers	$
Reservationists	$
Schedulers	$
Supervisors	$
Building/Grounds Custodian	$
Preventive Maintenance Costs	
Mechanics Labor	$
Parts & Admin Clerk Labor	$
Fuelers/Cleaners/Utility Labor	$
Parts/Lube	$
Employee Benefits	$
Vehicle Insurance	$
Administrative Costs	$
TOTAL VARIABLE COSTS	**$**
SERVICE HOUR RATE (Total divided by 355,844)	**$**
NON-PREVENTIVE MAINTENANCE HOURLY RATE	**$**

**Please add an additional page to outline any "other costs" if necessary.*

_____ _____

Authorized Signature Date

COST PROPOSAL: DETAIL FORM

ADA PARATRANSIT OPERATIONS AND MAINTENANCE FACILITY AT 148 ROBERTS STREET, EAST HARTFORD, CT 06108

Year 4 - FY 2030 (July 1, 2029 - June 30, 2030)

A separate detail form is to be completed for each of the five years of the contract term

FIXED RATE FEES	ITEMIZED COSTS
Management Staff Salaries	$
Management Staff Benefits	$
Administrative Staff Salaries	$
Administrative Staff Benefits	$
Management Fees	$
Non-Vehicle Related Insurance	$
Other Costs (Provide Details)	$
TOTAL (of above lines)	**$**
MONTHLY FEE (Total divided by 12 months)	**$**

VARIABLE RATE FEES	ITEMIZED COSTS
Labor Costs	
Vehicle Operators	
Dispatchers	$
Reservationists	$
Schedulers	$
Supervisors	$
Building/Grounds Custodian	$
Preventive Maintenance Costs	
Mechanics Labor	$
Parts & Admin Clerk Labor	$
Fuelers/Cleaners/Utility Labor	$
Parts/Lube	$
Employee Benefits	$
Vehicle Insurance	$
Administrative Costs	$
TOTAL VARIABLE COSTS	**$**
SERVICE HOUR RATE (Total divided by 366,519)	**$**
NON-PREVENTIVE MAINTENANCE HOURLY RATE	**$**

**Please add an additional page to outline any "other costs" if necessary.*

Authorized Signature _____ Date _____

COST PROPOSAL: DETAIL FORM

ADA PARATRANSIT OPERATIONS AND MAINTENANCE FACILITY AT 148 ROBERTS STREET, EAST HARTFORD, CT 06108

Year 5 - FY 2031 (July 1, 2030 - June 30, 2031)

A separate detail form is to be completed for each of the five years of the contract term

FIXED RATE FEES	ITEMIZED COSTS
Management Staff Salaries	$
Management Staff Benefits	$
Administrative Staff Salaries	$
Administrative Staff Benefits	$
Management Fees	$
Non-Vehicle Related Insurance	$
Other Costs (Provide Details)	$
TOTAL (of above lines)	**$**
MONTHLY FEE (Total divided by 12 months)	**$**

VARIABLE RATE FEES	ITEMIZED COSTS
Labor Costs	
Vehicle Operators	
Dispatchers	$
Reservationists	$
Schedulers	$
Supervisors	$
Building/Grounds Custodian	$
Preventive Maintenance Costs	
Mechanics Labor	$
Parts & Admin Clerk Labor	$
Fuelers/Cleaners/Utility Labor	$
Parts/Lube	$
Employee Benefits	$
Vehicle Insurance	$
Administrative Costs	$
TOTAL VARIABLE COSTS	**$**
SERVICE HOUR RATE (Total divided by 377,515)	**$**
NON-PREVENTIVE MAINTENANCE HOURLY RATE	**$**

**Please add an additional page to outline any "other costs" if necessary*

_____ _____

Authorized Signature Date

EXHIBIT K – REFERENCED GHTD ADA POLICIES

Greater Hartford Transit District

Policy Bulletin No: GHTD-44
Subject: ADA Paratransit Service Animal and Non-Service Animal Policy
Revised: April 24, 2017

Defining a Service Animal

The Greater Hartford Transit District (the "District") defines a service animal as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability" (49 CFR 37.3). Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with post traumatic stress disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as a service animal under the ADA.

Rules Related to a Service Animal

A driver may ask an ADA rider only the following questions pertaining to a service animal: (1.) Is that a service animal? (2.) What tasks does the animal perform for you? The driver cannot ask about the rider's disability, require medical documentation, require a special identification card or training documentation for the animal, or ask that the animal demonstrate its ability to perform the work or task.

If another ADA rider is allergic or is fearful of the service animal, the service animal or the ADA rider who requires the service animal cannot be denied service. The District will do their best to accommodate both ADA riders as long as this arrangement does not have a negative impact on the service.

Controlling a Service Animal

An ADA rider with a service animal must maintain control of their animal which must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using the devices. In that case, the individual must maintain control of the animal through voice, signal, and/or other effective controls. If the service animal must be removed from the paratransit vehicle, the passenger may remain on the vehicle without the service animal.

Transporting a Non-Service Animal

A non-service animal that does not fit the criteria indicated above may be transported in a paratransit vehicle under the following conditions:

- The animal must be in a cage.
- The cage must be able to fit under the passenger seat or on the rider's lap.
- The cage must not occupy a seat on the vehicle alone.
- A rider is only allowed one non-service animal on the vehicle.
- A non-service animal will be removed if it demonstrates disruptive behavior such as growling, being threatening, and/ or lunging toward passengers and/or other animals on the vehicle. If the non-service animal must be removed from the paratransit vehicle, the passenger may remain on the vehicle without the non-service animal.

Greater Hartford Transit District

Policy Bulletin No: **GHTD-46**
Subject: **ADA Paratransit Rider's Trip Length on Vehicle**
Revised: **August 2021**

Greater Hartford Transit District (the "District") defines "excessively long trips" as outlined in the FTA C 4710.1, Chapter 8, "Complementary Paratransit Service", 8.5.5 Excessive Trip Lengths. "Excessive" is in comparison to the time required to make a similar trip using the fixed route system. It is understood that complementary paratransit service is a shared-ride service, and is not intended to reflect that of a taxi service.

All elements of fixed route trips between origins and destinations when determining comparability in paratransit travel time include:

- Walking time to the bus stop from the original address
- Waiting time
- In-vehicle time (for all trip segments)
- Transfer times (if any)
- Walking time from the final bus stop to the destination address
- The District also may consider recurring factors such as peak-period traffic conditions.

The District will do their very best to avoid having riders on an ADA Paratransit vehicle for an excessively long period of time. It is the practice of the District to provide ADA Paratransit riders with a service that is comparable to the fixed route public transit service (CTtransit). However, there are some instances where problems and circumstances are beyond the GHTD's control (such as inclement weather, accidents and a passenger emergency) and these types of trips will be exempt from this policy. The District understands that a substantial number of excessively long trips would be considered a capacity constraint under the ADA. Paratransit trip length is therefore monitored, and travel times are analyzed. The District defines Paratransit trip time as the length of time an ADA passenger is on board the vehicle, from the time of the actual pick up to the actual drop off time.

To monitor trips the District will consider the steps below when determining a rider's trip length:

- The District Fleet Coordinator and/or Eligibility Staff will randomly select at least fifty (50) completed ADA Paratransit trips and compare the trip length during the same day and time with fixed route trips on a monthly basis.
- Staff will utilize the CTTransit trip planner software during the comparison.

Greater Hartford Transit District

Policy Bulletin No: **GHTD-48**
Subject: **Shopping Bag Policy**
Revised: **June 21, 2013**

The Greater Hartford Transit District has developed this policy to ensure that all riders understand the need to limit the number of grocery/shopping bags a rider can safely carry on the Paratransit vehicle.

- A driver will only assist with grocery/shopping bags which are durable and no more than (20) twenty pounds. A brown grocery paper bag which is inside a plastic bag, canvas, plastic or a department store paper bag with a strong handle is an example of a durable bag. If a rider is not sure of the durability of his/her bag, they should speak with the driver.

- A driver will only assist a rider with (3) three bags. A driver will not assist with any boxes. If a rider needs assistance with a box, the box has to be in a bag as described above. The driver will not be able to assist with cases of soda, water, soup, etc.

- A driver will only assist riders with bags from the designated safe entrance way of the store to the Paratransit vehicle. Upon arrival at the rider's residence, the driver will assist with the (3) three bags from the Paratransit vehicle to the designated safe entrance way at the rider's residence. Under no circumstances will a driver go into a store or the rider's residence to assist with their bags.

- A driver should not jeopardize a rider's safety. A driver providing door to door service should always be ready to provide assistance to the client if they should lose their balance. If a rider is traveling with a personal care attendant (PCA), friend, escort or companion and they choose to carry additional bags for the rider, the additional bags are only allowed if there is room on the vehicle.

- If the passenger violates the above policy, the below suspension will take place

Violation	Suspension
First Violation	Rider will receive a verbal notification from the driver.
Second Violation	Rider will receive written notification of the violation from the District.
Third Violation	Rider will receive written warning from the District.
Fourth Violation:	Rider will be suspended from carrying bags on the

	vehicle for (1) one week. During this period, the rider will have to find their own assistance with the grocery bags.
Fifth Violation:	Rider will be suspended from carrying bags on the vehicle for (1) one month. During this period, the rider will have to find their own assistance with the grocery bags.

This information is available in accessible format and in languages other than English upon request.
Para información en español, por favor llame al numero (860) 724-5340 y seleccione el numero 5.

If a rider disputes a suspension under this policy, they have the right to file an appeal under the District's Administrative Appeals Process. They should request Policy Bulletin: GHTD-55 ADMINISTRATIVE APPEALS PROCESS FOR ELIGIBILITY DENIALS & SANCTIONS FOR PARATRANSIT SERVICE.

Greater Hartford Transit District
One Union Place
Hartford, Connecticut 06103
Telephone: (860) 247-5329 Fax: (860) 549-3879
www.hartfordtransit.org

Greater Hartford Transit District

Policy Bulletin No: **GHTD-52**
Subject: **ADA wheelchair regulations**
Date: **January 30, 2014**

What is a "wheelchair"?

- Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a "wheelchair" as a mobility aid belonging to any class of three-or-more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Is an electric scooter a wheelchair?

- Yes, provided that the electric scooter meets the definition of "wheelchair" in Section 37.3 of the DOT ADA regulations. Which states the following:

- *Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a "wheelchair" as a mobility aid belonging to any class of three or more wheeled devices…whether operated manually or powered. Scooters meeting the definition of "wheelchair" are included. ADA operators must carry any wheelchair and occupant regardless of size and weight if the lift and the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. ADA operators are also not required to permit wheelchairs to ride in places other than designated securement locations in the vehicle.

If the lift manufacturer specifies that wheelchairs must face away from the vehicle when using the lift, are transportation operators required to permit passengers to board facing the vehicle?

- Yes. 49 CFR Part 38 specifies that a lift must permit both inboard and outboard facing of wheelchair users. A lift that requires passengers to face a specific direction does not comply with the regulations.

What kinds of services must transportation personnel provide?

- Because safe and nondiscriminatory transportation is the responsibility of the transportation operator, Section 37.173 of the DOT ADA regulations requires operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity, and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to

accommodate the different types of wheelchairs.

Attendant-type services (e.g., manually lifting or transferring passengers to seats and carrying personal baggage or suitcases (except where provided to nondisabled passengers)) are not required. However, assistance with boarding and disembarking, including pushing a manual wheelchair up a particularly steep ramp, is required.

Does a wheelchair need brakes in order to use the transportation service?

- No. The DOT ADA regulations' definition of a wheelchair does not include a requirement for brakes or any other equipment. A transportation operator may not deny transportation to a wheelchair user because the device does not have brakes or the user does not choose to set the brakes.

Can an operator refuse to carry a person with a disability, especially a person using an electric scooter that meets the definition of a "wheelchair," because of higher insurance rates or liability concerns?

- No. Section 37.5(g) of the DOT ADA regulations prohibits an operator from denying service to an individual with a disability because its insurance company conditions coverage or rates on the absence of individuals with disabilities or persons who use wheelchairs.

Can an operator require a person to transfer from a wheelchair to a vehicle seat?

- No. Section 37.165(e) of the DOT ADA regulations allows persons who use wheelchairs to transfer to a vehicle seat, if one is available. Such a move is the rider's decision and the operator cannot force a rider to transfer to a vehicle seat, although the operator can suggest a transfer in a non-coercive way.

Securement

May a transit operator require that wheelchairs be secured in buses and vans?

- Yes, if the transit operator has established such a policy, and the vehicle is required to be equipped with a securement system by 49 CFR Part 38. Section 37.165(c)(3) of the DOT ADA regulations allows a transit operator to establish a policy that requires all riders to have their wheelchairs secured while aboard a transit bus or van. Therefore, the operator may decline to provide service to a rider who refuses to allow his or her wheelchair to be secured.

  Alternatively, transit operators may adopt a policy that allows wheelchairs to

ride unsecured. If the rider wishes his or her wheelchair to be secured, however, the operator's personnel must provide the requested assistance.

****Note: Greater Hartford Transit District requires that all wheelchairs are secured in ADA Paratransit vehicles.****

What kinds of securement equipment must be provided in buses and vans?

- Section 38.23(d) of the DOT ADA regulations requires all ADA-compliant buses and vans to have a two-part securement system, one to secure the wheelchair, and a seat belt and shoulder harness for the wheelchair user. Section 38.23(a) requires vehicles over 22 feet in length to have enough securement locations and devices to secure two wheelchairs, while vehicles 22 feet and under must be able to accommodate at least one wheelchair.

May a transit operator deny boarding to a rider whose wheelchair is difficult to secure?

- No. If the transit operator has a policy that requires securement, or if a rider asks that the wheelchair be secured, Section 37.165(f) of the DOT ADA regulations requires transit personnel to use their best efforts to secure the device. Section 37.165(d) states that transit operators cannot refuse to accommodate a wheelchair because the device cannot be secured to the driver's satisfaction. Given the diversity of wheelchairs, transit operators should consult with the owner of the wheelchair to determine the best means of securement.

Does a wheelchair user have to use the seat belt and shoulder harness?

- Under the broad nondiscrimination provisions in Section 37.5 of the DOT ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seat belts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. For example, on fixed route buses, if none of the other passengers are required to wear shoulder belts then neither can the person in the mobility device be required to do so.

  Transit operators may establish a policy that requires the seat belt and shoulder harness to be used by all riders, including those who use wheelchairs as well as those who use vehicle seats, if seat belts and shoulder harnesses are provided at all seating locations. In some cases, state law could require an operator to adopt such a policy.

  Section 38.23(d)(7) prohibits the use of the seat belt and shoulder harness in lieu of securing the wheelchair itself. If the passenger's wheelchair cannot be secured, or cannot be secured adequately to the satisfaction of both passenger and transit personnel, the seat belt and shoulder harness must not be used.

Many state seat belt laws also contain provisions exempting certain types of vehicles (such as buses and taxis) from compliance, as well as exceptions for persons who cannot use a seat belt for medical reasons. Greater Hartford Transit Districts seat-belt-use policy reflects such provisions.

Greater Hartford Transit District
One Union Place
Hartford, Connecticut 06103
Telephone: (860) 247-5329 Fax: (860) 549-3879
www.hartfordtransit.org

EXHIBIT L – VEHICLE PM CHECKLIST EXAMPLES

WorkOrder: 57879924
Invoice Number: 5835-57879924

Client Department:
MRC: 5835M
WO Desc:
5835-LIGHT MEDIUM DUTY PMA
Requested By: DSTULTZ
Created By: DSTULTZ
Class: WO
Arrangement: Unassigned
Potential Warranty: No

Equipment: 2126
FORD E 450 PHOENIX
VIN: 1FDEE4FK0MDC07182
Status: 19
Priority: 1
Driver:
Phone:
ETA:

Chronology		
Reported	Dec 1, 2025	12:00 AM
Started		
Completed		
Down Time		

Meter	Reading	UOM
WO		DH
Life	166,307	DH
System	166,446	DH

WorkOrder Notes

Line	Comment

Activity: 10 **999 TOTAL VEHICLE**

Activity Note: PERSONAL RISK ASSESSMENT AND METER READING
Reason for Repair: 08 - Preventive Maintenance
Work Accomplished: 06 - Inspect
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 10 Sub Total

Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 20

Activity Note: First Transit Light Duty PMI
Reason for Repair: -
Work Accomplished: -
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 20 Sub Total

Parts:	0.00

WorkOrder: 57879924
Invoice Number: 5835-57879924

Client Department:
MRC: 5835M
WO Desc:
5835-LIGHT MEDIUM DUTY PMA
Requested By: DSTULTZ
Created By: DSTULTZ
Class: WO
Arrangement: Unassigned
Potential Warranty: No

Equipment: 2126
FORD E 450 PHOENIX
VIN: 1FDEE4FK0MDC07182
Status: 19
Priority: 1
Driver:
Phone:
ETA:

Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 30 **999 TOTAL VEHICLE**
Activity Note: 5835-LIGHT DUTY PMA
Reason for Repair: 08 - Preventive Maintenance
Work Accomplished: -
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 30 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 40 **055 HANDLING, CARGO RESTRAINT & LIFT SYSTEM (POWER UNITS, TRAILERS)**
Activity Note:
Reason for Repair: 05 - Inspection, Routine
Work Accomplished: 06 - Inspect
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 40 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00

WorkOrder: 57879924
Invoice Number: 5835-57879924

Client Department:			
MRC:	5835M	**Equipment:**	2126
WO Desc:			FORD E 450 PHOENIX
5835-LIGHT MEDIUM DUTY PMA		**VIN:**	1FDEE4FK0MDC07182
Requested By:	DSTULTZ	**Status:**	19
Created By:	DSTULTZ	**Priority:**	1
Class:	WO	**Driver:**	
Arrangement:	Unassigned	**Phone:**	
Potential Warranty:	No	**ETA:**	

Activity Sub Total	**0.00**

WorkOrder 57879924 Grand Total

Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
WorkOrder Grand Total	**0.00**

PH: Work Order: 57879924 Desc: 5835-LIGHT MEDIUM DUTY PMA
Equip: 2126 Desc: FORD E 450 PHOENIX VIN: 1FDEE4FK0MDC07182

LH: 10 Desc: PERSONAL RISK ASSESSMENT AND METER READING
Task: PRA and Meter Readings Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
100	Are you properly trained to perform the task?	-				No	
200	If task requires lifting, are lifts secured, are jack stands used correctly?	-				No	
400	Are you wearing the appropriate PPE?	-				No	
700	Have you performed the proper LOTO?	-				No	
1,000	Are you aware of the potential risks of performing this repair?	-				No	
1,100	Have you successfully completed the Personal Risk Assessment?	-				No	

LH: 20 Desc: First Transit Light Duty PMI
Task: First Transit North America Light Duty PM Inspection Sheet Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
10,000	SECTION 1 - Preparation Inspection	-				No	
10,100	INSPECT_Auto-Transmission Operation/Controller; Neutral Safety Switch	-				No	
10,200	!FRA!INSPECT_Starter Operation	-				No	
10,300	!FRA!INSPECT_Warning Lights and Alarms	-				No	
10,400	!FRA!INSPECT_Back Up Alarm	-				No	
10,500	!FRA!INSPECT_Engine Operation, OBSERVE_ Exhaust for Excessive Smoke	-				No	
10,600	Check Driver's Pre-trip or DVIR/EVIR & Authorization Forms	-				No	
10,700	INSPECT_All Exterior Lights (Turn on until Completion of this section)	-				No	
10,800	*RPT*INSPECT_Body Damage, Corrosion;DOCUMENT_Issues	-				No	
10,900	INSPECT_Fuel Tank Cap, and Doors	-				No	
11,100	INSPECT_License Plate, Bracket, Bumpers	-				No	
20,000	SECTION 2 - Test Drive and Operator Area Inspection	-				No	
20,100	INSPECT_Driver Seat condition/operation/seatbelt	-				No	
20,200	TEST DRIVE_INSPECT_Proper Operation; Drive into Shop	-				No	
20,300	*RPT*INSPECT_Steering Wheel for Play/Bind/Horn Op./Turn Signal Cancelation	-				No	
20,400	PERFORM_Brake Test (Apply hard enough to check wheel pull and Application)	-				No	
20,500	*RPT*FRA INSPECT_Lighting/Operation of all Gauges	-				No	
20,600	*RPT*INSPECT_Windshields, Sun Visors	-				No	
20,700	INSPECT_Wiper/Washer Operation, Condition	-				No	
20,900	*RPT*!FRA!INSPECT_HVAC Controls, Operation	-				No	
21,000	*RPT*!FRA!INSPECT_Operation of all Switches and Accessories	-				No	
21,100	INSPECT_Parking Brake Operation	-				No	
21,200	!FRA!TEST_Service Brake Backup System (Stationary Brake Tests HYD)	-				No	
21,300	INSPECT_VIN, Tire Pressure Decal, Data Tags	-				No	
21,400	*RPT*INSPECT_Drivers Door Hinges, Handles, Controls and	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
	Panels						
21,500	!FRA!INSPECT_Under Dash Wiring for Proper Routing/Chafing/Securement	-				No	
21,550	INSPECT_Driver Floor Area for Rust/Water Leaks	-				No	
21,600	*RPT*INSPECT for WEAR_Pedal Pads, Accelerator, Brake, Parking Brake	-				No	
21,700	INSPECT_Engine Fault Codes	-				No	
30,000	SECTION 3 - EXTERIOR INSPECTION - Front	-				No	
31,000	SSF (Street Side Front)	-				No	
31,010	*RPT*!FRA!INSPECT_Mirror Mountings, Brackets, Glass	-				No	
31,020	*RPT*INSPECT_ FRONT Springs, Shocks, Spring Shackles	-				No	
31,030	INSPECT_Mud Flaps, Brackets	-				No	
31,040	INSPECT_Wiper Blades, Arms	-				No	
32,000	Engine Inspection	-				No	
32,010	INSPECT_Hood, Springs and Props	-				No	
32,020	!FRA!INSPECT_Engine Compartment Condition for Fire Risk Avoidance	-				No	
32,030	!FRA!INSPECT_for Fluid Leaks, Levels	-				No	
32,040	!FRA!INSPECT_Hyd_Brake Fluid with Test Strips	-				No	
32,050	!FRA!INSPECT_RECORD_Coolant Recovery with Refractometer; Test Strips	Degree Fahrenheit				No	
32,060	PRESSURE TEST_Cooling Systems (Radiator, Cap, hoses and clamps)	-				No	
32,070	*RPT*INSPECT_Radiator and Mountings, Cores	-				No	
32,080	*RPT*INSPECT_Fan Assembly,Shroud,Tensioner,Belts,All Belt Driven Components	-				No	
32,090	*RPT*!FRA!INSPECT_Mounting, Installation of Alternator, AC Compressor	-				No	
32,100	INSPECT_Intake System	-				No	
32,140	*RPT*!FRA!RECORD_Underhood Battery Voltages (volts)	Volt*				No	
33,010	CSF (Curb Side Front)	-				No	
33,020	*RPT*!FRA!INSPECT_Mirror Mountings, Brackets, Glass	-				No	
33,030	*RPT*INSPECT_ FRONT Springs, Shocks, Spring Shackles	-				No	
33,040	INSPECT_Mud Flaps, Brackets	-				No	
33,050	INSPECT_Wiper Blades, Arms	-				No	
33,080	INSPECT_Entry door, OPEN_with external lock/switch (if equipped)	-				No	
40,000	SECTION 4 - Interior Inspection	-				No	
40,100	*RPT*INSPECT_Step-Well, Step-Tread, Hand Rails, Step-well Light	-				No	
40,200	INSPECT_Insurance/Registration/Regulatory Forms Dates	-				No	
40,250	INSPECT_Overhead Compartment for Water Leaks	-				No	
40,300	INSPECT_Safety Equipment, Fire Extinguisher/Suppression	-				No	
40,400	INSPECT_Camera Systems, Filter, Electrical Inputs/Outputs-SOP M038	-				No	
40,600	!FRA!CHECK for HOTSPOTS_Interior Elec Panel Fuses/Circuit Breakers/Connectors	-				No	
40,700	*RPT*INSPECT_Seats, Covering, Belts, Loose Cushions, Operation	-				No	
40,800	*RPT*!FRA!INSPECT_Interior Lights; Mirrors	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
40,900	!FRA!INSPECT_Interior Cleanliness/Potential Projectiles	-				No	
41,000	INSPECT_All ADA Equip (Lift Seat Belt, floor hold Downs, Belts, Cover, Alarms)	-				No	
41,100	INSPECT_CLEAN_AC Filter	-				No	
41,200	INSPECT_ Emergency Windows,Hatches,Doors,Alarms/Lights;CHECK_for Leaks	-				No	
41,300	*RPT*INSPECT_Interior Body, Floor, Stanchions	-				No	
41,400	*RPT*INSPECT_Passenger Doors, Glass, Seal	-				No	
50,000	SECTION 5 - UNDER VEHICLE INSPECTION	-				No	
50,100	*RPT*INSPECT_Steering components-Drag Link, Tie Rods ends and Steering Damper	-				No	
50,200	INSPECT_Ball Joint Play	-				No	
50,300	!FRA!INSPECT_Front Wheel Bearings for Play	-				No	
50,400	LUBE_All Chassis Components	-				No	
50,500	!FRA!CHANGE_Engine oil,filters	-				No	
50,700	INSPECT_Tire Condition	-				No	
50,800	INSPECT_Tire Valve Stems, Double Check Caps	-				No	
50,900	!FRA!INSPECT_Wheels for Cracks, Loose Lugs/Indicators, Outer Hub Leaks	-				No	
51,000	RECORD_LF-Tire Tread Depth (32nds)	32nds of an inch				No	
51,100	RECORD_LF-Tire Air Pressure (psi)	Pounds per Square Inch				No	
51,200	RECORD_RF-Tire Tread Depth (32nds)	32nds of an inch				No	
51,300	RECORD_RF-Air Pressure (psi)	Pounds per Square Inch				No	
51,400	!FRA!INSPECT_FRONT ABS Tone Rings, Sensors, Routing of Cables	-				No	
51,500	!FRA!INSPECT_Wheel Seals for Leaks	-				No	
51,600	!FRA!INSPECT_ Front Brake Assemblies	-				No	
51,700	MEASURE_RECORD_LF - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
51,800	MEASURE_RECORD_RF - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
51,900	INSPECT VISUALLY_ RECORD_ LF Rotor Condition (inches)	Inch				No	
52,000	INSPECT VISUALLY_ RECORD_ RF Rotor Condition (inches)	Inch				No	
52,100	INSPECT_Vibration Damper	-				No	
52,200	!FRA!INSPECT_Battery Cable Routing from Battery Box to Starter	-				No	
52,400	!FRA!INSPECT_ Starter Mounting	-				No	
52,500	!FRA!INSPECT_Engine Exhaust System	-				No	
52,700	INSPECT_ Engine, Transmission Mounts	-				No	
52,800	!FRA!INSPECT_Engine, Transmission for Fluid Leaks	-				No	
52,900	INSPECT_ Shift Cable Adjustment - All Transmissions	-				No	
53,000	!FRA!INSPECT_ Transmission Breather and Clean	-				No	
53,100	*RPT*!FRA!INSPECT_Parking Brake Cables, Shoes for Wear, Contamination	-				No	
53,200	*RPT*INSPECT_A/C Condensor, Fans, Safety Grills	-				No	
53,300	*RPT*INSPECT_ Driveline, Hanger Bearings, U-Joints, Slip Joints, Safety Loop	-				No	
53,400	*RPT*INSPECT_All Body Mounts and Chassis Frame for Corrosion, Cracks	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
53,500	!FRA!INSPECT_Fuel Tank, Mountings, Lines	-				No	
53,600	INSPECT_Tire Condition	-				No	
53,700	INSPECT_Tire Valve Stems, Double Check Caps	-				No	
53,800	INSPECT_ Mismatched Tire Tread, Casing Design	-				No	
53,900	INSPECT_Dual Mating Tires w/Square	-				No	
54,000	!FRA!INSPECT_Wheels for Cracks, Loose Lugs/Indicators, Outer Hub Leaks	-				No	
54,100	INSPECT_Mud Flaps, Brackets	-				No	
54,200	RECORD_RRO-Tire Tread Depth (32nds)	32nds of an inch				No	
54,300	RECORD_RRI-Tire Tread Depth (32nds)	32nds of an inch				No	
54,400	RECORD_RRO-Air Pressure (psi)	Pounds per Square Inch				No	
54,500	RECORD_RRI-Air Pressure (psi)	Pounds per Square Inch				No	
54,600	RECORD_LRO-Tire Tread Depth (32nds)	32nds of an inch				No	
54,700	RECORD_LRI-Tire Tread Depth (32nds)	32nds of an inch				No	
54,800	RECORD_LRO-Air Pressure (psi)	Pounds per Square Inch				No	
54,900	RECORD_LRI-Air Pressure (psi)	Pounds per Square Inch				No	
55,000	!FRA!INSPECT_ REAR Brake Assemblies	-				No	
55,100	!FRA!INSPECT_ REAR Hubs, Wheel Seals for Oil Leaks	-				No	
55,200	!FRA!INSPECT_REAR ABS Tone Rings, Sensors, Routing Of Cables (if equipped)	-				No	
55,300	MEASURE_RECORD_LR - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
55,400	MEASURE_RECORD_RR - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
55,500	INSPECT VISUALLY_MEASURE_RECORD_ LR Drum, Rotor Condition (inches)	Inch				No	
55,600	INSPECT VISUALLY_MEASURE_RECORD_ RR Drum, Rotor Condition (inches)	Inch				No	
55,700	!FRA!INSPECT_ Under Body Exhaust System	-				No	
55,800	*RPT*INSPECT_ REAR Axle Housing, Breather; CLEAN_Breather	-				No	
55,900	*RPT*INSPECT_ REAR Springs, Shocks, Suspension, Airbags	-				No	
60,000	SECTION 6 - Wheelchair Inspection	-				No	
60,100	RECORD_Wheelchair Cycle Count	Cycles				No	
60,200	CHECK_ Lift Access Door for Ease of Opening,Latch Security,Door Hold Back	-				No	
60,300	CHECK_Platform Emergency Release Mechanism for Ease of Operation	-				No	
60,400	OPERATE_Lift thru Complete Cycle;CHECK_Noises,Jerky Op,Too Fast-Slow,Drift Down	-				No	
60,500	INSPECT_ Bridgeplate Operation	-				No	
60,600	INSPECT_All Pivot Points for Wear and Looseness	-				No	
60,700	INSPECT_Rollers for Wear and Smooth Rotation	-				No	
60,800	INSPECT_Operation of Platform Barrier Mechanism	-				No	
60,900	INSPECT_Cam Slots for Wear and Proper Alignment	-				No	
61,000	INSPECT_Cable Condition (If Applicable)	-				No	
61,100	INSPECT_Hydraulic Hoses for Leaks, Chafing or Cracks	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
61,200	INSPECT_Electrical Connections and Routing of Wires and Cables	-				No	
61,300	INSPECT_Operation and Adjustment of All Safety Switches	-				No	
61,400	INSPECT_All Lift Mounting Brackets for Loose Bolts Broken Welds, etc.	-				No	
61,500	INSPECT_Manual Back-up Raise/Lower System (If Applicable)	-				No	
61,600	INSPECT_HydrPump Reservoir Oil Level. Consult SrvcManual for Fluid to Use.	-				No	
61,700	CHECK_Operator Decals for Proper Positioning;CONSULT_Service Manual	-				No	
61,800	CHECK_WC Holddowns Inside Vehicle for Secure Mounting,Proper Operation	-				No	
61,900	CLEAN_Linkages and Mechanisms	-				No	
62,000	LUBRICATE_Linkages and Mechanisms (DO NOT OVER Lubricate)	-				No	
62,100	INSPECT_Emergency Platform Release Mechanism	-				No	
62,200	INSPECT_Platform Barrier Latch Mechanism	-				No	
62,300	INSPECT_Bridgeplate Hinge	-				No	
62,400	INSPECT_All Pivot Points	-				No	
62,500	INSPECT_Cams and Slots	-				No	
62,600	INSPECT_Rollers	-				No	
62,700	INSPECT_All Linkages	-				No	
80,000	SECTION 8 - PMI Report Completion	-				No	
80,100	COMPLETE_PM Report; Follow-ups	-				No	
80,200	RETURN_Vehicle to Predetermined Location	-				No	

LH: 30 Desc: 5835-LIGHT DUTY PMA
Task: 5835-LIGHT MEDIUM DUTY PMA Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
100,000	"A" PMI SERVICING ITEMS	-				No	
101,000	FRA Change Oil Filters	No				No	
102,000	FRA Drain Engine Oil	No				No	
103,000	FRA Check Transmission Fluid	-				No	
104,000	Lubricate Chassis	-				No	
104,500	Check Wheel Nut Torque	No				No	
105,000	Replace or Clean A/C Filters	-				No	
106,000	Drain Water from Fuel Water Separator (where applicable)	-				No	
107,000	FRA Change Primary Fuel Filter	No				No	
108,000	Lube all pivoting Mechanisms	-				No	
109,000	Tire Rotation	No				No	

LH: 40 Desc:
Task: WHEEL CHAIR LIFT INSPECTION Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
1,000	Wheel Chair Lift Preventive Maintenance Check List	-				No	
10,100	Check tower adjustment. Make sure upper arms do not touch gas springs	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
10,200	Inspect Lift Tite latches, Make sure they line up with rollers on platform	-				No	
10,300	Inspect upper stow blocks and make sure the platform folds tight	-				No	
10,400	Inspect Rollstop barriers, latches & pivot points for cracked or bent parts	-				No	
10,500	Clean pivots for Rollstop barrier & lubricate, make sure barrer operates freely	-				No	
10,501	Check outer rollstop barrier lockout is active	-				No	
10,502	Check inner rollstop barrier lockout is active	-				No	
10,600	Inspect the hand pendant, switches and coil cable harness for broken parts	-				No	
10,700	Check floor level adjustment	-				No	
10,800	Check the platform angle	-				No	
10,900	Check fold pressure, platform should not fold with weight.	-				No	
11,000	Check for any hydraulic leaks on the two main cylinders and pump module	-				No	
11,100	Lubricate all pivot points with Super Lube (do not use spray white grease)	-				No	
11,200	Inspect the threshold plate and wiring,	-				No	
11,300	Remove and Clean under threshold plate	-				No	
11,301	Check Threshold alarm is working	-				No	
11,400	Touch up any cracked or chipped powder coating with touch up paint	-				No	
11,500	CYCLE COUNTS	Cycles				No	

WorkOrder: 57879656
Invoice Number: 5835-57879656

Client Department:			
MRC:	5835M	**Equipment:**	2543
WO Desc:			FORD E350 COACH & EQUIPMENT
Inspection-5835-LIGHT MEDIUM DUTY PMB		**VIN:**	1FDEE3FN1SDD05140
Requested By:	FREID	**Status:**	19
Created By:	FREID	**Priority:**	1
Class:	WO	**Driver:**	
Arrangement:	Unassigned	**Phone:**	
Potential Warranty:	No	**ETA:**	

Chronology		
Reported	Oct 17, 2025	12:00 AM
Started		
Completed		
Down Time		

Meter	Reading	UOM
WO		DH
Life	24,991	DH

WorkOrder Notes

Line	Comment

Activity: 10 **999 TOTAL VEHICLE**

Activity Note:	PERSONAL RISK ASSESSMENT AND METER READING
Reason for Repair:	08 - Preventive Maintenance
Work Accomplished:	06 - Inspect
Part Failure:	-

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 10 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 20

Activity Note:	First Transit Light Duty PMI
Reason for Repair:	-
Work Accomplished:	-
Part Failure:	-

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 20 Sub Total	
Parts:	0.00

WorkOrder: 57879656
Invoice Number: 5835-57879656

Client Department:
MRC: 5835M
WO Desc:
Inspection-5835-LIGHT MEDIUM DUTY PMB
Requested By: FREID
Created By: FREID
Class: WO
Arrangement: Unassigned
Potential Warranty: No

Equipment: 2543
FORD E350 COACH & EQUIPMENT
VIN: 1FDEE3FN1SDD05140
Status: 19
Priority: 1
Driver:
Phone:
ETA:

Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 30 **999 TOTAL VEHICLE**
Activity Note: 5835-LIGHT DUTY PMB
Reason for Repair: 08 - Preventive Maintenance
Work Accomplished: -
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 30 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 40 **055 HANDLING, CARGO RESTRAINT & LIFT SYSTEM (POWER UNITS, TRAILERS)**
Activity Note:
Reason for Repair: 05 - Inspection, Routine
Work Accomplished: 06 - Inspect
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 40 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00

WorkOrder: 57879656
Invoice Number: 5835-57879656

Client Department:			
MRC:	5835M	**Equipment:**	2543
WO Desc:			FORD E350 COACH & EQUIPMENT
Inspection-5835-LIGHT MEDIUM DUTY PMB		**VIN:**	1FDEE3FN1SDD05140
Requested By:	FREID	**Status:**	19
Created By:	FREID	**Priority:**	1
Class:	WO	**Driver:**	
Arrangement:	Unassigned	**Phone:**	
Potential Warranty:	No	**ETA:**	

Activity Sub Total	**0.00**

WorkOrder 57879656 Grand Total

Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
WorkOrder Grand Total	**0.00**

PH: Work Order: 57879656 Desc: Inspection-5835-LIGHT MEDIUM DUTY PMB
Equip: 2543 Desc: FORD E350 COACH & EQUIPMENT VIN: 1FDEE3FN1SDD05140

LH: 10 Desc: PERSONAL RISK ASSESSMENT AND METER READING
Task: PRA and Meter Readings Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
100	Are you properly trained to perform the task?	-				No	
200	If task requires lifting, are lifts secured, are jack stands used correctly?	-				No	
400	Are you wearing the appropriate PPE?	-				No	
700	Have you performed the proper LOTO?	-				No	
1,000	Are you aware of the potential risks of performing this repair?	-				No	
1,100	Have you successfully completed the Personal Risk Assessment?	-				No	

LH: 20 Desc: First Transit Light Duty PMI
Task: First Transit North America Light Duty PM Inspection Sheet Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
10,000	SECTION 1 - Preparation Inspection	-				No	
10,100	INSPECT_Auto-Transmission Operation/Controller; Neutral Safety Switch	-				No	
10,200	!FRA!INSPECT_Starter Operation	-				No	
10,300	!FRA!INSPECT_Warning Lights and Alarms	-				No	
10,400	!FRA!INSPECT_Back Up Alarm	-				No	
10,500	!FRA!INSPECT_Engine Operation, OBSERVE_ Exhaust for Excessive Smoke	-				No	
10,600	Check Driver's Pre-trip or DVIR/EVIR & Authorization Forms	-				No	
10,700	INSPECT_All Exterior Lights (Turn on until Completion of this section)	-				No	
10,800	*RPT*INSPECT_Body Damage, Corrosion;DOCUMENT_Issues	-				No	
10,900	INSPECT_Fuel Tank Cap, and Doors	-				No	
11,100	INSPECT_License Plate, Bracket, Bumpers	-				No	
20,000	SECTION 2 - Test Drive and Operator Area Inspection	-				No	
20,100	INSPECT_Driver Seat condition/operation/seatbelt	-				No	
20,200	TEST DRIVE_INSPECT_Proper Operation; Drive into Shop	-				No	
20,300	*RPT*INSPECT_Steering Wheel for Play/Bind/Horn Op./Turn Signal Cancelation	-				No	
20,400	PERFORM_Brake Test (Apply hard enough to check wheel pull and Application)	-				No	
20,500	*RPT*FRA INSPECT_Lighting/Operation of all Gauges	-				No	
20,600	*RPT*INSPECT_Windshields, Sun Visors	-				No	
20,700	INSPECT_Wiper/Washer Operation, Condition	-				No	
20,900	*RPT*!FRA!INSPECT_HVAC Controls, Operation	-				No	
21,000	*RPT*!FRA!INSPECT_Operation of all Switches and Accessories	-				No	
21,100	INSPECT_Parking Brake Operation	-				No	
21,200	!FRA!TEST_Service Brake Backup System (Stationary Brake Tests HYD)	-				No	
21,300	INSPECT_VIN, Tire Pressure Decal, Data Tags	-				No	
21,400	*RPT*INSPECT_Drivers Door Hinges, Handles, Controls and	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
	Panels						
21,500	!FRA!INSPECT_Under Dash Wiring for Proper Routing/Chafing/Securement	-				No	
21,550	INSPECT_Driver Floor Area for Rust/Water Leaks	-				No	
21,600	*RPT*INSPECT for WEAR_Pedal Pads, Accelerator, Brake, Parking Brake	-				No	
21,700	INSPECT_Engine Fault Codes	-				No	
30,000	SECTION 3 - EXTERIOR INSPECTION - Front	-				No	
31,000	SSF (Street Side Front)	-				No	
31,010	*RPT*!FRA!INSPECT_Mirror Mountings, Brackets, Glass	-				No	
31,020	*RPT*INSPECT_ FRONT Springs, Shocks, Spring Shackles	-				No	
31,030	INSPECT_Mud Flaps, Brackets	-				No	
31,040	INSPECT_Wiper Blades, Arms	-				No	
32,000	Engine Inspection	-				No	
32,010	INSPECT_Hood, Springs and Props	-				No	
32,020	!FRA!INSPECT_Engine Compartment Condition for Fire Risk Avoidance	-				No	
32,030	!FRA!INSPECT_for Fluid Leaks, Levels	-				No	
32,040	!FRA!INSPECT_Hyd_Brake Fluid with Test Strips	-				No	
32,050	!FRA!INSPECT_RECORD_Coolant Recovery with Refractometer; Test Strips	Degree Fahrenheit				No	
32,060	PRESSURE TEST_Cooling Systems (Radiator, Cap, hoses and clamps)	-				No	
32,070	*RPT*INSPECT_Radiator and Mountings, Cores	-				No	
32,080	*RPT*INSPECT_Fan Assembly,Shroud,Tensioner,Belts,All Belt Driven Components	-				No	
32,090	*RPT*!FRA!INSPECT_Mounting, Installation of Alternator, AC Compressor	-				No	
32,100	INSPECT_Intake System	-				No	
32,140	*RPT*!FRA!RECORD_Underhood Battery Voltages (volts)	Volt*				No	
33,010	CSF (Curb Side Front)	-				No	
33,020	*RPT*!FRA!INSPECT_Mirror Mountings, Brackets, Glass	-				No	
33,030	*RPT*INSPECT_ FRONT Springs, Shocks, Spring Shackles	-				No	
33,040	INSPECT_Mud Flaps, Brackets	-				No	
33,050	INSPECT_Wiper Blades, Arms	-				No	
33,060	!FRA!INSPECT_LUBE_Battery Box, Batteries, Tray Slides, Hold Downs	-				No	
33,070	*RPT*-!FRA!RECORD_Side Mounted Battery Voltages (volts)	Volt*				No	
33,080	INSPECT_Entry door, OPEN_with external lock/switch (if equipped)	-				No	
40,000	SECTION 4 - Interior Inspection	-				No	
40,100	*RPT*INSPECT_Step-Well, Step-Tread, Hand Rails, Step-well Light	-				No	
40,200	INSPECT_Insurance/Registration/Regulatory Forms Dates	-				No	
40,250	INSPECT_Overhead Compartment for Water Leaks	-				No	
40,300		-				No	
40,400	INSPECT_Camera Systems, Filter, Electrical Inputs/Outputs-SOP M038	-				No	
40,600	!FRA!CHECK for HOTSPOTS_Interior Elec Panel Fuses/Circuit Breakers/Connectors	-				No	

INSPECT_Safety Equipment, Fire Extinguisher/Suppression

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
40,700	*RPT*INSPECT_Seats, Covering, Belts, Loose Cushions, Operation	-				No	
40,800	*RPT*!FRA!INSPECT_Interior Lights; Mirrors	-				No	
40,900	!FRA!INSPECT_Interior Cleanliness/Potential Projectiles	-				No	
41,000	INSPECT_All ADA Equip (Lift Seat Belt, floor hold Downs, Belts, Cover, Alarms)	-				No	
41,100	INSPECT_CLEAN_AC Filter	-				No	
41,200	INSPECT_ Emergency Windows,Hatches,Doors,Alarms/Lights;CHECK_for Leaks	-				No	
41,300	*RPT*INSPECT_Interior Body, Floor, Stanchions	-				No	
41,400	*RPT*INSPECT_Passenger Doors, Glass, Seal	-				No	
50,000	SECTION 5 - UNDER VEHICLE INSPECTION	-				No	
50,100	*RPT*INSPECT_Steering components-Drag Link, Tie Rods ends and Steering Damper	-				No	
50,200	INSPECT_Ball Joint Play	-				No	
50,300	!FRA!INSPECT_Front Wheel Bearings for Play	-				No	
50,400	LUBE_All Chassis Components	-				No	
50,500	!FRA!CHANGE_Engine oil,filters	-				No	
50,700	INSPECT_Tire Condition	-				No	
50,800	INSPECT_Tire Valve Stems, Double Check Caps	-				No	
50,900	!FRA!INSPECT_Wheels for Cracks, Loose Lugs/Indicators, Outer Hub Leaks	-				No	
51,000	RECORD_LF-Tire Tread Depth (32nds)	32nds of an inch				No	
51,100	RECORD_LF-Tire Air Pressure (psi)	Pounds per Square Inch				No	
51,200	RECORD_RF-Tire Tread Depth (32nds)	32nds of an inch				No	
51,300	RECORD_RF-Air Pressure (psi)	Pounds per Square Inch				No	
51,400	!FRA!INSPECT_FRONT ABS Tone Rings, Sensors, Routing of Cables	-				No	
51,500	!FRA!INSPECT_Wheel Seals for Leaks	-				No	
51,600	!FRA!INSPECT_ Front Brake Assemblies	-				No	
51,700	MEASURE_RECORD_LF - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
51,800	MEASURE_RECORD_RF - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
51,900	INSPECT VISUALLY_ RECORD_ LF Rotor Condition (inches)	Inch				No	
52,000	INSPECT VISUALLY_ RECORD_ RF Rotor Condition (inches)	Inch				No	
52,100	INSPECT_Vibration Damper	-				No	
52,200	!FRA!INSPECT_Battery Cable Routing from Battery Box to Starter	-				No	
52,400	!FRA!INSPECT_ Starter Mounting	-				No	
52,500	!FRA!INSPECT_Engine Exhaust System	-				No	
52,700	INSPECT_ Engine, Transmission Mounts	-				No	
52,800	!FRA!INSPECT_Engine, Transmission for Fluid Leaks	-				No	
52,900	INSPECT_ Shift Cable Adjustment - All Transmissions	-				No	
53,000	!FRA!INSPECT_ Transmission Breather and Clean	-				No	
53,100	*RPT*!FRA!INSPECT_Parking Brake Cables, Shoes for Wear, Contamination	-				No	
53,200	*RPT*INSPECT_A/C Condensor, Fans, Safety Grills	-				No	
53,300	*RPT*INSPECT_ Driveline, Hanger Bearings, U-Joints, Slip	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
	Joints, Safety Loop						
53,400	*RPT*INSPECT_All Body Mounts and Chassis Frame for Corrosion, Cracks	-				No	
53,500	!FRA!INSPECT_Fuel Tank, Mountings, Lines	-				No	
53,600	INSPECT_Tire Condition	-				No	
53,700	INSPECT_Tire Valve Stems, Double Check Caps	-				No	
53,800	INSPECT_ Mismatched Tire Tread, Casing Design	-				No	
53,900	INSPECT_Dual Mating Tires w/Square	-				No	
54,000	!FRA!INSPECT_Wheels for Cracks, Loose Lugs/Indicators, Outer Hub Leaks	-				No	
54,100	INSPECT_Mud Flaps, Brackets	-				No	
54,200	RECORD_RRO-Tire Tread Depth (32nds)	32nds of an inch				No	
54,300	RECORD_RRI-Tire Tread Depth (32nds)	32nds of an inch				No	
54,400	RECORD_RRO-Air Pressure (psi)	Pounds per Square Inch				No	
54,500	RECORD_RRI-Air Pressure (psi)	Pounds per Square Inch				No	
54,600	RECORD_LRO-Tire Tread Depth (32nds)	32nds of an inch				No	
54,700	RECORD_LRI-Tire Tread Depth (32nds)	32nds of an inch				No	
54,800	RECORD_LRO-Air Pressure (psi)	Pounds per Square Inch				No	
54,900	RECORD_LRI-Air Pressure (psi)	Pounds per Square Inch				No	
55,000	!FRA!INSPECT_ REAR Brake Assemblies	-				No	
55,100	!FRA!INSPECT_ REAR Hubs, Wheel Seals for Oil Leaks	-				No	
55,200	!FRA!INSPECT_REAR ABS Tone Rings, Sensors, Routing Of Cables (if equipped)	-				No	
55,300	MEASURE_RECORD_LR - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
55,400	MEASURE_RECORD_RR - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
55,500	INSPECT VISUALLY_MEASURE_RECORD_ LR Drum, Rotor Condition (inches)	Inch				No	
55,600	INSPECT VISUALLY_MEASURE_RECORD_ RR Drum, Rotor Condition (inches)	Inch				No	
55,700	!FRA!INSPECT_ Under Body Exhaust System	-				No	
55,800	*RPT*INSPECT_ REAR Axle Housing, Breather; CLEAN_Breather	-				No	
55,900	*RPT*INSPECT_ REAR Springs, Shocks, Suspension, Airbags	-				No	
60,000	SECTION 6 - Wheelchair Inspection	-				No	
60,100	RECORD_Wheelchair Cycle Count	Cycles				No	
60,200	CHECK_ Lift Access Door for Ease of Opening,Latch Security,Door Hold Back	-				No	
60,300	CHECK_Platform Emergency Release Mechanism for Ease of Operation	-				No	
60,400	OPERATE_Lift thru Complete Cycle;CHECK_Noises,Jerky Op,Too Fast-Slow,Drift Down	-				No	
60,500	INSPECT_ Bridgeplate Operation	-				No	
60,600	INSPECT_All Pivot Points for Wear and Looseness	-				No	
60,700	INSPECT_Rollers for Wear and Smooth Rotation	-				No	
60,800	INSPECT_Operation of Platform Barrier Mechanism	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
60,900	INSPECT_Cam Slots for Wear and Proper Alignment	-				No	
61,000	INSPECT_Cable Condition (If Applicable)	-				No	
61,100	INSPECT_Hydraulic Hoses for Leaks, Chafing or Cracks	-				No	
61,200	INSPECT_Electrical Connections and Routing of Wires and Cables	-				No	
61,300	INSPECT_Operation and Adjustment of All Safety Switches	-				No	
61,400	INSPECT_All Lift Mounting Brackets for Loose Bolts Broken Welds, etc.	-				No	
61,500	INSPECT_Manual Back-up Raise/Lower System (If Applicable)	-				No	
61,600	INSPECT_HydrPump Reservoir Oil Level. Consult SrvcManual for Fluid to Use.	-				No	
61,700	CHECK_Operator Decals for Proper Positioning;CONSULT_Service Manual	-				No	
61,800	CHECK_WC Holddowns Inside Vehicle for Secure Mounting,Proper Operation	-				No	
61,900	CLEAN_Linkages and Mechanisms	-				No	
62,000	LUBRICATE_Linkages and Mechanisms (DO NOT OVER Lubricate)	-				No	
62,100	INSPECT_Emergency Platform Release Mechanism	-				No	
62,200	INSPECT_Platform Barrier Latch Mechanism	-				No	
62,300	INSPECT_Bridgeplate Hinge	-				No	
62,400	INSPECT_All Pivot Points	-				No	
62,500	INSPECT_Cams and Slots	-				No	
62,600	INSPECT_Rollers	-				No	
62,700	INSPECT_All Linkages	-				No	
80,000	SECTION 8 - PMI Report Completion	-				No	
80,100	COMPLETE_PM Report; Follow-ups	-				No	
80,200	RETURN_Vehicle to Predetermined Location	-				No	

LH: 30 Desc: 5835-LIGHT DUTY PMB
Task: 5835-LIGHT MEDIUM DUTY PMB SERVICE Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
100,000	"A" PMI SERVICING ITEMS	-				No	
101,000	FRA Change Oil Filters	No				No	
102,000	FRA Drain Engine Oil	No				No	
103,000	FRA Check Transmission Fluid	-				No	
104,000	Lubricate Chassis	-				No	
104,500	Check Wheel Nut Torque	No				No	
105,000	Replace or Clean A/C Filters	-				No	
106,000	Drain Water from Fuel Water Separator (where applicable)	-				No	
107,000	FRA Change Primary Fuel Filter	No				No	
108,000	Lube all pivoting Mechanisms	-				No	
109,000	Tire Rotation	No				No	
200,000	"B" PMI SERVICING ITEMS (12 MONTH)	-				No	
201,000	Service Crankcase Breather	-				No	
202,000	FRA Change Water Separator ¿ Secondary Fuel Filters	No				No	
204,000	FRA Change Power Steering Fluid and Filter	No				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
205,000	Complete Engine Diagnostics and Clear Codes when Completed	-				No	

LH: 40 Desc:
Task: WHEEL CHAIR LIFT INSPECTION Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
1,000	Wheel Chair Lift Preventive Maintenance Check List	-				No	
10,100	Check tower adjustment. Make sure upper arms do not touch gas springs	-				No	
10,200	Inspect Lift Tite latches, Make sure they line up with rollers on platform	-				No	
10,300	Inspect upper stow blocks and make sure the platform folds tight	-				No	
10,400	Inspect Rollstop barriers, latches & pivot points for cracked or bent parts	-				No	
10,500	Clean pivots for Rollstop barrier & lubricate, make sure barrer operates freely	-				No	
10,501	Check outer rollstop barrier lockout is active	-				No	
10,502	Check inner rollstop barrier lockout is active	-				No	
10,600	Inspect the hand pendant, switches and coil cable harness for broken parts	-				No	
10,700	Check floor level adjustment	-				No	
10,800	Check the platform angle	-				No	
10,900	Check fold pressure, platform should not fold with weight.	-				No	
11,000	Check for any hydraulic leaks on the two main cylinders and pump module	-				No	
11,100	Lubricate all pivot points with Super Lube (do not use spray white grease)	-				No	
11,200	Inspect the threshold plate and wiring,	-				No	
11,300	Remove and Clean under threshold plate	-				No	
11,301	Check Threshold alarm is working	-				No	
11,400	Touch up any cracked or chipped powder coating with touch up paint	-				No	
11,500	CYCLE COUNTS	Cycles				No	

transdev
the mobility company

WorkOrder

5835 Hartford
v 2.2

WorkOrder: 57917328
Invoice Number: 5835-57917328

Client Department:			
MRC:	5835M	**Equipment:**	1825
WO Desc:			FORD E450 COACH & EQUIP
5835-LIGHT MEDIUM DUTY PMC		**VIN:**	1FDFE4FS6JDC11849
Requested By:	FREID	**Status:**	19
Created By:	FREID	**Priority:**	1
Class:	WO	**Driver:**	
Arrangement:	Unassigned	**Phone:**	
Potential Warranty:	No	**ETA:**	

Chronology		
Reported	Nov 18, 2025	12:00 AM
Started	Nov 26, 2025	
Completed		
Down Time		

Meter	Reading	UOM
WO		DH
Life	237,440	DH
System	237,546	DH

WorkOrder Notes

Line	Comment

Activity: 10 **999 TOTAL VEHICLE**

Activity Note:	PERSONAL RISK ASSESSMENT AND METER READING
Reason for Repair:	08 - Preventive Maintenance
Work Accomplished:	06 - Inspect
Part Failure:	-

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 10 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 20

Activity Note:	First Transit Light Duty PMI
Reason for Repair:	-
Work Accomplished:	-
Part Failure:	-

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 20 Sub Total	
Parts:	0.00

WorkOrder: 57917328
Invoice Number: 5835-57917328

Client Department:			
MRC:	5835M	**Equipment:**	1825
WO Desc:			FORD E450 COACH & EQUIP
5835-LIGHT MEDIUM DUTY PMC		**VIN:**	1FDFE4FS6JDC11849
Requested By:	FREID	**Status:**	19
Created By:	FREID	**Priority:**	1
Class:	WO	**Driver:**	
Arrangement:	Unassigned	**Phone:**	
Potential Warranty:	No	**ETA:**	

Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**0.00**

Activity: 30 **999 TOTAL VEHICLE**

Activity Note: 5835-LIGHT DUTY PMC
Reason for Repair: 08 - Preventive Maintenance
Work Accomplished: -
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended
26-Nov-25	Derrick Stultz	0.18	74.51	13.41

Activity 30 Sub Total	
Parts:	0.00
Labor:	13.41
Labor Hours: 0.18	
Sublet Parts:	0.00
Sublet Labor:	0.00
Activity Sub Total	**13.41**

Activity: 40 **055 HANDLING, CARGO RESTRAINT & LIFT SYSTEM (POWER UNITS, TRAILERS)**

Activity Note:
Reason for Repair: 05 - Inspection, Routine
Work Accomplished: 06 - Inspect
Part Failure: -

Activity Comments

Parts Issued

Date	Part Number		Description	Qty.	Each	Extended

Labor Posted

Date	Technician	Hours	Rate	Extended

Activity 40 Sub Total	
Parts:	0.00
Labor:	0.00
Labor Hours: 0.00	
Sublet Parts:	0.00

WorkOrder: 57917328
Invoice Number: 5835-57917328

Client Department:			
MRC:	5835M	**Equipment:**	1825
WO Desc:			FORD E450 COACH & EQUIP
5835-LIGHT MEDIUM DUTY PMC		**VIN:**	1FDFE4FS6JDC11849
Requested By:	FREID	**Status:**	19
Created By:	FREID	**Priority:**	1
Class:	WO	**Driver:**	
Arrangement:	Unassigned	**Phone:**	
Potential Warranty:	No	**ETA:**	

Sublet Labor:	0.00
Activity Sub Total	**0.00**

WorkOrder 57917328 Grand Total

Parts:	0.00
Labor:	13.41
Labor Hours: 0.18	
Sublet Parts:	0.00
Sublet Labor:	0.00
WorkOrder Grand Total	**13.41**

PH: Work Order: 57917328 Desc: 5835-LIGHT MEDIUM DUTY PMC
Equip: 1825 Desc: FORD E450 COACH & EQUIP VIN: 1FDFE4FS6JDC11849

LH: 10 Desc: PERSONAL RISK ASSESSMENT AND METER READING
Task: PRA and Meter Readings Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
100	Are you properly trained to perform the task?	-				No	
200	If task requires lifting, are lifts secured, are jack stands used correctly?	-				No	
400	Are you wearing the appropriate PPE?	-				No	
700	Have you performed the proper LOTO?	-				No	
1,000	Are you aware of the potential risks of performing this repair?	-				No	
1,100	Have you successfully completed the Personal Risk Assessment?	-				No	

LH: 20 Desc: First Transit Light Duty PMI
Task: First Transit North America Light Duty PM Inspection Sheet Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
10,000	SECTION 1 - Preparation Inspection	-				No	
10,100	INSPECT_Auto-Transmission Operation/Controller; Neutral Safety Switch	-				No	
10,200	!FRA!INSPECT_Starter Operation	-				No	
10,300	!FRA!INSPECT_Warning Lights and Alarms	-				No	
10,400	!FRA!INSPECT_Back Up Alarm	-				No	
10,500	!FRA!INSPECT_Engine Operation, OBSERVE_ Exhaust for Excessive Smoke	-				No	
10,600	Check Driver's Pre-trip or DVIR/EVIR & Authorization Forms	-				No	
10,700	INSPECT_All Exterior Lights (Turn on until Completion of this section)	-				No	
10,800	*RPT*INSPECT_Body Damage, Corrosion;DOCUMENT_Issues	-				No	
10,900	INSPECT_Fuel Tank Cap, and Doors	-				No	
11,100	INSPECT_License Plate, Bracket, Bumpers	-				No	
20,000	SECTION 2 - Test Drive and Operator Area Inspection	-				No	
20,100	INSPECT_Driver Seat condition/operation/seatbelt	-				No	
20,200	TEST DRIVE_INSPECT_Proper Operation; Drive into Shop	-				No	
20,300	*RPT*INSPECT_Steering Wheel for Play/Bind/Horn Op./Turn Signal Cancelation	-				No	
20,400	PERFORM_Brake Test (Apply hard enough to check wheel pull and Application)	-				No	
20,500	*RPT*FRA INSPECT_Lighting/Operation of all Gauges	-				No	
20,600	*RPT*INSPECT_Windshields, Sun Visors	-				No	
20,700	INSPECT_Wiper/Washer Operation, Condition	-				No	
20,800	INSPECT_High Idle Control	-				No	
20,900	*RPT*!FRA!INSPECT_HVAC Controls, Operation	-				No	
21,000	*RPT*!FRA!INSPECT_Operation of all Switches and Accessories	-				No	
21,100	INSPECT_Parking Brake Operation	-				No	
21,200	!FRA!TEST_Service Brake Backup System (Stationary Brake Tests HYD)	-				No	
21,300	INSPECT_VIN, Tire Pressure Decal, Data Tags	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
21,400	*RPT*INSPECT_Drivers Door Hinges, Handles, Controls and Panels	-				No	
21,500	!FRA!INSPECT_Under Dash Wiring for Proper Routing/Chafing/Securement	-				No	
21,550	INSPECT_Driver Floor Area for Rust/Water Leaks	-				No	
21,600	*RPT*INSPECT for WEAR_Pedal Pads, Accelerator, Brake, Parking Brake	-				No	
21,700	INSPECT_Engine Fault Codes	-				No	
30,000	SECTION 3 - EXTERIOR INSPECTION - Front	-				No	
31,000	SSF (Street Side Front)	-				No	
31,010	*RPT*!FRA!INSPECT_Mirror Mountings, Brackets, Glass	-				No	
31,020	*RPT*INSPECT_ FRONT Springs, Shocks, Spring Shackles	-				No	
31,030	INSPECT_Mud Flaps, Brackets	-				No	
31,040	INSPECT_Wiper Blades, Arms	-				No	
32,000	Engine Inspection	-				No	
32,010	INSPECT_Hood, Springs and Props	-				No	
32,020	!FRA!INSPECT_Engine Compartment Condition for Fire Risk Avoidance	-				No	
32,030	!FRA!INSPECT_for Fluid Leaks, Levels	-				No	
32,040	!FRA!INSPECT_Hyd_Brake Fluid with Test Strips	-				No	
32,050	!FRA!INSPECT_RECORD_Coolant Recovery with Refractometer; Test Strips	Degree Fahrenheit				No	
32,060	PRESSURE TEST_Cooling Systems (Radiator, Cap, hoses and clamps)	-				No	
32,070	*RPT*INSPECT_Radiator and Mountings, Cores	-				No	
32,080	*RPT*INSPECT_Fan Assembly,Shroud,Tensioner,Belts,All Belt Driven Components	-				No	
32,090	*RPT*!FRA!INSPECT_Mounting, Installation of Alternator, AC Compressor	-				No	
32,100	INSPECT_Intake System	-				No	
32,140	*RPT*!FRA!RECORD_Underhood Battery Voltages (volts)	Volt*				No	
33,010	CSF (Curb Side Front)	-				No	
33,020	*RPT*!FRA!INSPECT_Mirror Mountings, Brackets, Glass	-				No	
33,030	*RPT*INSPECT_ FRONT Springs, Shocks, Spring Shackles	-				No	
33,040	INSPECT_Mud Flaps, Brackets	-				No	
33,050	INSPECT_Wiper Blades, Arms	-				No	
33,080	INSPECT_Entry door, OPEN_with external lock/switch (if equipped)	-				No	
40,000	SECTION 4 - Interior Inspection	-				No	
40,100	*RPT*INSPECT_Step-Well, Step-Tread, Hand Rails, Step-well Light	-				No	
40,200	INSPECT_Insurance/Registration/Regulatory Forms Dates	-				No	
40,250	INSPECT_Overhead Compartment for Water Leaks	-				No	
40,300	INSPECT_Safety Equipment, Fire Extinguisher/Suppression	-				No	
40,400	INSPECT_Camera Systems, Filter, Electrical Inputs/Outputs-SOP M038	-				No	
40,600	!FRA!CHECK for HOTSPOTS_Interior Elec Panel Fuses/Circuit Breakers/Connectors	-				No	
40,700	*RPT*INSPECT_Seats, Covering, Belts, Loose Cushions, Operation	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
40,800	*RPT*!FRA!INSPECT_Interior Lights; Mirrors	-				No	
40,900	!FRA!INSPECT_Interior Cleanliness/Potential Projectiles	-				No	
41,000	INSPECT_All ADA Equip (Lift Seat Belt, floor hold Downs, Belts, Cover, Alarms)	-				No	
41,100	INSPECT_CLEAN_AC Filter	-				No	
41,200	INSPECT_ Emergency Windows,Hatches,Doors,Alarms/Lights;CHECK_for Leaks	-				No	
41,300	*RPT*INSPECT_Interior Body, Floor, Stanchions	-				No	
41,400	*RPT*INSPECT_Passenger Doors, Glass, Seal	-				No	
50,000	SECTION 5 - UNDER VEHICLE INSPECTION	-				No	
50,100	*RPT*INSPECT_Steering components-Drag Link, Tie Rods ends and Steering Damper	-				No	
50,200	INSPECT_Ball Joint Play	-				No	
50,300	!FRA!INSPECT_Front Wheel Bearings for Play	-				No	
50,400	LUBE_All Chassis Components	-				No	
50,500	!FRA!CHANGE_Engine oil,filters	-				No	
50,700	INSPECT_Tire Condition	-				No	
50,800	INSPECT_Tire Valve Stems, Double Check Caps	-				No	
50,900	!FRA!INSPECT_Wheels for Cracks, Loose Lugs/Indicators, Outer Hub Leaks	-				No	
51,000	RECORD_LF-Tire Tread Depth (32nds)	32nds of an inch				No	
51,100	RECORD_LF-Tire Air Pressure (psi)	Pounds per Square Inch				No	
51,200	RECORD_RF-Tire Tread Depth (32nds)	32nds of an inch				No	
51,300	RECORD_RF-Air Pressure (psi)	Pounds per Square Inch				No	
51,400	!FRA!INSPECT_FRONT ABS Tone Rings, Sensors, Routing of Cables	-				No	
51,500	!FRA!INSPECT_Wheel Seals for Leaks	-				No	
51,600	!FRA!INSPECT_ Front Brake Assemblies	-				No	
51,700	MEASURE_RECORD_LF - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
51,800	MEASURE_RECORD_RF - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
51,900	INSPECT VISUALLY_ RECORD_ LF Rotor Condition (inches)	Inch				No	
52,000	INSPECT VISUALLY_ RECORD_ RF Rotor Condition (inches)	Inch				No	
52,100	INSPECT_Vibration Damper	-				No	
52,200	!FRA!INSPECT_Battery Cable Routing from Battery Box to Starter	-				No	
52,400	!FRA!INSPECT_ Starter Mounting	-				No	
52,500	!FRA!INSPECT_Engine Exhaust System	-				No	
52,700	INSPECT_ Engine, Transmission Mounts	-				No	
52,800	!FRA!INSPECT_Engine, Transmission for Fluid Leaks	-				No	
52,900	INSPECT_ Shift Cable Adjustment - All Transmissions	-				No	
53,000	!FRA!INSPECT_ Transmission Breather and Clean	-				No	
53,100	*RPT*!FRA!INSPECT_Parking Brake Cables, Shoes for Wear, Contamination	-				No	
53,200	*RPT*INSPECT_A/C Condensor, Fans, Safety Grills	-				No	
53,300	*RPT*INSPECT_ Driveline, Hanger Bearings, U-Joints, Slip Joints, Safety Loop	-				No	
53,400	*RPT*INSPECT_All Body Mounts and Chassis Frame for	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
	Corrosion, Cracks						
53,500	!FRA!INSPECT_Fuel Tank, Mountings, Lines	-				No	
53,600	INSPECT_Tire Condition	-				No	
53,700	INSPECT_Tire Valve Stems, Double Check Caps	-				No	
53,800	INSPECT_ Mismatched Tire Tread, Casing Design	-				No	
53,900	INSPECT_Dual Mating Tires w/Square	-				No	
54,000	!FRA!INSPECT_Wheels for Cracks, Loose Lugs/Indicators, Outer Hub Leaks	-				No	
54,100	INSPECT_Mud Flaps, Brackets	-				No	
54,200	RECORD_RRO-Tire Tread Depth (32nds)	32nds of an inch				No	
54,300	RECORD_RRI-Tire Tread Depth (32nds)	32nds of an inch				No	
54,400	RECORD_RRO-Air Pressure (psi)	Pounds per Square Inch				No	
54,500	RECORD_RRI-Air Pressure (psi)	Pounds per Square Inch				No	
54,600	RECORD_LRO-Tire Tread Depth (32nds)	32nds of an inch				No	
54,700	RECORD_LRI-Tire Tread Depth (32nds)	32nds of an inch				No	
54,800	RECORD_LRO-Air Pressure (psi)	Pounds per Square Inch				No	
54,900	RECORD_LRI-Air Pressure (psi)	Pounds per Square Inch				No	
55,000	!FRA!INSPECT_ REAR Brake Assemblies	-				No	
55,100	!FRA!INSPECT_ REAR Hubs, Wheel Seals for Oil Leaks	-				No	
55,200	!FRA!INSPECT_REAR ABS Tone Rings, Sensors, Routing Of Cables (if equipped)	-				No	
55,300	MEASURE_RECORD_LR - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
55,400	MEASURE_RECORD_RR - Brake Lining, Pad Thickness (32nds)	32nds of an inch				No	
55,500	INSPECT VISUALLY_MEASURE_RECORD_ LR Drum, Rotor Condition (inches)	Inch				No	
55,600	INSPECT VISUALLY_MEASURE_RECORD_ RR Drum, Rotor Condition (inches)	Inch				No	
55,700	!FRA!INSPECT_ Under Body Exhaust System	-				No	
55,800	*RPT*INSPECT_ REAR Axle Housing, Breather; CLEAN_Breather	-				No	
55,900	*RPT*INSPECT_ REAR Springs, Shocks, Suspension, Airbags	-				No	
60,000	SECTION 6 - Wheelchair Inspection	-				No	
60,100	RECORD_Wheelchair Cycle Count	Cycles				No	
60,200	CHECK_ Lift Access Door for Ease of Opening,Latch Security,Door Hold Back	-				No	
60,300	CHECK_Platform Emergency Release Mechanism for Ease of Operation	-				No	
60,400	OPERATE_Lift thru Complete Cycle;CHECK_Noises,Jerky Op,Too Fast-Slow,Drift Down	-				No	
60,500	INSPECT_ Bridgeplate Operation	-				No	
60,600	INSPECT_All Pivot Points for Wear and Looseness	-				No	
60,700	INSPECT_Rollers for Wear and Smooth Rotation	-				No	
60,800	INSPECT_Operation of Platform Barrier Mechanism	-				No	
60,900	INSPECT_Cam Slots for Wear and Proper Alignment	-				No	
61,000	INSPECT_Cable Condition (If Applicable)	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
61,100	INSPECT_Hydraulic Hoses for Leaks, Chafing or Cracks	-				No	
61,200	INSPECT_Electrical Connections and Routing of Wires and Cables	-				No	
61,300	INSPECT_Operation and Adjustment of All Safety Switches	-				No	
61,400	INSPECT_All Lift Mounting Brackets for Loose Bolts Broken Welds, etc.	-				No	
61,500	INSPECT_Manual Back-up Raise/Lower System (If Applicable)	-				No	
61,600	INSPECT_HydrPump Reservoir Oil Level. Consult SrvcManual for Fluid to Use.	-				No	
61,700	CHECK_Operator Decals for Proper Positioning;CONSULT_Service Manual	-				No	
61,800	CHECK_WC Holddowns Inside Vehicle for Secure Mounting,Proper Operation	-				No	
61,900	CLEAN_Linkages and Mechanisms	-				No	
62,000	LUBRICATE_Linkages and Mechanisms (DO NOT OVER Lubricate)	-				No	
62,100	INSPECT_Emergency Platform Release Mechanism	-				No	
62,200	INSPECT_Platform Barrier Latch Mechanism	-				No	
62,300	INSPECT_Bridgeplate Hinge	-				No	
62,400	INSPECT_All Pivot Points	-				No	
62,500	INSPECT_Cams and Slots	-				No	
62,600	INSPECT_Rollers	-				No	
62,700	INSPECT_All Linkages	-				No	
80,000	SECTION 8 - PMI Report Completion	-				No	
80,100	COMPLETE_PM Report; Follow-ups	-				No	
80,200	RETURN_Vehicle to Predetermined Location	-				No	

LH: 30 Desc: 5835-LIGHT DUTY PMC
Task: 5835-LIGHT MEDIUM DUTY PMC Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
100,000	"A" PMI SERVICING ITEMS	-				No	
101,000	FRA Change Oil Filters	No				No	
102,000	FRA Drain Engine Oil	No				No	
103,000	FRA Check Transmission Fluid	-				No	
104,000	Lubricate Chassis	-				No	
104,500	Check Wheel Nut Torque	No				No	
105,000	Replace or Clean A/C Filters	-				No	
106,000	Drain Water from Fuel Water Separator (where applicable)	-				No	
107,000	FRA Change Primary Fuel Filter	-				No	
108,000	Lube all pivoting Mechanisms	-				No	
109,000	Tire Rotation	No				No	
200,000	"B" PMI SERVICING ITEMS (12 MONTH)	-				No	
201,000	Service Crankcase Breather	-				No	
202,000	FRA Change Water Separator ¿ Secondary Fuel Filters	No				No	
203,000	FRA Change Automatic Transmission Fluid	No				No	
204,000	FRA Change Power Steering Fluid and Filter	No				No	
205,000	Complete Engine Diagnostics and Clear Codes when Completed	-				No	

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
300,000	"C" PMI SERVICING ITEMS (24 MONTH)	-				No	
301,000	Check and Lubricate Door Linkages	-				No	
303,000	FRA Service Davco Type Water Separators (Secondary Fuel Filter)	-				No	
304,000	1st "C" PMI ONLY: Tune Up Per Engine Mfg's Specifications	No				No	
305,000	FRA Change Differential Fluid	No				No	

LH: 40 Desc:
Task: WHEEL CHAIR LIFT INSPECTION Performed by: Performed on:

Line	Inspection	RESULTS	Notes	Performed By	Date Inspected	Follow Up	Follow Up WO
1,000	Wheel Chair Lift Preventive Maintenance Check List	-				No	
10,100	Check tower adjustment. Make sure upper arms do not touch gas springs	-				No	
10,200	Inspect Lift Tite latches, Make sure they line up with rollers on platform	-				No	
10,300	Inspect upper stow blocks and make sure the platform folds tight	-				No	
10,400	Inspect Rollstop barriers, latches & pivot points for cracked or bent parts	-				No	
10,500	Clean pivots for Rollstop barrier & lubricate, make sure barrer operates freely	-				No	
10,501	Check outer rollstop barrier lockout is active	-				No	
10,502	Check inner rollstop barrier lockout is active	-				No	
10,600	Inspect the hand pendant, switches and coil cable harness for broken parts	-				No	
10,700	Check floor level adjustment	-				No	
10,800	Check the platform angle	-				No	
10,900	Check fold pressure, platform should not fold with weight.	-				No	
11,000	Check for any hydraulic leaks on the two main cylinders and pump module	-				No	
11,100	Lubricate all pivot points with Super Lube (do not use spray white grease)	-				No	
11,200	Inspect the threshold plate and wiring,	-				No	
11,300	Remove and Clean under threshold plate	-				No	
11,301	Check Threshold alarm is working	-				No	
11,400	Touch up any cracked or chipped powder coating with touch up paint	-				No	
11,500	CYCLE COUNTS	Cycles				No	