



SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 Pacific Ave., Santa Cruz, CA 95060-3911 • (831) 460-3200 FAX (831) 460-3215 EMAIL info@sccrtc.org

April 16, 2012

RE: ADDENDUM No. 1 To Request for Proposals For the Call Box Maintenance and Improvements Dated March 22, 2012

Dear Contractor:

This letter is Addendum No. 1 to the Call Box Maintenance and Improvements Request for Proposals (RFP) dated March 22, 2012. This addendum clarifies the minimum qualifications to accept a valid California State contractor license, classification "A", "C7", or "C10" and not accept a "B" classification. Deleted text is shown in strike through format and added text is shown in underlined italics format. The Request for Proposals is revised as follows:

<u>Addendum Item</u>	<u>Location in RFP</u>	<u>Change</u>
1	Section II. Evaluation and Award, Minimum Qualifications, page 11	5) A valid California State contractor's license, classification "A", "C7" , or "C10" <u>"B"</u>

Any questions concerning this addendum to the RFP should be directed to Ginger Dykaar at (831) 460-3213 or gdykaar@sccrtc.org.

Sincerely,


George Dondero
Executive Director

Enclosure:

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REQUEST FOR PROPOSALS (RFP)
Letter of Invitation for
Call Box Maintenance and Improvements

March 22, 2012

Dear Contractor:

The Santa Cruz County Regional Transportation Commission Service Authority for Freeways and Emergencies (RTC SAFE) invites your firm to submit a proposal for:

Call Box Maintenance and Improvements

RTC SAFE is soliciting proposals for a contractor to provide maintenance, repairs, and other related field services to its call box system, for a five year period beginning July 1, 2012, and ending June 30, 2017 with options to renew for up to five additional years.

This letter, along with its enclosures, comprises the Request for Proposal (RFP) for this project. The RTC SAFE reserves the right to amend the RFP by addendum before the final proposal submittal date. This RFP and addenda will be posted on the RTC SAFE website (<http://SCCRTC.org/about/opportunities/rfp/>). Responses should be submitted in accordance with the instructions set forth in this RFP. It is the proposer's responsibility to check for addenda to this RFP and comply with new or revised requirements that may be stated herein.

Proposal Due Date

Interested firms must submit one (1) unbound reproducible original and four (4) paper copies in a sealed envelope labeled "Call Box Maintenance and Improvements Proposal" **no later than 5:00 pm, Pacific Standard Time, Thursday, May 3, 2012**. Proposals received after the date and time specified above will not be considered. All proposals must be completed and submitted as discussed in **Section I - Proposal Requirements** in order to be considered.

Proposers not complying with the proposal requirements are at risk of being found non-responsive. A submitted proposal shall be considered firm offers to enter into a contract, as described in this RFP for a period of one hundred fifty (150) days from the time of submittal.

Project Description

The RTC SAFE, is a public agency created under California law, pursuant to California Streets and Highways Code § 2550 *et seq.* to install, maintain and operate a motorist aid

call box system in Santa Cruz County. The Santa Cruz County call box program provides a system of 122 call boxes allowing motorists to request roadside assistance along the following routes: State Route 1, 9, 17, 129, and 152. The call boxes are directly linked to a call answering center, currently CDS Net, where live operators dispatch the calls to the California Highway Patrol, tow truck operators, and/or emergency services.

The system of call boxes requires year-round maintenance, repairs, and other related fieldwork to ensure proper functioning and appearance. The exact number of call boxes and the exact number of repairs and maintenance visits may vary each month by location, season, and other variables. The call boxes are also required to meet American Disability Act (ADA) guidelines. A detailed description of the services to be provided under this RFP is set forth in **Attachment A – Scope of Work** and elsewhere in the contract documents.

All proposers shall carefully and completely examine the site of the work contemplated, and the documents therefore and perform all tests and inspections necessary to inform proposer of all conditions that may be encountered, the character, quality and scope of work to be performed, and the quantities of materials to be furnished. The submission of a proposal shall be conclusive evidence that the proposer has investigated and is satisfied as to the conditions to be encountered, as to the character, quality and scope of work to be performed, the quantities of materials to be furnished and as to the requirements of the contract documents.

RTC SAFE Point of Contact

Proposals and inquiries relating to this RFP shall be submitted to:

Ginger Dykaar, SAFE Program Manager
Santa Cruz County Regional Transportation Commission
1523 Pacific Ave., Santa Cruz, CA 95060
831-460-3200 ~ gdykaar@sccrtc.org

Email inquiries relating to this RFP should include "Call Box Maintenance and Improvements" in the subject header.

Proposal Evaluation

A contract award, if any, will be made to the responsible firm that presents a proposal that, in the opinion of the RTC SAFE, is the most advantageous to the RTC SAFE Call Box Program. Proposals from proposers who meet the minimum qualifications as set out in **Section II – Evaluation and Award** will be evaluated by RTC Staff based on the evaluation criteria as specified in **Section II – Evaluation and Award**.

Proposer's Conference, Requests for Clarification or Exceptions, Addenda

A proposer's conference will be held on Friday, April 6, 2012 at 2:00 pm in the RTC SAFE Conference Room, 1523 Pacific Ave, Santa Cruz. Participation will also be available by conference call. Written requests for clarification or exception to RFP provisions must be received no later than the Proposer's Conference to guarantee consideration. Please contact us to let us know if you plan to attend the meeting in person or by phone by 12:00 pm on Thursday, April 5, 2012 by contacting the SAFE Program

Manager listed above. Responses to questions concerning this RFP posed during or prior to the Proposer's Conference will be provided to companies who participated in the conference or submitted questions and will be posted on the website <http://sccrtc.org/about/opportunities/rfp/>).

Tentative Selection Schedule

March 22, 2012	Distribute request for proposals
April 6, 2012; 2:00 pm	Proposer's Conference (Requests for clarifications and exceptions must be received no later than the end of the Proposer's Conference.)
May 3, 2012; 5:00 pm	Closing date & time for receipt of proposals
June 7, 2012	RTC SAFE consideration of recommendation for award
July 1, 2012	Execution of Contract

General Conditions

RTC SAFE will not reimburse any proposer for costs related to preparing and submitting a proposal. All materials submitted by proposers are subject to public inspection under the California Public Records Act (Government Code § 6250 *et seq.*), unless exempt. After award of the contract (or if not awarded, after rejection of all proposals), all responses will be regarded as public records and will be subjected to review by the public. Any language purporting to render all or portions of the proposal confidential will be regarded as non-effective and will be disregarded.

RTC SAFE reserves the right, in its sole discretion, not to enter into a contract as a result of this RFP. Any award will be to the contractor whose proposal is most advantageous to RTC SAFE based on the evaluation criteria outlined above.

Any proposals received prior to the due date and time specified above may be withdrawn or modified by written request of the proposer. To be considered, however, the modified proposal must be received by the proposal due date and time specified above.

For your reference, a copy of RTC SAFE's standard contract provisions is enclosed as **Attachment B – Proposed Contract**. If a proposer wishes to recommend a change to any standard RTC SAFE contract provision, the provision and any proposed alternative language must be requested prior to the closing date for receipt of requests for clarifications/exceptions listed above. If no such change is requested, the proposer will be deemed to accept RTC SAFE's standard contract provisions.

Work required by this contract is considered "public works", therefore, pursuant to Section 1700, and following, of the California Labor Code, the contractor shall pay not less than the prevailing rate of per diem wages as determined by the California Department of Industrial Relations. Copies of such prevailing rate of per diem wages are on file at the office of the Santa Cruz County Regional Transportation Commission, 1523 Pacific Avenue, Santa Cruz, California CA 95060. A copy of the prevailing wage rates may also be available on the California Department of Labor website (<http://www.dir.ca.gov/dlsr/PWD/index.htm>). Those copies shall be made available to any interested party upon request. The contractor shall forfeit, as penalty to RTC SAFE, Fifty

Dollars (\$50.00) for each calendar day or portion thereof, for each workman paid less than the stipulated prevailing rates for any work done under the contract by it or by any subcontractor under it, in violation of the provisions of such Labor Code.

The contractor shall post a copy of the general prevailing rates per diem wages in a conspicuous place at the job site forthwith upon undertaking the public work called for herein. The contractor shall also keep an accurate certified payroll record in accordance with requirements set forth in Section 1776 of the Labor Code of the State of California and these contract documents.

After award of the contract, if any, the contractor shall be required to furnish faithful performance and payment bonds as required by the contract documents.

The work contemplated by this contract requires a State of California, Department of Consumer Affairs, "A" or "B" classification license.

Faithful Performance Bond and Payment Bond in the amount of 100% of the contract price are required.

Invoices for Time and Materials Costs for Call Box Site Improvements and any other projects that are based on Time and Materials will be paid minus a 5% retention. All retained funds will be released to the contractor upon project completion. The contractor shall be permitted to substitute designated securities for any moneys withheld by RTC SAFE to insure contractor's performance of the contract. This right of substitution shall be exercised in the manner and subject to the conditions specified in the contract. The provisions of Public Contract Code section 22300 are incorporated herein by reference as though set forth in full, and shall govern the substitution of securities and/or escrow account.

AUTHORITY TO COMMIT RTC SAFE

Based on the findings of the RTC Staff, the Executive Director of the RTC SAFE will recommend a contractor to the RTC SAFE. Upon approval by the RTC SAFE, the Executive Director will be authorized to enter into a contract with the selected contractor.

Thank you for your participation.

Sincerely,

George Dondero
Executive Director

Enclosures: Request for Proposals for Call Box Maintenance and Improvements

REQUEST FOR PROPOSALS

by

SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

for

CALL BOX MAINTENANCE AND IMPROVEMENTS

March 22, 2012

1523 Pacific Ave
Santa Cruz, CA 95060

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I. PROPOSAL REQUIREMENTS

Proposers must include in their proposal the sections that are described below. Proposals not complying with these provisions may be considered non-responsive.

In keeping with RTC SAFE's resource conservation policy, proposers are asked to print proposals double-sided and are encouraged to use recycled paper with no plastic inserts for all proposals and reports. Covers and binding are not required, however, if provided they should be of recyclable material.

The suggested page limit for proposals is 30 pages not counting attachments. Proposal content and completeness are important.

The following information must be included in the proposal in the order listed:

1. Transmittal Letter: a transmittal letter signed by an official authorized to solicit business and enter into contracts for the firm. The transmittal letter should refer to this RFP by title and date and should include the name and telephone number of a contact person and a statement that the proposal is a firm offer to enter into a contract with RTC SAFE according to the terms of this RFP for one hundred and fifty (150) days following its submission.
2. Firm Qualifications: a company profile and summary of the firm's qualifications in relation to this project, addressing each of the minimum qualifications listed in section II and other desirable experience and expertise. The company profile should specify the firm size and number of staff available to perform call box maintenance work.
3. Firm's Financial Condition: a general description of the firm's financial condition and identify any conditions (e.g. bankruptcy, pending litigation, planned office closures, impending merger) that may impede contractor's ability to perform call box maintenance work.
4. Work Plan: a summary of the consultant's proposed approach including an explanation of how the consultant proposes to accomplish the tasks outlined in the Scope of Work.
5. Schedule: a project schedule, identifying project milestones and key dates.
6. Key Personnel, Qualifications and Assignments: summary of the lead and technical staff and any sub consultants proposed for the project, their qualifications and assignments. A chart representing the proposed organizational structure shall be provided

7. Relevant Experience: descriptions of the work performed on relevant, recent projects by the lead staff person and technical staff proposed for this project. Descriptions should be no longer than two paragraphs per project and identify the client, purpose, size, technologies used, year of completion, total project budget and the names of contractor staff proposed for this solicitation who worked on the referenced projects.
8. References (Attachment C - Form C-1): three (3) references who can attest to the consultant's experience in performing work substantially similar to the services covered by this RFP. Include company name, point of contact, email addresses, telephone, and fax number for three projects similar to work described in this RFP. Letters of endorsements may be included as an appendix.
9. Price Proposal: proposers shall submit proposed pricing to provide services described in Attachment A, Scope of Work. The proposer shall furnish any narrative required to explain the prices quoted. The price proposal shall include all costs of labor, materials, equipment, tools, machinery, utilities, transportation, license or permit fees, overhead, and profit and all other services necessary for proper execution and completion of the work. The price proposal shall include full compensation for all applicable federal, state, and local taxes, as may be appropriate.
10. Insurance Requirements: The contractor must fully comply with the insurance requirements as listed in proposed contract (Attachment B). The contractor that is awarded the contract must provide the required insurance certifications to RTC SAFE within five (5) business days of notice of award and if they cannot, RTC SAFE, at its sole option may deem that proposer unresponsive and move the award to the next qualified proposer.
11. Subcontractors (Attachment C - Form C-2): Proposers shall list all subcontractors as required by the Subcontractor List and Public Contract Code section 4100, et seq. Proposers shall be held responsible for all work performed by all subcontractors.
12. Additional Information: information considered by proposers to be pertinent to this project, and which has not been specifically solicited in any of the aforementioned sections, may be placed in a separate appendix section. This appendix should be relevant and brief and a total of 2 pages maximum.
13. Exceptions and Deviations: Proposers wishing to propose alternative approaches to meeting the agency's technical or contractual requirements, should thoroughly explain their reasoning, note as to whether they are "technical" or "contractual" exceptions and reference the relevant section(s) of the RFP.

14. California Levine Act Statement (Attachment C - Form C-3): Submit a signed Levine Act statement regarding conflict of interest.
15. Lobbying and Debarment Certificates (Attachment C - Form C-4): Submit completed Lobbying and Debarment certificates
16. Non-collusion Affidavit (Attachment C - Form C-5): Contractor shall include with its proposal a completed and signed Non-collusion Affidavit on the form provided.

II. EVALUATION AND AWARD

RTC SAFE staff will conduct an initial review of the proposals for adherence to the minimum qualifications and inclusion of the items requested in this RFP. Proposers failing to meet the minimum qualifications may not be considered. Any proposal that does not include enough information to permit the evaluators to rate the proposal in any one of the evaluation criteria listed below will be considered non-responsive and will not be evaluated. A proposal that fails to include one or more items requested in the Proposal Requirements above may be considered complete and generally responsive, if evaluation in every criterion area is possible.

Minimum Qualifications

To be eligible to submit a proposal, a firm must have:

- 1) An office located within the Monterey Bay region or the nine San Francisco Bay Area counties where supplies are stored and repairs will be made, as necessary;
- 2) An established call box maintenance system to record and track call box repairs and other archived data. The same system must also communicate with each call box in the Santa Cruz County system for diagnostic checks and reporting of issues;
- 3) A currently employed day-to-day lead technician responsible for communicating issues with the RTC SAFE project manager who has more than two (2) years of call box management experience;
- 4) At least five (5) years of experience maintaining roadside equipment with similar technology of which three (3) years must be experience in maintaining a call box system; and
- 5) A valid California State contractor's license, classification "A", "C7" or "C10" "B."

Other Qualifications

In addition to the qualifications listed above, other desirable qualifications include:

1. Knowledge of and experience with the 2007 CHP/Caltrans Call Box and Motorist Aid Guidelines
2. Knowledge of and experience with the Americans with Disabilities Act of 1990, the 2005 Revised Draft Guidelines for Accessible Public Rights-of-Way and the Pedestrian Accessibility Guidelines for Highway Projects, 2010 (Design Information Bulletin Number 82-04)

Evaluation Criteria

Responsive proposals will be evaluated based on the following criteria:

Criteria 1: QUALIFICATIONS and EXPERIENCE (30 points)

- Qualifications and experience of the firm, Project Manager, and the key project staff in performing call box maintenance and improvement work as outlined in Attachment A - Scope of Work of this RFP and covering the required skill sets.
- Experience working with public agencies; strength and stability of the contractor; and strength, stability, experience and technical competence of subcontractors.

Criteria 2: STAFFING and ORGANIZATION (20 points)

- Assignment of key personnel among project elements, tasks, and subtasks.
- Availability of key personnel to support this project, including team depth and plans for back-up personnel.

Criteria 3: WORK PLAN (20 points)

- Proposer's understanding of RTC SAFE's requirements for call box maintenance and improvement work and overall quality of work plan; logic, clarity and specificity of work plan, appropriateness of labor distribution among the tasks, and ability to meet the requirements of the tasks as outlined in *Attachment A - Scope of Work*.

Criteria 4: COST (30 points)

- Appropriateness and clarity of the cost proposal.
- Cost effectiveness, including value-added services.

Following the evaluation, the evaluation committee may elect to recommend award to a particular proposer or to invite for interviews a "short list" of proposers with a reasonable likelihood of being awarded the contract. References may be checked for one or more of such short-listed proposers prior to final evaluation. The RTC SAFE Project Manager may then recommend a consultant to the Executive Director and the Commission. RTC SAFE reserves the right to not convene interviews and to make an award on the basis of written proposals alone. Further, RTC SAFE reserves the right to accept or reject any and all submitted proposals, to waive minor irregularities, and to request additional information or revisions to offers, and to negotiate with any or all proposers at any stage of the evaluation.

The contract, if awarded, will be awarded to the firm that presents the proposal that, in the opinion of the RTC SAFE is the most advantageous to the RTC SAFE based on the evaluation criteria.

Selection Disputes

A proposer may object to a provision of the RFP on the grounds that it is arbitrary, biased, or unduly restrictive, or to the selection of a particular consultant on the grounds that RTC SAFE procedures, the provisions of the RFP or applicable provisions of federal, state or local law have been violated or inaccurately or inappropriately applied by submitting to the RTC SAFE Project Manager a written explanation of the basis for the protest:

1. No later than five (5) working days prior to the date proposals are due, for objections to RFP provisions; or
2. No later than three (3) working days after the date the proposer is notified that their proposal was found to be non-responsive or failed to meet minimum qualifications; or
3. No later than three (3) working days after the date on which the contract is authorized or the date the firm is notified that it was not selected, whichever is later, for objections to consultant selection.

Except with regard to initial determinations of non-responsiveness, the evaluation record shall remain confidential until the RTC SAFE authorizes the award.

The RTC SAFE Project Manager responsible for the procurement will respond to the protest in writing. Authorization to award a contract to a particular contractor shall be deemed conditional until the expiration of the protest period or, if a protest is filed, the issuance of a written response to the protest by the RTC SAFE Project Manager.

Should the proposer wish to appeal the decision of the RTC SAFE Project Manager they may file a written appeal with the RTC SAFE Executive Director, no less than three (3) working days after receipt of the written response from the Project Manager. The Executive Director's decision will be the final agency decision.