

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

Montgomery County, Maryland (County) currently maintains a fleet of sixty-six (66) fixed route units up to but not limited to 35 feet in length comprising of different fuel types including but not limited to diesel. The physical make-up of the fleet is continuously changing due to bus location assignment, acquisition and retirement schedules. For consideration of this solicitation, the current fleet size and make up by location is the standard for which to base offers.

Under direction of the County, the Department of General Services (DGS), the Division of Fleet Management Services (DFMS) is responsible for maintaining the transit bus fleet as described herein.

The transit bus fleet requires, and DFMS is responsible for the execution of:

- 1.) Daily Safety Inspection
- 2.) Daily Servicing
- 3.) Daily Interior Cleaning (as needed to maintain a “just clean” appearance).
- 4.) Exterior Washing (as needed to maintain a “just washed” appearance) (hand washing of transit fleet only). Also, refer to Attachment G. Special instructions for Maintenance for Washing Graphics.

These services under a contract resultant to this RFP are performed at one (1) County owned maintenance facility operating, 24/7 hours and subject to occasional scheduling adjustments as needed and determined by the County.

- 1.) Nicholson Court Small Transit Shop (STS)
4941 Nicholson Court
Rockville, Maryland 20852

Service times:

Daytime Exterior Washing 9:00am to 6:00pm

Nighttime Servicing (including Safety Inspection and interior cleaning and fueling) 4:00pm to 4:00am

ADD OR DELETE

During the contract term, the County shall have the right to add or delete facilities to be served as may be considered necessary or desirable to the County.

In the event facility(s) are added, (except as provided herein) a mutually acceptable price for the routine service will be negotiated in a manner consistent with the contract terms. No payment will be made for facilities deleted. In either case any addition(s) and/or deletion(s) will be the result of a contract amendment.

Under normal operations, the maintenance facilities’ service lanes are available to the Contractor from 9:00 A.M. to 6:00 P.M. for daily exterior washing and 4:00 P.M. to 4:00 A.M. for nighttime servicing (including safety check), seven (7) days per week, including County recognized holidays. The following are County-recognized holidays (for informational purpose only):

New Year’s Day
Martin Luther King, Jr. Day
Memorial Day
Juneteenth
Independence Day
Thanksgiving Day
Christmas Day
Presidents Day
Veterans Day
Labor Day

Requirements of this solicitation and resulting Contract is dependent on the maintenance facility and the assigned transit bus fleet. The maintenance facility is unique in design, layout and fleet assignment. The make-up of the assigned fleet at the facility will influence the manpower necessary to perform and complete the requirements of the solicitation.

Failure to visit the facility and to become completely knowledgeable of the requirements of work will in no way relieve the Offeror of the provisions of the Request for Proposal, and resultant contract. Group site inspections will be held followed by the Optional pre-submission conference, refer to cover page 1 for date and time. No make-up site inspections will be scheduled.

Failure to become completely knowledgeable of the County's electronic database input requirements, hard copy file maintenance and hard copy report generation for this solicitation, and resultant Contract will in no way relieve the Offeror of the provisions of the Request For Proposal and resultant contract. Demonstration and explanation of subject requirements will be provided at the above site inspection.

5.2. Intent

It is the intent of DFMS to enter into a fixed price per unit contract with one (1) qualified Contractor to manage and operate the STS maintenance facility location for the County's Bus Fleet (STS) for the following:

- 1) Daily Safety Inspection,
- 2) Daily Servicing,
- 3) Daily Interior Cleaning (as needed to maintain a "just cleaned" appearance),
- 4) Exterior Washing (as needed to maintain a "just washed" appearance).

The safety inspection, servicing, interior cleaning, exterior washing, are specifically tailored to meet the requirements of this solicitation. All aspects and practices of this service program will be performed and maintained in accordance with established industry standards.

5.3. Scope of Services/Specifications/Work Statement

The Contractor must provide the services defined herein, under the direction and supervision of the Contract Administrator or designee.

The Contractor must provide the necessary onsite supervisory personnel and labor force to maintain the fleet assigned by contract award. Offerors must provide corporate human resource department description/requirements of employment for the positions of:

- Project Supervisor
- Project Manager
- Q/A Inspector
- Service Technician
- Driver (CDL with endorsements)
- Cleaner
- Other (Site Representative at all times)
- EV Fueller (as needed)

All nighttime servicing (including safety check), are to be performed seven (7) days per week, including County recognized holidays, and must be completed no later than 4 A.M. on all days of operation in accordance with the standards identified within this solicitation.

Transit buses not safety inspected to requirements, not serviced to requirements, partially serviced to requirements, incorrectly serviced, not completely fueled to Original Equipment Manufacturers' (OEM)

specifications, or incorrectly fueled will result in deductions from the contractor's invoice on a "price per bus" basis, based on the agreed upon prices in the executed Contract.

1. **Daily Safety Inspection of the Bus Fleet**

Daily Safety Inspection Requirements (the Contractor must):

- a. Initiate County provided Vehicle Condition Report (VCR). Complete a daily log
- b. Inspect and replace as needed exterior light bulbs, light assemblies and light lenses to ensure proper operation. Complete a daily log of all light bulbs, light assemblies, and light lenses replaced including individual unit stock number must be linked with each replacement part for accountability purposes. Light bulbs, light assemblies and light lenses include but are not limited to marker lights, reverse lights, clearance lights, turn signal lights, emergency lights, headlights and stoplights. Report such replacements to the Contract Administrator's designee (designated by shift) using the County-supplied VCR. Lighting replacement parts will be supplied by the County. The Contractor will be responsible for County supplied parts inventory. In the event the County is unable to provide the required replacement parts, the Contractor must report such defects to the Contract Administrator's designee (designated by shift) using the County-supplied VCR. Replaced LED light assemblies must be returned to the parts department tagged with date of replacement, individual unit stock number and hub or odometer reading.
- c. Inspect all interior transit bus lighting for proper operation. Report such defects to the Contract Administrator's designee (designated by shift) using the County-supplied VCR.
- d. Inspect and bump all bus tires for proper operational performance. Report tire defects to the Contract Administrator's designee (designated by shift) using the County-supplied VCR. The Contractor will replace tire(s) at the discretion of the Contract Administrator or designee (designated by shift). Tire will be supplied by County. The Contractor will check for and replace missing valve caps with County supplied valve caps.
- e. Inspect proper operation of horn, back-up alarm, windshield wipers, mirrors, handicap restraints, fire extinguishers, safety triangles and emergency identification system. Check for expired inspection tags on fire extinguisher(s) and Amerex charge bottle. Check Amerex controller for system faults. Report all defects to the Contract Administrator's designee (designated by shift) using the County-supplied VCR.
- f. Inspect and report all air system leaks to the Contract Administrator's designee (designated by shift) using the County-supplied VCR.
- g. Inspect and report all fluid leaks to the Contract Administrator's designee (designated by shift) using the County-supplied VCR.
- h. Inspect and report all abnormal drive belt wear to the Contract Administrator's designee (designated by shift) using the County-supplied VCR.
- i. Enter relevant data into the electronic database system.
- j. Complete pre-trip inspections.
- k. A daily report must be emailed to the Contract Administrator or designee (designated by shift) reporting any Fuel Master or fueling issues.

2. Daily Servicing of the Bus Fleet

Daily Servicing Requirements (the Contractor must):

- a. Refuel the bus fleet to the respective manufacturers' specified levels, including Diesel Exhaust Fluid (DEF).
- b. Check all fluids including but not limited to engine oil, transmission fluid, hydraulic fluid, engine coolant, brake fluid and windshield washer fluid to the respective manufacturer specifications.
- c. Wipe down fluid access doors and any spills as a result of adding fluids
- d. Enter required data into the County's electronic database and generate/update required hard copy reports.
- e. Deliver "as completed" County provided VCRs to the Contract Administrator or designee (designated by shift) every ½ hour starting at 4:00 P.M. every day of service.

Note: 1. Only one unit can be refueled at a time. The County will provide at least one (1) fueling lane to be used by the Contractor. North side fuel island buses must be on the top of the pad(s) before refueling. Buses cannot be in the "knelt" position when refueling.

3. Daily Interior Cleaning of the Bus Fleet

Daily Interior Cleaning Requirements (the Contractor must):

- a. Remove, clean, sanitize transit bus operator's and passenger spills and accidents (as needed to maintain a "just cleaned" appearance).
- b. Remove all foreign material (i.e. gum, food, tape, decals, debris etc.) from interior of unit (as needed to maintain a "just cleaned" appearance).
- c. Exterminate and remove all insects, pests and vermin from interior of unit.
- d. Remove all visible debris from passenger area ventilation systems, transit bus operator's dashboard, pedals and seating area (as needed to maintain a "just cleaned" appearance)
- e. Vacuum entire interior of unit. Damp mop floors.
- f. Damp-wipe passenger seats and driver's seat (excluding upholstered cloth inserts on passenger seats and driver's upholstered cushions) and driver's seat belt.
- g. Damp-wipe steering wheel.
- h. Damp-wipe dashboard area.
- i. Empty trash receptacles.
- j. Sweep out and damp mop front and rear passenger access/egress step wells.
- k. Clean and disinfect the entire units operator's area, including seat, pedals from spills and accidents.
- l. Clean and disinfect (with County provided Micronex cleaner) all stanchions rails and hand rails.

- m. Clean interior bus sides walls, ceiling, step wells, interior of doors, wheel housing, wheelchair tie-downs, wheelchair staging area, passenger seats, window ledges, destination sign, route signs, front and rear dash areas and rear air conditioner intake grill (as need to maintain a “just cleaned” appearance.)
- n. Remove all graffiti, which is not permanently inscribed on bus surfaces, the Fleet Services Coordinator or his designee (designated by shift) will determine if the graffiti is permanent.
- o. Clean all glass clean streak free (as needed to maintain a “just cleaned” appearance.
- p. Clean and remove all debris from storage compartment(s) not locked with key.
- q. Clean all electrical screens using proper procedures (as needed to maintain a “just cleaned: appearance)

- Note:**
- 1. All interior trash must be collected and disposed of in proper receptacles. Expelling debris without proper collection and disposal is unacceptable.
 - 2. Bio-Hazard i.e., Incidences which involve bodily fluids, the contractor must respond within one (1) hour to the STS location using staff that is trained to perform such functions.
 - 3. The Contractor is responsible for properly disposing all bio-hazard waste per Maryland State Regulations pertaining to Bio-Hazard waste.
 - 4. Aromas resultant of performance and completion of this requirement must remain present at minimum three hours after completion of daily interior cleaning.
 - 5. All glass and light lenses should be clear and streak free.

4. **Exterior Hand Washing of the Bus Fleet**

Exterior Hand Washing Requirements (the Contractor must):

- a. The Contractor must comply with the STS requirement to this RFP for washing the outside of buses by hand. Hand washing at the STS facility must be completed during daytime hours. Exterior washing includes but not limited to; manual soap scrubbing and water rinsing of the transit bus front and rear body panels cleaned to the roof line, front side panel windows, bicycle rack assembly, all external wheel assemblies, license plates and all exterior advertising When buses enter nightly service, they should have a “just washed” appearance.
- b. The Contractor must wash the exterior of the micro transit vehicles (bus body on a van frame which are completely wrapped in a decal) in compliance with Attachment G, 3M Washing Letter. Failure to do so will result in the Contractor being held liable for any damage caused by their employees’ negligence to the vehicle and responsible for any monetary costs accessed to correct these damages. Any repairs for damages to the wrap will be coordinated and scheduled by the Contract Administrator or designee with invoices being passed-through directly for reimbursement by the Contractor.

Notes:

- 1. All washing must be performed inside designated wash area. All water used for washing must be reclaimed and disposed of properly by Contractor. Wastewater receipts need to be provided (via email) weekly to the Contract Administrator or designee.
- 2. The exterior washing portion may be suspended by the Contract Administrator or designee during winter periods when ambient atmospheric temperature is at or below thirty-two (32) degrees Fahrenheit.

3. In the event the exterior washing is suspended for any reason, the Contractor must at minimum manually clean all headlight lenses, taillight lenses, turn signal lenses, exterior driver viewing glass, clean all glass to a streak-free finish, river mirrors and license plates during period of disruption.

5. **Other Duties**

- a. On the final day of each month, the Contractor must place the County provided replacement VCR books in all transit buses assigned by Contract as directed. The expended VCR books are to be collected and delivered to the Ride On dispatcher's office on the final day of each month.
- b. The Contractor must conduct a weekly Master Tire Tread Depth Report. The tire report requires typed electronically recording of tire tread depth and pressure by wheel location and vehicle stock number as well as the odometer recording at time of tire tread depth documentation. This exercise must be performed by close of the Contractor's Monday night workday. The Contractor must submit (via email) a copy of the completed master tire tread depth report to the Contract Administrator or designee by 3:30 P.M. the following Wednesday.
- c. The contractor must provide a daily typed electronic mileage report. The report must be submitted at end the end of the Contractors nightly shift to the Contract Administrator or designee (designated by shift). The report must contain mileage at the time of servicing, the amount of all fluids added and if any light(s), tire(s) or other part(s) where replaced.
- d. Check weekly (every 7 days) bus tire tread depth, tire pressure (adjust if needed) and record in our FMIS system. Any front tire that measures below 4/32 and any rear tire s below 2/32 needs to be replaced by the contractor. Tires will be supplied by Montgomery County. The night after tire replacement, the Contractor is responsible for retorquing any tire(s) replaced by contractor or ones requested by Contract Administrator or designee (designated by Shift). Retorquing tools will be made available to Contractor by the County.
- e. The Contractor is required to engage block heaters as part of winter duties. Winter duties are defined as between December 1st through March 31st of a calendar year, or upon direction of the Contract Administrator or designee (designated by shift).
- f. The Contractor must keep designated wash and fueling areas clean and free of debris and spills.
- g. The Contractor must check the lot routinely throughout the shift for spills of any kind and properly clean and dispose of all waste.
- h. The Contractor must maintain order and flow in parking lot areas during all hours of operation (including during daytime exterior washing).

6. **Daily Disinfection of Buses**

These are to be performed on an as needed and can be added and removed throughout the life of the Contract at the final negotiated price to the County

Daily Disinfection Requirements (the Contractor must):

- a. Disinfect transit bus operator's and passenger spills and accidents as needed
- b. Disinfect passenger seats and driver's seat (excluding upholstered cloth inserts on passenger seats and driver's upholstered cushions) and driver seat belts.
- c. Disinfect the steering wheel.
- d. Disinfect the dashboard area.
- e. Disinfect the entire unit's operator's area, including seat, pedals from spills and accidents.

- f. Disinfect all stanchions rails and handrails.
- g. Disinfect interior bus sides walls, ceiling, step wells, interior of doors, wheel housing, wheelchair tie-downs wheelchair staging area, passenger seats, window ledges, destination sign, route signs, front and rear dash areas and rear air conditioner intake grill.
- h. Disinfect all driver and passenger glass.
- i. Disinfect all storage compartment(s) not locked with key.
- j. Disinfect operator's barrier(s).

5.4 Contractor's Qualifications

- a. The Contractor must ensure that the Project Supervisor/Manager(s) has a minimum of three (3) years of verifiable demonstrated technical and managerial experience in the field of transit fleet management, servicing and maintenance.
- b. The Contractor must provide an adequate management and onsite supervisory staff and workforce to provide the services described herein.
- c. The Contractor's management staff must be local and available during normal business hours to resolve disputes and to sign off on accident reports.
- d. The Contractor's management staff/Project Manager must report to contract locations within one hour from notification to report by the Contract Administrator or designee (designated by shift).
- e. The Contractor must ensure adequate supervision of its workforce during all actions of performance during the execution of the requirements of this solicitation, and resultant contract.
- f. The successful Contractor's direct workforce supervisor(s) and manger(s) must be completely knowledgeable of and must ensure full compliance with the most current governmental (Federal, State, County and OSHA) blood borne pathogen exposure and clean-up procedures by Contractor provided training. The Contractor must provide documented training records (to the complete satisfaction of the Contract Administrator, or designee) of most current blood borne pathogen exposure and clean-up procedures by certified trainers completed by the Contractor's direct contact employees at the Contractor's expense. Documentation of all completed training of Contractor's direct contact personnel must be submitted on the first day of each month to the Contract Administrator or designee (form submitted with proposal titled Blood Borne Pathogen Training Report).
- g. Documentation of training required by the County above and beyond perceived requirements of the Contractor must be completed and documented within sixty (60) days of notification by the County.
- h. The Contractor must be completely knowledgeable and compliant with Federal, State, County and OSHA regulations throughout the entire term of the contract, including all renewals and extensions thereof.
- i. The Contractor must be knowledgeable and in compliance at all times with all applicable Substance Abuse Certifications. Substance Abuse Certifications include, but are not limited to:
 - Alcohol Testing Certification – as required by Federal Motor Carrier Safety Administration regulations, "Prevention of Alcohol Misuse in Transit Operations", 49 CFR Part 655. The Contractor certifies that it has established and implemented an alcohol misuse prevention program complying with the requirements of 49 CFR Part 655.
 - Anti-Drug Certification – as required by Federal Motor Carrier Safety Administration regulations, "Prevention of Prohibited Drug Use in Transit Operations", 49 CFR Part 653. The Contractor certifies that it has established and implemented an anti-drug program and has conducted employee

training complying with the requirements of 49 CFR Part 653. The Contractor must provide copies of the form(s) utilized in the execution and performance of the requirements with its proposal.

- j. The Contract Administrator or designee must be provided documentation of all actions undertaken by the Contractor to successfully comply with 49 CFR Part 655.6 on a weekly schedule dictated by the Contract Administrator or designee.
- k. The successful Contractor's direct workforce supervisor(s) and manager(s) must be completely knowledgeable on County's policy of "if you see something say something." The successful Contractor's direct workforce must be trained in "if you see something say something" by the Contractor's supervisor(s) or manager(s).

5.5 Contractor's Responsibilities

- a. Due to the nature of the requirements of the solicitation, all Contractor staff will be required to submit and successfully pass a background check, alcohol and drug testing, including random tests which must be performed by Contractor, in accordance with 49 CFR 655. Background checks will be coordinated by the Contract Administrator or site designee, at Contractor's expense.
- b. All employees must wear the appropriate Personal Protection Equipment (PPE) for the service being performed. The Contractor must provide at Contractor's expense, safety glasses, safety shoes, protective gloves, protective headgear, hearing protectors etc. to maximize operational and occupational safety of Contractor employees in accordance with Federal, State, County and OSHA requirements and regulations.
- c. The Contractor must ensure work schedule provision of an adequately trained on-site management team and dedicated workforce to perform the services outlined within this Request For Proposal and resultant contract.
- d. The Contractor (must ensure an adequately trained and experienced supervisory staff to ensure performance of the services outlined within this Request For Proposal, and resultant contract.
- e. A daily workforce sign-in and sign-out record for each position at all locations must be provided (via email) to the Contract Administrator or designee at the close of each workday.
- f. The Contractor must notify the Contract Administrator or designee any time an employee is introduced into or terminated from its dedicated workforce.
- g. The Contractor must ensure an adequately trained, licensed and experienced workforce to perform the services outlined within this Request For Proposal, and resultant contract.
- h. The Q/A inspector will be responsible for daily documented verification to be provided (via email) electrically to the Contract Administrator or designee of completed Transit Bus Safety Inspection/Repairs, Transit Bus Servicing (All Fluids) and Bus Interior/Exterior Cleaning of all assigned vehicles.
- i. The Contractor must employ personnel to transport the transit bus fleet from the designated yard map for STS location to the respective service lane for servicing. Subject transit bus fleet must be returned to the respective daily Contractor documented Yard Map location. The County will provide designated Yard Map sheets to the Contractor for their use).
- j. The Contractor must ensure its designated transporter of County transit bus fleet possess a valid CDL driver's license inclusive of all proper and applicable passenger endorsements i.e. medical card. These designated transporters must identify themselves as such on the required daily workforce sign-in and sign-out record.

- k. The Contractor must submit the State of Maryland, Motor Vehicle Administration driving record of any and all transporters prior to commencement of any transporter duties. The Contract Administrator or designee must approve the Contractor's transporter employee prior to assumption of transporter duties.
- l. The Contractor must at its own expense, subscribe to the State of Maryland, Motor Vehicle Administration License Management Information System. All Contractor employees must be registered by the Contractor with the State of Maryland, Motor Vehicle Administration License Management Information System. Contractor must notify the Contract Administrator within 24 hours of all changes in driving record status of Contractor employees. The Contractor must act immediately upon directive by the Contract Administrator or designee concerning Contractor personnel resultant of reports from the State of Maryland, Motor Vehicle Administration License Management Information System. The Contractor is responsible to monitor the license status of all employees.
- m. The Contractor must utilize the County provided facility, equipment and supplies as specified in this RFP, and resultant contract. The cost of additional equipment and supplies (including, but not limited to circulation fans, space heaters and floor mats) will be borne by and remain the responsibility and property of the Contractor. All equipment and supplies introduced by the Contractor (must be pre-approved by the Contract Administrator or designee). The Contractor assumes full responsibility for the County facility, County equipment and supplies provided while it is being used by the Contractor personnel or representatives. The Contractor must provide safety equipment as stated in Section 5.5 – Contractor Responsibilities subsection b. at the Contractor's expense.
- n. The Contractor must provide daily interior cleaning, housekeeping and janitorial service of the fuel lane(s) and all designated work areas to the full satisfaction of the Contract Administrator or designee (designee by shift). Once daily service lane housekeeping is completed, all facility doors are to be closed and secured. The daily service lane inspection report must be electronically submitted (via email) daily to the Contract Administrator or designee.
- o. The Contractor must provide uniforms and OSHA approved reflective safety vests for all employees performing service lane duties at the Contractor's expense. The Contractor's uniforms must be consistent with Montgomery County employee uniforms and approved by the Contract Administrator prior to purchase and implementation. Contractor issued uniforms are to be worn at all times as a complete set. Employees who have been issued a full uniform and fail to appear in full uniform upon reporting to work will be required to obtain a full uniform before beginning work.
- p. The Contractor must produce on demand hard copies of any and all data entries into the County's electronic database as well as any reports generated by the Contractor of daily bus inspection, service, interior and exterior cleaning as required by the Contract Administrator.
- q. The Contractor must provide the County with records of employee training concerning "Right to Know", Global Harmonization System (formerly known as Material Safety Data Sheet -- MSDS), HazCom, Personal Protective Equipment, Emergency Evacuation, "if you see something say something" and other pertinent employee safety training programs monthly.
- r. The Contractor must provide all necessary and required first aid and safety supplies compliant with Federal, State, County and Local safety regulations.
- s. The Contractor will assume responsibility for misuse and abuse of the County facility and equipment while in use by the Contractor's personnel or representatives.
- t. The Contractor must ensure that the Project Supervisor/Manager check and immediately report (via email) leaking or broken facility fluid dispensing pumps, lines, hoses, hose reels, etc., and provide location of defective or malfunctioning equipment as well as damage to facilities to the Contract Administrator's

designee (designated by shift) within ½ hour of commencing daily work schedule utilizing the Facility/Equipment Repair Request. The Contractor must ensure that the Project Supervisor/Manager repeat this inspection and reporting process prior to close of daily operation utilizing the Facility/Equipment Repair Request.

- u. The Contractor must immediately clean and report hazardous waste spills and/or leaks to the Contract Administrator or Contract Administrator's designee (designated by shift). Hazardous waste is defined by Global Harmonization System (GHS) categorization. Also, Hazardous and Toxic Substances is addressed under Section J. County's General Conditions (page 29 to this RFP).
- v. The Contractor acknowledges and accepts the responsibility for and burden of clean up and related costs incurred as a result of non-responsiveness on the part of the Contractor's personnel to immediately report leaks or broken County owned and supplied facility fluid dispensing pumps, lines, hoses, hose reels, or any other workplace hazard associated with the proper execution of the solicitation's requirements. A pre-existing condition for which the Contractor requests exemption to must be addressed during the negotiation phase of the Request for Proposal award process. No condition will be considered "pre-existing" after award date.
- w. The Contractor must "keep clean" all designated work areas, service lane assigned, latrine facilities and all associated equipment daily.
- x. The Contractor must complete and deliver (via email) an electronic partial copy of the designated Yard Map by 2:30am and a completed map after all units are serviced daily, to the Contract Administrator or designee (designated by shift) and the Division of Transit Services, Transit Bus Coordinator (e-mail addresses to be provided upon request by the Contractor).
- y. The Contractor is required to engage block heaters as part of winter duties. Winter duties are defined as between December 1st through March 31st of a calendar year, or upon direction of the Contract Administrator or designee.
- z. The Contractor's Project Supervisor/Manager must immediately notify the Contract Administrator or designee (designee by shift) of any accident involving Contractor personnel, County personnel, general populace, County property, Contractor personnel property, County personnel property, general populace property and County facilities and equipment. The Contractor's Project Supervisor/Manager must immediately complete the County Accident Investigation Report.
- aa. The Contractor must submit (via email) the County Accident Investigation Report before Contractor's employee leaves the premises in all accident cases to the Transit Coordinator/Dispatcher on duty as well as the Contract Administrator or designee.
- bb. The Contractor's employees must follow the County's accident policy, which includes urinalysis testing of transit bus transporters. If the County determines that the Contractor's employee is at fault and responsible for the accident, the Contractor must resolve the claim to the full satisfaction of the County Insurance Administrator. Payment of accident claim will be made separate, with no reduction to the Contractor's monthly invoice. It is the responsibility of the Contractor to familiarize itself with and execute the County's accident policy to the complete satisfaction of the County.
- cc. The Contractor must utilize transit bus transporters possessing a valid CDL driver's license with proper transit endorsements to transport or operate all driver controls on any and all buses to and from the service lane or staging areas. The Contractor must ensure that each designated transit bus transporters possesses a valid CDL driver's license with proper transit endorsements and ensure that each employee required to possess a valid CDL driver's license actually has a current and valid CDL driver's license with proper transit endorsements. **The County reserves the right to verify that the individuals operating the vehicles serviced under the resultant contract have a valid CDL driver's license with proper transit endorsements.** Transit bus

transporters with non-valid CDL license, medical card or without proper transit endorsements will be immediately removed from CDL required driving duties until such time as their CDL requirements are in full compliance.

- dd. The Contractor must clean and secure all designated work areas upon completion of the day's work, including security of the facility and associated servicing and fueling equipment. The Contractor will coordinate with the County on procedures to achieve satisfactory compliance.
- ee. The Contractor's daily safety inspection, daily servicing, daily cleaning, scheduled exterior washing must not interfere with County work schedules and operation.
- ff. Contractor must monitor county property and immediately clean up fuel, oil and other fluid spills and report to the Contract Administrator or designee (designated by shift).
- gg. The Contractor's employees must display County-issued identification cards while on duty. County issued identification cards are distributed at the Executive Office Building, 101 Monroe St., Rockville, MD. The Contractor must recover identification cards from employees who are no longer employed by the contractor. In all cases, the Contractor must notify the County of any employees who are no longer employed by the Contractor for purposes of deactivating the identification card. The Contractor must track which employees have received identification cards and report who to the Contract Administrator or designee.
- hh. All Contractor equipment and supplies deemed essential for this RFP must be properly stored in service lanes or designated areas. All water and wastewater utilized in mopping must be dispensed and disposed of in the service lanes.
- ii. The Contractor is responsible for supplying all supplies deemed essential to maintain the "just cleaned" appearance on the inside of the units. All supplies need to be approved by the Contract Administrator or designee. All MSDS sheets need to be submitted via email to the Contract Administrator or designee (designated by shift) before approval.
- jj. The night after tire replacement, the Contractor is responsible for retorquing any tire(s) replaced by contractor or ones requested by Contract Administrator or designee (designated by shift).
- kk. All communication and correspondence between the Contractor and County must go between the Contractors supervisor(s) and the Contract Administrator or designee (designated by shift).

5.6 County's Responsibilities

- a. The County will provide the facilities and equipment as stated herein. One service bay at each facility is designated to the Contractor for continuous full service. The County will make available to the Contractor a minimum of one service lane at the contracted location at all times (exclusive of unforeseeable equipment breakdowns and weather permitting). The County will maintain County provided service lane facilities and servicing equipment, including fueling islands and bus wash systems utilized by the Contractor for the duration of the contract. Costs for equipment repair deemed by the County to be resultant of Contractor neglect or misuse will be borne by the Contractor and will be billed separately. Payment of each claim will be made separate, with no reduction to the Contractor's monthly invoice.
- b. The County's Contract Administrator or designee will supply fuel, oil, tires, designated transit bus repair parts, antifreeze, hydraulic fluid, transmission fluid, brake fluid, Miconex cleaner and windshield washer solvent. All other supplies deemed essential will become the responsibility of the Contractor.
- c. The County will direct the Contractor on winter engagement of vehicle equipped block heaters to the yard located receptacle stanchions to complete seasonal service requirements.

- d. The County will give direction to the Contractor when the washing portion of transit bus fleet exterior washing will be suspended during winter periods when the ambient atmospheric temperature is at or below thirty-two (32) degrees Fahrenheit.
- e. The County accident policy prevails and includes subjecting the Contractor's bus operator to urinalysis testing immediately after the Contractor's employee is involved in an accident. If the County determines that the Contractor's employee is at fault and responsible for the accident, the Contractor must resolve the claim. Payment of accident claim will be made separate, with no reduction to the Contractor's monthly invoice.
- f. The County reserves the right to require the Contractor remove any of the Contractor's employees whose performance or actions are detrimental to the program. The Contractor must remove said employee and provide a competent replacement employee within one (1) workday.
- g. The County will provide access of the service lane to the Contractor seven (7) days per week, including County observed holidays.
- h. The County requires approval of changes to the Contractor's staffing of Project Supervisor/Manager(s).
- i. The County reserves the right to inspect the Contractor's performance and to accept or reject the Contractor's performance.
- j. The County will provide sufficient inventory of new VCR books.
- k. The County reserves the right to hold the Contractor responsible to all terms in the Contractor's proposal in response to this solicitation.

5.7 Reports/Deliverables

Daily Reports:

- a. The Contractor must provide via email a typed electronic partial Yard Map of the fleet by location of the buses at the STS facility by 2:30 A.M. daily and a completed one when after all units have completed are service to the Contract Administrator's designee (designated by shift).
- b. The Contractor must provide via email a Sign-In Sheet reflecting the personnel reporting for duty. Contractor's Sign-In Sheet is subject to the Contract Administrator's approval.
- c. The Contractor must provide via email a typed electronic odometer report that shows recording of the mileage at servicing, the amount of all fluids added, any light(s), tire(s) or other parts where replaced.

Weekly Reports:

- a. The Contractor must provide via email an electronic typed master tire depth report provided by the Contract Administrator or designee of each tire in the transit bus fleet assigned weekly and submit it by Wednesday at 3:30 pm following the Contractor's Monday night tire depth recordings, to the Contract Administrator or designee.
- b. The Contractor must submit a summary report of all actions undertaken to comply with 49 CFR Part 653 and 655.
- c. The Contractor must submit via email an electronic typed report of the service lane bulk fluid levels to the Contract Administrator or designee every Monday night.

Monthly Reports:

- a. The Contractor must provide (via email) a report detailing training of employees in blood borne pathogen exposure and cleanup procedures. The report must be titled: Blood Borne Pathogen Training Report.
- b. The Contractor must provide (via email) a report detailing training of employees concerning “Right to Know”, Material Safety Data Sheet (MSDS), HazCom, Personal Protective Equipment, Emergency Evacuation and other pertinent employee safety training programs.
- c. The Contractor must provide (via email) Report showing buses that have been enhanced cleaned.

Per Occurrence Reports:

- a. A County Accident Report Form must be submitted before a Contractor employee leaves the premises, if the Contractor employee is involved in an accident involving any vehicle operated by a Contractor while on County property.

Note: The Contractor’s employees are subject to the County’s accident policy, including, subjection to urinalysis testing. If the County determines that the Contractor’s employee is at fault and responsible for the accident, the Contractor must resolve the claim to the full satisfaction of the County Insurance Administrator. Payment of accident claim will be made separate, with no reduction to the Contractor’s monthly invoice.

- b. The Contractor must provide the Contract Administrator with all records of internally and externally conducted training sessions concerning “Right to Know”, Global Harmonization System (formerly known as Material Safety Data Sheet -- MSDS) training, HazCom, Personal Protective Equipment, Emergency Evacuation, “if you see something say something” and any other pertinent employee safety training programs as required in the execution of a contract resulting from this solicitation. The Contractor must provide the Contract Administrator with all records within two weeks of training completion dates.

As Requested Reports:

- a. The Contractor must maintain and make available to the County, on an “as needed” basis, records of training of employees to ensure complete familiarization in blood borne pathogen exposure and proper clean-up procedures.

Note:

- 1. The Contractor needs to supply an email address(es) for all reports to emailed.
- 2. The County will only supply one (1) desk top computer at each location and a closed wireless internet network.
- 3. Reports submitted via email may need to be emailed to multiple addresses in separate emails. These separate email addresses will be established after intent to award and prior to Contract execution.

6 SECTION C - PERFORMANCE PERIOD

6.1 TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The initial term of the contract will be for a two (2) year period. Contractor must also perform all work in accordance with time periods stated in the Scope of Work. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. The Contractor’s satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term four (4) times for one (1) year each.