*ROAD RANGER SERVICES FOR DISTRICT SEVEN*

***EXHIBIT “A”***

***SCOPE OF SERVICES***

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1. **OBJECTIVE**
   1. The Florida Department of Transportation (FDOT) District Seven, under the SunGuide Intelligent Transportation System (ITS) Program, desires to provide Road Rangers to support and promote the “Open Roads Policy” and provide highway assistance services to motorist stranded with disabled vehicles.
   2. The Road Ranger highway assistance services shall also include assisting the Traffic Incident Management Program and Tampa Bay SunGuide Traffic Management Center to reduce traffic congestions and delays caused by vehicle crashes, disablements, non-hazardous material spills and recognize hazardous spills and immediately report same to the appropriate Asset Management Company or FDOT, which ever is appropriate.
   3. FDOT D7, under the SunGuide Intelligent Transportation System (ITS) Program, desires a Vendor who will represent FDOT to the public and as such shall provide services in a professional and efficient manner with a quality of service and appearance that brings credit to the FDOT and the Vendor.
2. **DEFINITION OF TERMS USED IN THE AGREEMENT**
   1. Department - Florida Department of Transportation (FDOT), Traffic Operations Office, Intelligent Transportation Systems (ITS) Office, Traffic Incident Manager (TIM), FDOT Maintenance Yards, or Tampa Bay SunGuide Center (its operators).
   2. Tampa Bay SunGuide Center or FDOT Combined Freeway Traffic Management Center, a dispatch and communications facility housing both FDOT and State Law Enforcement Agency (FHP Communications) personnel. Facility is used for dispatch, communications and management of traffic and traffic incidents on the freeways as well as law enforcement activities.
   3. Service Patrol or Road Ranger Service - Road Ranger Patrols or Road Rangers that perform the services to motorists outlined in this Contract.
   4. FHP - Florida Highway Patrol
   5. Vendor / Service Patrol Vendor - The vendor, individual, partnership, corporation, or business entity engaged for hire.
   6. Road Ranger Service Patrol Vehicle Operator - A hired driver or employee of the Vendor duly licensed and trained by the Vendor as driver / operator of Vendor’s vehicles. Also referred to as Operators.
   7. Beat – The specific section of roadway on which a Road Ranger is to patrol during his/her shift. Beats will vary in size depending on location and time of day.
   8. Full Time – (24/7/365) This term means twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (366 in leap years).
   9. Sponsorships – An agreement, whether formal or informal, to obtain goods or services or anything of value, including, but not limited to information, in exchange for any service rendered by the Road Ranger Service Patrol Vendor and / or a Road Ranger.
3. **SERVICES TO BE PROVIDED BY VENDOR**
   1. The Vendor shall furnish all personnel, supervision, expertise, vehicles, equipment materials, parts, licenses, supplies and incidentals necessary to provide the Highway Assistance Services described herein.
   2. The services to be provided by the Vendor shall include, but not be limited to patrolling I-275, SR 60, I-75, Veteran’s Expressway and I-4 and rendering motorist assistance, clearing disabled vehicles from travel lanes, changing flat tires, jump-starting batteries and removing minor non-hazardous spills and debris from the highway and assisting the Florida Highway Patrol and other law enforcement agencies during incidents and having a basic knowledge and recognition of hazard materials and immediate reporting of spills involving same to the appropriate Asset Management Companies or FDOT, which ever is appropriate.
   3. The Vendor shall provide vehicles and personnel to patrol seven (7) beats (current configuration).
      1. Six (6) of the beats are currently patrolled full time (24/7/365).
      2. One (1) of the beats (Veteran’s) is patrolled part time (two split shifts of four hours each plus an hour travel for each)
   4. The Vendor shall also be responsible for providing immediate first hand information on incidents involving but not limited to car crashes, fatalities and hazardous spills to those agencies identified by the Department.
      1. Agencies currently include FDOT- Maintenance Yards, District 7 Traffic Incident Manager Mobility (511) and FDOT’s asset management Vendors (VMS and ICA).
         1. The Tampa Bay SunGuide Traffic Management Center shall be added after its establishment.
      2. In addition, when directed by the Department, the information provided by the Vendor may be required to be provided to other government agencies, private companies or individuals upon request by the Department.
4. **GENERAL CONTRACT REQUIREMENTS – PERFORMANCE CONTRACT**
   1. Performance Contract
      1. This is a performance based contract in which the Service Patrol Vendor’s compliance with this Scope of Services is evaluated periodically by the Department.
      2. On instances were the Department finds the Service Patrol Vendor fails to comply with a specific provision(s) of this contract, i.e., not performing the responsibilities and services described herein, the Department shall reduce from the monthly invoice the amounts indicated in Section 46.0, “Liquidated Damages” or, at the Department’s discretion, terminate the contract.
5. **LANGUAGE / VERBAL COMMUNICATIONS**
   1. The Department conducts its official business in English.
      1. Consequently, all communications between the Road Rangers Service Patrol Vehicle Operators and other Vendor personnel and the Department or Tampa Bay SunGuide Center personnel shall be conducted in English.
   2. A “ten-signal” and coded list will be provided to the Vendor for the use of the Driver/Operators when communicating between themselves and other agencies, (radio procedures reduce the amount of transmission time and ease the recording of the transmissions on radio logs and CAD systems).
      * 1. Initial training for the use of these ten signals and coded list will be provided by the Department
6. **PROJECT AREA**
   1. The project area spans approximately seventy-three (73) centerline miles (one way) in Hillsborough and Pinellas Counties.
   2. The area is broken down into beats / sectors (simple numbers or identification assigned for maps and easy assignments by communications or dispatch) that enable each patrol to operate within their designated beat and reach incidents and / or stranded motorists with minimum delay.
      1. Appendix “A” contains a map with the location of the current beats, shift coverage times and vehicle requirements.
7. **VENDOR PROJECT MANAGER**
   1. The Vendor shall identify a Vendor Project Manager for this project.
   2. This person shall be the point of contact for the Department.
   3. This person shall be thoroughly knowledgeable and experienced in relation to all the aspects of the services required in this Scope of Services.
   4. This person shall have the administrative authority to deal with any situation in relation to the personnel and Road Rangers Service Patrol operation.
   5. This person shall be available to the Department twenty four (24) hours a day, seven (7) days a week through a reliable, toll free or local area codes (813) or (727) phone numbers and pagers.
      1. The person shall have a response time of thirty (30) minutes after receiving a call from the Department.
      2. If required, the Project Manager shall be at a requested location within one (1) hour after being contacted By the Department and/or the Department’s Project Manager (or designee).
   6. If during the term of this Contract / Agreement, a new Supervisor/Project Manager is to be employed by the Vendor to meet the provisions of the CONTRACT, the:
      1. Vendor’s new Supervisor/Project Manager shall be available to meet with the Department’s Project Manager (or his/her designee).
         1. The two parties shall meet at a time mutually convenient for both parties during regular “business hours” to discuss work requirements prior to the Vendor’s new Supervisor/Project Manager assuming the responsibilities of this Contract / Agreement.
         2. This time spent shall not be billable to the Department.
   7. The Vendor and their Project Manager and Supervisor(s) shall be required to meet with the Department’s Project Manager (or designee) for informal progress meetings as determined by the Department’s Project Manager (or designee).
      1. Meetings will be held monthly and scheduled on dates agreed upon by the Vendor and the Department’s Project Manager (or designee).
      2. Initial progress meeting dates shall be determined by the Department’s Project Manager (or his/her designee) at the Pre-Work Conference.
         1. The Department reserves the right to call for additional meetings at any time during the term of this Contract / Agreement.
      3. This time spent shall not be billable to the Department.
   8. At no time shall the Department be left without a contact that meets the provisions of Section Five (5) of this document.
      1. An interim Supervisor/Project Manager shall be assigned if the Vendor’s Supervisor / Manager is away or the position is temporarily open.
   9. All the Vendor’s Supervisor / Managers for this Contract shall meet the background and training requirements for Driver / Operator.
8. **HURRICANES & OTHER SERVICES**
   1. Hurricanes
      1. The Vendor shall make resources available for all activities described herein for providing services during a hurricane evacuation, unusual incidents, to assist a Department construction Vendor, or FHP during certain traffic maintenance requests or as directed by the Department.
      2. Responsibilities shall include keeping the evacuation routes clear of debris or disabled vehicles and keeping all lanes open, including the emergency lanes.
      3. Road Ranger Service Patrols are expected to remain in operation and continue to patrol their designated patrol beats during hurricane evacuations until sustained wind speeds reach 39 MPH and/or the Department or Florida Highway Patrol determines it to be unsafe for motorist vehicles to remain on the roadways.
      4. The Vendor is responsible for contacting the Department Road Ranger Program Manager/Traffic Incident Manager prior to giving authorization for Road Ranger Patrols to discontinue patrolling services.
      5. During hurricane evacuations, emergencies or occasionally during special events, the Vendor may be asked to expand the designated Road Ranger Patrol coverage area (by manning and deploying backup vehicles) to provide disabled vehicle assistance until such time as normal traffic operations has resumed.
   2. Traffic Incident Management (TIM) & Community Traffic Safety Teams (CTST) for Hillsborough and Pinellas Counties
      1. When requested by the Department, the Vendor or designee shall attend and participate as an active team member at the Hillsborough and Pinellas County Traffic Incident Management Team Meetings and Community Traffic Safety Team Meetings.
         1. CTST meetings are conducted monthly
         2. TIM meetings are bi-monthly.
         3. The meetings last approximately 1-2 hours.
      2. The Vendor or his designated representative shall attend each of the meetings and provide any assistance / information / expertise to the Traffic Incident Management Team and/or Department as necessary.
      3. The Department’s Traffic Incident Manager will provide the location and time of the meeting(s) at least two (2) weeks in advance.
      4. It shall be the responsibility of the Vendor to keep a calendar of these meetings and assure attendance and keep informed by monitoring e-mails.
      5. Attendance at the meeting shall not result in fewer Road Rangers on patrol.
      6. This time spent shall not be billable to the Department.
   3. Vandenberg Airfield Approach Lights
      1. Road Ranger Service Patrols shall be required to verify / check the obstruction lights for the Vandenberg Airfield Approach (can be seen while on I-4) and report their operational status according to the procedure established by the Department.
   4. Miscellaneous Services
      1. At times the Department may identify a need to use the Road Rangers for purposes not specifically outlined in this scope.
         1. The Department reserves the right to assign the Road Rangers to duties that are consistent with those outlined in this scope
      2. The Department shall reimburse the Vendor at regular hourly rates for any additional cost incurred should a miscellaneous service or event cause the hours of operation to extend beyond the scope of this contract.
9. **HOURS OF OPERATION**
   1. All Road Rangers Service Patrol vehicles shall operate full time, meaning twenty-four (24) hours per day, seven (7) days per week, three hundred sixty five (365) days per year, including all holidays for the term of the contract, unless otherwise noted herein or specifically authorized / approved in writing by the Department.
      1. Some Road Ranger Sectors / Beats may not operate twenty-four (24) hours per day (i.e., Veterans & Selmon).
      2. Some Road Ranger Shifts may not be a full eight (8) hours or may be “split shifts,” (i.e., Veterans & Selmon).
      3. Appendix “A“ lists the specific beats and schedule for each.
   2. The Department reserves the right to adjust the shift times and the number of vehicles required per shift to meet the Department’s needs.
      1. Any additional hours worked due to clean up of a traffic incident or as directed by the FHP or the Department shall be turned in within 24 hours after the incident for approval from the Contract Manager.
   3. The Vendor is required to begin all shifts / assignments with the appropriate number and type of vehicles, at the times indicated in the contract.
      1. If at any time a Service Patrol Vehicle and Operator are unavailable for routine beat patrol, the Vendor shall reduce the monthly invoice to reflect the time the service patrol was unavailable.
      2. The invoice reduction shall be in addition to any liquidated damages incurred.
      3. In the event of recurring unavailability of vehicles on patrol, the Department has the right to terminate the contract for non-compliance with the conditions outlined in the scope of services.
10. **SERVICE PATROL SHIFT CHANGES**
    1. Road Rangers Service Patrol Vehicle Operators shall not leave their shifts until they receive authorization from the Vendor.
    2. When a Road Rangers Service Patrol Vehicle Operator receives a request for service or assistance from either the Department or a Law Enforcement Officer near the end of the Operator’s shift, the Operator shall respond.
       1. The required services shall be made prior to making shift change.
       2. Payment for extended services.
          1. The Department shall pay the Vendor for the extended period, providing the services required an additional unit over and above the number normally on duty.
          2. The rate of payment shall be the same as that for regular working hours and the period for payment shall be calculated to the nearest one-half (1/2 hour).
    3. The Vendor shall arrange their shift changes to ensure that no more than half the Road Ranger Patrol Vehicles are away from their beats at any one time.
    4. Shift Change Hours
       1. The Department is not specifying shift change hours, however they shall coincide with low traffic volume hours.
          1. For example, shift changes between 6:30 AM and 9:30 AM would be unacceptable as would those between 3:30 PM and 6:30 PM. The current shift change times (shown below) were deemed acceptable, but are not mandated.

5:00AM 5:30AM 6:00AM

1:00PM 1:30PM 2:00PM

9:00PM 9:30PM 10:00PM

* + - 1. The shift change hours shown in the above example are at times of relatively slow traffic volume, neither county is ever without coverage and meets the criteria established in “10.3.”
  1. Shift Duration
     1. Shift duration is presumed to be approximately eight (8) hours.
     2. Shifts of longer than nine (9) hours will be considered, however the Vendor must provide sufficient information to alleviate concerns regarding safety, Driver fatigue and ability to meet contract specifications.
  2. Shift Approval
     + 1. The Vendor shall submit, to the Department for approval, prior to implementation, their plan for shift change times, duration of shifts and staffing requirements.
          1. Considerations for approval will include, but are not limited to, safety, driver fatigue and ability to meet contract specifications.
       2. Changes to the Vendor’s plan during the contract period shall also be submitted for approval prior to their implementation.

1. **VENDOR’S SHIFT CHECK-ON / OFF LOCATIONS AND RE-FUELING / RE-EQUIPPING LOCATIONS**
   1. Geographic Location of Facilities
      1. The locations where driver / operators pick-up their trucks to begin or end their shifts shall be within one (1) mile of I-275 or I-4 (patrol area) and within ten (10) miles of the nearest point of their assigned patrol area.
      2. The locations where driver / operators refuel and / or replenish their supplies shall be within one (1) mile of I-275 or I-4 (patrol area) and within ten (10) miles of the nearest point of their assigned patrol area.
         1. The Department may make exceptions / adjustments to this policy for new / changed patrol areas.
         2. The “Selmon” and “Veteran’s” patrol beats may have an exception to this policy.
      3. As soon as Driver / Operators reach I-275 or I-4 (patrol area) they shall be available to assist motorists and perform other duties as described in this Contract.
         1. Unless responding to a dispatch or emergency the driver shall not pass up any stranded motorist on any Beat (Patrol Area) described in this contract, regardless of whether or not he is in his assigned patrol area.
         2. If the driver must pass a disabled motorist because he is responding to a dispatch or emergency, he shall notify dispatch or the lead driver of the location of the stranded motorist.
      4. At Shift changes, the Vendor shall be allowed a maximum of thirty (30) minutes from the time a unit leaves I-275 until the time the unit must be back on I-275 to change drivers, fuel, inspect vehicles and re-stock supplies.

11.1.4.1 Any time in excess of the thirty (30) minutes shall be at the expense of the Vendor.

11.1.4.1.1 The time in excess of thirty (30) minutes shall be recorded by the Vendor and be deducted from the monthly invoice.

* + 1. When a unit is beginning a shift where they are not replacing a unit on a previous shift, they shall have ten (10) minutes to reach I-275 or I-4 (patrol area).
  1. Physical Facilities
     1. The facilities where driver / operators pick-up their trucks to begin or end their shifts shall be in locations that meet all local zoning requirements for the purpose.
     2. The facilities shall be maintained in a clean and orderly manner, consistent with the image that the Department maintains with their facilities.
     3. All Road Ranger vehicle supplies, (i.e., fuel, flares, etc.) shall be stored in a manner consistent with the fire safety code.
     4. If the facility is also used for purposes other than the Road Rangers, the portion where Road Ranger vehicles are stored shall be segregated by fencing and clearly marked with appropriate signage.
        1. Only Road Ranger vehicles and vehicles that personnel working under this contract use to commute may be stored / located in the Road Ranger portion.
        2. There shall be no wrecked or disassembled (partial or otherwise) vehicles or vehicle parts stored in this area.

1. **SERVICE PATROL BEATS / SECTORS**
   1. Road Rangers Service Patrol Vehicles shall operate within designated Road Rangers Service Patrol beats / sectors as determined by the Department and the Vendor under this contract.
   2. The Department, in consultation with the Vendor will determine the beats, turnaround points and drop points.
      1. Each beat shall have specific turn around locations and may have designated drop locations.
      2. Each beat shall start and end at specific entrance / exit ramps.
      3. The Department will provide the Vendor a map with the beats, turnaround points and drop points after the exact locations are determined.
2. **BEAT ADJUSTMENTS**
   1. At any time during the contract’s term, the Department reserves the right to adjust Road Rangers Service Patrol beat / sector locations to better accommodate demand for the service and the needs of the Department or upon suggestion of the Vendor, with written approval of the Department.
   2. Except during times of emergency, the Department will advise the Vendor of any required adjustment to a beat location in writing forty-eight (48) hours prior to the effective date of adjustment.
   3. Additional beats may be created and existing beats may be altered per the terms of this Contract.
   4. Normally, adjustments to beat locations will not change the total hours of operation over which the Vendor is to provide service under this contract.
      1. If the additional beat(s) merely change the location and / hours of a beat(s), then there will be no change in compensation.
   5. If a new “permanent” service area, which is going to increase the total number of hours of service, is to be added during the term of the contract, the Vendor will be given thirty (30) days notice.
      1. The Vendor may agree to shorter notice at the time of the notification.
      2. Service to the “new permanent” service area shall be at the same hourly rate as that for other service areas.
      3. This provision does not apply to emergency or short term changes, (i.e., hurricane evacuation, other emergencies caused by man or nature or non- emergencies such as construction, etc.).
   6. If circumstances warrant, the Department reserves the right to reassign Road Ranger Patrol Vehicles to patrol outside of a beat or project area (i.e., hurricane evacuation, other emergencies caused by man or nature or non-emergencies such as construction, etc.).
3. **SERVICE PATROL VEHICLE REQUIREMENTS / ASSIGNMENTS**
   1. All Road Rangers Service Patrol Vehicles shall be painted white.
   2. All Road Rangers Service Patrol Vehicles shall be capable of carrying the equipment specified in this contract.
   3. All Road Rangers Service Patrol Vehicles are restricted for Department official use only and are to be used to provide the services contained herein.
      1. Service Patrol Vehicles are not to be used for personal or other business related work of the Vendor.
      2. Covering Department identification logos or markings shall be prohibited.
   4. Specific Vehicle Assignments
      1. “Tow Trucks” are to be assigned primarily to areas where there is insufficient room on either side of the roadway for a disabled vehicle to be left standing without obstructing any part of a travel lane.
         1. For this reason, at least (1) tow truck vehicle, in lieu of a pick-up truck, shall always be assigned to the beat(s) that contain the Junction area of I-275 and I-4.
         2. A tow truck vehicle should also be assigned to any beat / sector that is undergoing construction where there is insufficient room on either side of the roadway for a disabled vehicle to be left standing without obstructing any part of a travel lane.
      2. At least one (1) tow truck vehicle shall be assigned to Pinellas County during each shift.
      3. At least one (1) pick-up truck shall be available at all times / shifts in Pinellas and one (1) in Hillsborough as part of the patrolling fleet and to assist with debris collection.
   5. Backup Vehicles
      1. Backup vehicle(s) vehicles shall be of the same type they are replacing.
      2. The backup vehicle(s) shall be used when a regular, dedicated vehicle is taken out of service for any reason and shall be equipped the same as and perform all the functions of a regular vehicle.
      3. The Vendor shall deploy the backup vehicle in service as a replacement within thirty (30) minutes of a regular vehicle breakdown.
         1. If the replacement vehicle is not placed into service within thirty (30) minutes, the Vendor shall reduce the monthly invoice to reflect the time the service patrol was unavailable. In the event of recurring unavailability of vehicles on patrol, the Department has the right to terminate the contract for non-compliance with the conditions outlined in the scope of services.
   6. Re-Supply Vehicles
      1. At least one (1) of the pick-up trucks on each shift shall carry extra expendable supplies to assist in the re-supply of other patrol vehicles in or near their zone/sector.
         1. Examples of expendables include flares, water, fuel, etc.
      2. If there are “Lead Drivers” or Supervisors on the road during the shifts, their vehicle may be designated for this purpose.
4. **SERVICE PATROL VEHICLE MINIMUMS & REPLACEMENT REQUIREMENTS**
   1. All vehicles in the Vendor’s Road Rangers Service Patrol Vehicle fleet for this contract shall all meet the specific vehicle requirements listed in this Contract.
      1. A minimum of twelve (12) vehicles are required for this contract.
         1. Five (5) tow truck vehicles equipped as described herein.
         2. Seven (7) pickup truck vehicles equipped as described herein.
      2. Assuring vehicle availability during the entire service period is the responsibility of the Vendor.
   2. All the vehicles in the Vendor’s fleet, except as noted below, shall not be older than one (1) year old from their original manufactured date and have less than 5,000 miles on an individual vehicle’s odometer at the beginning of the contract.
      1. The Vendor’s fleet may include a maximum of two (2) “used” tow trucks and two (2) “used” pick-up trucks to meet the minimum required number of vehicles for this Contract.
      2. The “used” vehicles shall be used as “back-up” vehicles and only put into service if the primary vehicles are unavailable.
      3. Two (2) “used” tow trucks, for use as “back-up” vehicles may:
         * 1. If diesel powered, be no more than two (2) years old and have no more than 100,000 miles (whichever comes first).
           2. If gasoline powered, be no more than two (2) years old and have no more than 50,000 miles (whichever comes first).
         1. Two (2) “used” pick-up trucks, for use as “back-up” vehicles may:
            1. If diesel powered, be no more than two (2) years old and have no more than 100,000 miles (whichever comes first).
            2. If gasoline powered, be no more than two (2) years old and have no more than 50,000 miles (whichever comes first).
         2. All used vehicles shall have verifiable maintenance records available for each vehicle that show the vehicle was consistently maintained according to manufacturer’s service/interval recommendations.
         3. All body panels and parts on the used vehicles shall meet the same appearance standards as new vehicles.
         4. “Used” vehicles shall be replaced under the same guidelines as new vehicles.
      4. Flatbed type recovery vehicles are not permitted.
      5. During the term of this Contract, Gasoline powered vehicles shall be replaced with a new vehicle when their mileage reaches 125,000 miles or the age reaches four (4) years, whichever comes first.
      6. During the term of this Contract, Diesel powered vehicles shall be replaced with a new vehicle when their mileage reaches 300,000 or the age reaches four (4) years, whichever comes first.
         1. Consideration will be given to the replacement of chassis and / or body separately of each other for vehicles so designed.
            1. Should the Vendor desire separate replacement, they shall request, in writing, to do so, including the specific reasons for the request.
            2. The Department may require an independent safety inspection of the vehicle by a technician of the Department’s choosing (at the Vendor’s expense).
5. **SERVICE PATROL VEHICLE LOGOS AND MARKINGS**
   * 1. Road Rangers Service Patrol Vehicles shall only have the identification markings listed below.
        1. Markings shall be attached on the areas designated by the Department.
     2. The Department will provide only the FDOT and SunGuide identification logos for each vehicle.
        1. All other markings shall be procured and installed by the Vendor.
        2. The Department shall approve the design of all identification markings.
     3. The required identification markings are as follows:
        1. Eleven (11.5) inch diameter F.D.O.T. logo (both sides).
        2. Eight and a half (8.5) inch by nine and a half (9.5) inch SunGuide logo (both sides).
        3. Two (2) inch black letters “A FREE SERVICE” logo below the F.D.O.T logo.
        4. Pickup trucks shall also have “A FREE SERVICE” logo on the rear bumper.
        5. All vehicles shall have a three-digit number placed on or near the driver’s door and the rear bumper that shall identify each patrol vehicle. The numbers shall be sequential, all starting with “7\_ \_,” such as 701, 702, 703.
     4. Road Rangers Service Patrol Vehicles shall also have the following conspicuity markings:
        1. A single two (2) inch wide, red/white strip of reflective tape applied so as to cause the limits of the truck from any angle to be visible at night when illuminated by oncoming traffic.
        2. The tape should be applied at a minimum height of four (4) feet, but may vary according to truck or body configuration.
        3. On the rear of the vehicle the tape shall be applied to the upper portion of the bumper.
        4. Gaps in the tape where members protrude or the configuration does not lend itself to tape application shall be considered normal.
     5. All markings and decals shall be maintained in a clean, bright and readable condition throughout the term of this contract.
     6. Should a Road Rangers Service Patrol Vehicle become permanently inoperable for any reason or should the Road Rangers Service Patrol Contract be terminated for any reason, the Road Rangers Service Patrol Vehicles shall have all logos referencing this contract permanently removed before being junked, sold, or placed in private service.
   1. The Department may require the addition / deletion of markings at any time during the contract.
6. **TOW TRUCK VEHICLE SPECIFICATIONS**
   1. This contract requires five (5) tow truck vehicles.
   2. The tow truck vehicles shall meet the following requirements:
      1. Minimum Gross Vehicle Weight Rating (GVWR) chassis of twelve thousand (12,000) pounds.
      2. Dual wheel chassis and four (4) ton recovery equipment rating.
      3. Wheel-lift towing equipment, with a minimum lift rating of three thousand (3,000) pounds.
         1. All tow equipment shall include proper safety straps.
      4. Boom with a minimum static rating of five thousand (5,000) pounds.
      5. Winch Cable - eight thousand (8,000) pound rating on the first layer of cable.
      6. Winch Cable - one hundred feet (100’) of three eight inch (3/8”) diameter, with a working limit of three thousand five hundred (3,500) pounds.
      7. Towing slings rated at three thousand (3,000) pounds minimum.
      8. Tow chains of five-sixteenths inch (5/16”) allow or OEM specs, J.T. hook assembly.
      9. A rubber face push bumper.
      10. Spot light capable of directing a beam centered in any direction of a three hundred and sixty (360) degree horizontal arc around the vehicle.
      11. Power outlets ("booster outlets" or “hot boxes”), front and rear-mounted, with outlets compatible to twelve (12)-volt booster cables.
      12. Heavy duty, sixty (60) + amps charged battery.
      13. Suitable cab lighting.
      14. A trailer hitch capable of handling a 1.875 inch ball and/or two (2) inch ball.
      15. Motorcycle transporting capability.
      16. Rear work lights.
      17. Safety chain D-ring or eyelet mounted on rear of Vehicle body.
      18. A roof mounted amber warning / strobe lightbar with front to rear directional flashing capability, equipped with removable lenses and an on/off switch in cab that meet or exceed the specifications described in Appendix “C“.
      19. Portable Dynamic Message Signs (DMS)
          1. Vendor shall equip all of the tow trucks with Portable Dynamic Message Signs (DMS) that meet or exceed the specifications described in Appendix “B.”
   3. Any and all equipment shall be securely attached and, when appropriate, in reach of the driver without distraction to driving safely.
7. **PICKUP TRUCK VEHICLE SPECIFICATIONS**
   1. This contract requires seven (7) pickup truck vehicles.
   2. The pickup trucks shall meet the following requirements:
      1. Full size, three-quarter (3/4) ton, long bed pickup, capable of carrying the equipment specified in this contract. (Note: extended cab, four door trucks are optional).
      2. Each vehicle must have seat belts for passengers on both the front and, if a four door, on rear cab benches.
      3. Two (2) towing straps rated at 3,000 pounds minimum.
      4. Rubber face push bumper.
      5. Spot light.
      6. Power outlets (“booster outlets or “hot boxes”), front and rear-mounted, with outlets compatible to twelve (12) volt booster cables.
      7. Two (2) heavy duty, seven hundred and fifty (750) CCA (Cold Cranking AMP) (Minimum) Batteries.
      8. Suitable cab lighting that allows driver / operator to complete paperwork, etc.
      9. Portable Dynamic Message Signs (DMS)
         1. Vendor shall equip all of the pickup trucks with Portable Dynamic Message Signs (DMS) that meet or exceed the specifications described in Appendix “B.”
      10. Vendor shall equip all of the pickup trucks with a roof mounted amber warning/strobe lightbar with front to rear directional flashing capability, equipped with removable lenses and an on/off switch in cab that meet or exceed the specifications described in Appendix “C“.
   3. Any and all equipment shall be securely attached and, when appropriate, in reach of the driver without distraction to driving safely.
8. **AUTOMATIC VEHICLE LOCATION (GPS) SYSTEM**
   1. The Vendor shall be responsible to ensure there is a Department provided operational GPS monitoring system (radio system component) in each Vendor vehicle.
      1. The GPS System shall be monitored by the Vendor and the Department’s Traffic Incident Manager/Regional Traffic Management Center.
      2. The Radio/GPS will be supplied by the Department and installed in Vendor vehicles.
         1. The GPS / AVL system is part of the radio system.
         2. The number of units furnished shall be the same and under the same conditions as described for the “radio system” in Section 20 (Communications System Requirements) of this Contract.
         3. No unauthorized person will attempt to remove / install or repair these units except with the specific permission of the Department’s Road Ranger Manager or designee.
   2. The Vendor shall be responsible for protecting any installed system components in the vehicles.
      1. Tampering with, removing, disengaging or otherwise disabling any of the Radio, AVL or GPS/GIS components to intentionally render the system non-operational or prevent the vehicle tracking process is strictly prohibited and may lead to the termination of this contract.
   3. The Vendor shall be responsible for all costs associated with the monthly service and maintenance of the Radio / GPS system including the units in use by the Department for communication with the Vendor and the base station(s), throughout the term of this contract.
9. **COMMUNICATIONS EQUIPMENT REQUIREMENTS**
   1. The Vendor shall be responsible to ensure there is a Department provided / specified operational 450 MHz two-way radio system, including a radio transceiver, data terminal and GPS based AVL in each Vendor Road Ranger Vehicle.
   2. Unless otherwise specified in this Contract, all communications equipment shall be supplied and maintained by the Vendor, however, the Department will approve the equipment to ensure it interfaces with the Department communications systems and meets the Departments requirements.
   3. The Department will provide hardware for a total of nineteen (19) two-way radio systems that include Mobile Terminals and AVL / GPS Systems for Road Ranger Vehicles.
      1. The two-way radio systems will be installed in all Road Ranger Vehicles required by this contract and its amendments (if any).
      2. Should the number of vehicles required exceed the nineteen (19) Department provided systems, the Vendor will be responsible to purchase the required additional units.
   4. The Department will provide installation for fifteen (15) two-way radio systems, Mobile Terminals and AVL/GPS Systems for Road Ranger Vehicle.
      1. Should the number of installations exceed fifteen (15), the Vendor shall be responsible to pay costs of installation for the number in excess of fifteen (15).
      2. If there are other reasons to install / remove radio systems from Road Ranger Vehicles, (i.e., crash repair / replacement of the vehicle, etc.), the Vendor shall be responsible for the charges.
         1. Install of radio system is $295.00.
         2. Removal of radio system is $100.00
         3. Removal and re-install of radio system is $395.00.
   5. The Department will provide hardware and installation for a two-way radio base station system, including antennas to monitor the radios, data system and AVL/GPS Systems for Road Ranger Vehicles.
      1. Base station will be temporarily installed at “Mobility/511” and later at the Tampa Bay SunGuide Center when it becomes operational.
   6. The Vendor shall be responsible for protecting any installed system components in the vehicles. Tampering with, removing, disengaging or otherwise disabling any of the Radio, AVL or GPS/GIS components to intentionally render the system non-operational or prevent the vehicle tracking process is strictly prohibited and may lead to the termination of this contract.
   7. Portable radios
   8. The Department will provide three (3) portable radios for use of the Road Ranger Vendor.
      1. The portable radios will have the same channels as the Road Ranger Units and an additional channel for communication between the Vendor’s supervisors and the Department, Mobility, etc.
      2. The Department will determine the specific channels for each radio.
      3. The Vendor shall be responsible for protecting any portable radios from damage or loss.
   9. Repairs / Alterations to radios and/or radio system
      1. The Vendor shall only use Department authorized technicians to install / repair / program the radio systems and portable radios.
      2. The Vendor shall not attempt to add / delete channels or perform any other repairs or alterations on the radio systems or portable radios.
   10. If there are costs associated with training operators to use the radios, they shall be the responsibility of the Vendor.
       1. The Vendor shall be responsible for all costs associated with the monthly service and maintenance of the Radio/GPS system including the units in use by the Department for communication with the Vendor and the base station(s), throughout the term of this contract.
       2. A breakdown of costs for the radio system is provided in Appendix “D”.
   11. Radio System(s) - Department Use
       1. The Department will provide hardware and installation for a two-way radio system for one (1) Department Vehicle at no cost to the Vendor.
       2. The Department will provide the hardware for three (3) portables for Department use.
       3. The Vendor shall be responsible for all costs associated with the monthly service and maintenance of the Radio System, including the components in use by the Department for communication with the Vendor and the base station(s), throughout the term of this contract.
          1. A breakdown of costs for the radio system is provided in Appendix “D”.
   12. Cellular telephones
       1. Road Rangers Service Patrol Vehicles must be equipped with a cellular mobile telephone
          1. The cellular telephones shall be capable of communicating with the Vendor’s Main Office, FDOT District Seven Office and the Department’s Sungide Traffic Management Center, and all other points in FDOT District 7.
          2. The phones are also to be available to allow disabled motorists to make three (3) telephone calls in FDOT District 7.
          3. The Vendor shall be responsible for all costs associated with all of the cellular telephones throughout the term of this contract.
          4. The Vendor must procure at least one (1) cellular phone for each service patrol vehicle and at least one (1) additional phone for the Vendor’s main office.
          5. The Vendor/Road Ranger Operator must immediately notify the Department to report any loss of signal or cellular phone problems of more than fifteen (15) minutes duration.
          6. Inoperable or faulty cellular phones shall be replaced within thirty (30) minutes of detection of the fault.
   13. Electronic Mail (e-mail)
       1. The Vendor shall maintain a reliable e-mail service at their headquarters and at each facility where Road Ranger’s pick-up / drop-off vehicles to begin / end their shifts.
          1. The e-mail service shall be accessible to Supervisor’s and Managers.
          2. The e-mail service shall be capable of receiving attachments.
       2. The Vendor shall have and use, an up to date “anti-virus” system on any computer which is used to communicate with the Department by e-mail.
   14. Public Address System
       1. Each Road Rangers Service Patrol Vehicle shall be equipped with an external speaker, public address system with “air horn” feature in a one hundred (100) watts minimum system.
       2. The public address system shall be connected to the radio system in such a way that radio transmissions can be broadcast over the speaker.
   15. Communications using the Two-way Radio System
       1. The Department must be able to communicate with the Road Ranger Patrols utilizing the two-way radio system for the purpose of monitoring of the Road Ranger Patrols and ensuring they are aware of and deployed to incidents.
          1. Typical message traffic may involve redirecting patrols to known accidents/incidents requiring the patrol’s assistance.
       2. The department will provide procedures that shall be followed when communicating on the radio.
       3. The department will provide procedures that shall be followed for using the data terminals.
       4. The Department may change/alter the procedures for using the radio/data system at any time during the term of the contract.
   16. The Vendor shall be fully responsible for the cost of replacing any damaged or stolen devices or auxiliary devices, whether handheld or installed, received from the Department associated with this contract.
   17. All communications equipment or devices or auxiliary devices, whether handheld or installed, received from the Department shall be returned, in good condition, to the Department at the end of the contract.
10. **ROAD RANGERS SERVICE PATROL VEHICLE ACCESSORIES / PARTS / TOOL BOX REQUIREMENTS**
    1. Each Road Rangers Service Patrol Vehicle shall, at a minimum, have a toolbox containing:
       1. Screwdrivers:
          1. Standard one eighth (1/8), three sixteenths (3/16), one quarter (1/4), five sixteenths (5/16) (one (1) each)
          2. Phillips head number 1 (#1) and number two (#2) (one (1) each)
       2. Star Driver (one (1) set)
       3. Needle nose pliers (one (1) pair).
       4. Adjustable rib joint pliers, two (2) inch minimum capacity (one (10 pair).
       5. Adjustable wrenches:
          1. Eight (8”) inch (one (1) each).
          2. Twelve (12”) inch (one (1) each).
       6. Five (5) pound hammer (one (1) each).
       7. Rubber mallet (one (1) each).
       8. Electrical tape (twenty (20) yards).
       9. Duct tape (twenty (20) yards).
       10. Tire pressure gauge (one (1) each).
       11. Mechanic’s wire (twenty five (25) foot roll).
       12. Bolt cutters – twenty-four (24”) inch or larger (one (1) pair).
       13. Wire cutting pliers (one (1) pair).
       14. Complete set of open end and box wrenches (both metric and standard).
       15. Two, (4”) X (6”) X (12”) wood blocks.
       16. Four (4) safety chains, minimum five feet in length.
    2. Each Road Rangers Service Patrol Vehicle shall, at a minimum, carry the following accessories and parts:
       1. Diesel fuel (minimum five (5) gallons) - In a clearly labeled approved can or tank.
       2. Ninety three (93) octane unleaded gasoline (minimum five (5) gallons) - In a clearly labeled approved can or tank.
       3. 3 quarts, SAE 30 oil.
       4. First aid kit (First Responder Kit, fully stocked) (one (1) each).
       5. Fire extinguishers – two (2) each ten (10) pound Dry Chemical ABC, meeting all safety requirements.
          1. If seal is broken unit shall be tested, resealed and certified.
       6. Pry bar, minimum thirty-six (36”) inches in length (one (1) each).
       7. Radiator water (ten (10) gallons) in clearly labeled container.
       8. Twenty-four (24”) inch wide street broom (one (1) each).
       9. Shovels, Square-end (one (1) each), Round-end (one (1) each).
       10. Highway wet flares, thirty (30) minute burn (forty-eight (48) each).
           1. “Turboflares” are acceptable in lieu of Highway Wet Flares.
       11. Cones, DOT approved, thirty-six (36”) inch reflectorized (twenty-four (24) each).
           1. Vendor shall replace cones semi-annually (or earlier if damaged or visually faded/discolored)
       12. Long Frame Aluminum Jack, 2 ½ ton, one (1) each, or steel jack, three (3) ton, one (1) each.
       13. Air compressor, one (1) each, with at least 12 CFM capability, capable of inflating tires of vehicles and operating impact wrench.
       14. Air operated impact wrench with sockets to fit all vehicles (metric and standard), one (1) each.
       15. Lug wrenches (metric and standard) to fit all vehicles, one each.
       16. Large 2 or 5-cell battery flashlight and spare batteries (one (1) set).
       17. Booster cables, three (3) gauge copper wire with heavy-duty clamps and one end adapted to Vehicle’s power outlets, minimum twenty five (25) feet in length (one (1) set).
       18. Funnel, multi-purpose, flexible spout (two (2) each).
       19. Trash can five (5) gallon (one (1) each).
       20. Ten (10) gallons of absorbent material for liquid spills equivalent to or exceeding the brand name “Speedy Dry.”
       21. Drinking water, individually sealed bottles, minimum sixteen ounce (16 oz), chilled (twelve (12) each).
    3. One-roll paper towels.
    4. Additional Safety Equipment
       1. The Vendor is encouraged to install / provide any equipment that will aid and add to safe operation by the driver / operators.
       2. Such equipment shall be installed, if possible, in both the tow trucks and pickups.
11. **MAINTENANCE OF ROAD RANGERS SERVICE PATROL VEHICLES**
    1. The Vendor shall perform all necessary Road Rangers Service Patrol Vehicle maintenance outside of the service periods specified herein.
       1. Vehicle exteriors and interiors shall be kept neat, clean and polished, and shall be maintained in conformance with the requirements of the Motor Vehicle Code, applicable Florida Statutes, Rules of the Department of Highway Safety and Motor Vehicles and Hillsborough and Pinellas County Ordinances.
       2. As noted in another Section the Road Ranger Vehicles are subject to random inspections by the Department or its designee.
          1. These inspections include all installed and additional required equipment.
          2. All equipment shall be in working order, i.e., air conditioners / heaters, reading lights and any and all items that would provide safety, service and comfort for the drivers.
          3. If a vehicle is found with non-working items, it shall not be assigned to patrol duty until the items are repaired.

* + 1. If a vehicle sustains damage in a crash or other incident, it shall not be placed back into service until repaired.
  1. All repairs shall be done at the expense of the Vendor.

1. **SERVICE PATROL VEHICLE INSPECTIONS**
   1. Prior to the beginning of each shift, the Vendor shall inspect each patrol vehicle and its associated equipment, accessories and parts to ensure they meet all specifications and requirements contained herein.
      1. Should the AVL / GPS system be inoperable, the vehicle shall not be placed into service until the system is functioning.
         1. The Department or Designee may allow temporary deployment if the problem is in the system, rather than the vehicle.
         2. If the outage is a system wide problem, then the Vendor may continue to deploy vehicles and shall notify the Department as soon as possible.
      2. During the inspection, expendable supplies shall be replenished.
      3. Any deficiencies noted during these inspections shall be corrected immediately prior to deploying Road Rangers Service Patrols to their designated sector
      4. The Vendor shall fully document all inspections and provide copies to the Department when requested.
   2. All Service Patrol Vehicles and their associated equipment, accessories and parts shall be subject to periodic spot inspection by the Department for unsafe or poorly maintained vehicles, or for improperly equipped vehicles.
      1. At its sole discretion, the Department may order such vehicles removed from service and replaced at no cost to the Department.
      2. The Vendor shall replace vehicle(s) removed from service within thirty (30) minutes of receiving notification to do so from the Department.
2. **SERVICE PATROL VEHICLE DRIVER / OPERATOR REQUIREMENTS**
   1. Road Rangers Service Patrol Vehicle Operators shall be competent in the tasks of operating the Road Rangers Service Patrol Vehicle and providing safe and proper discharge of the service responsibilities outlined herein.
   2. Rejection of Driver / Operator, Supervisors or Managers - The Department reserves the right to reject vehicle Driver / Operators, Supervisors and Managers prior to their being assigned duties related to this Contract.
      1. No reason need be given by the Department.
   3. Removal of Driver / Operators – The Department reserves the right to require the Vendor to relieve an employee from duty assignments, and/or bar an employee from further service under this Contract at any time.
      1. No reason need be given by the Department.
   4. Operator Resumes
      1. The Vendor shall maintain and provide, upon request of the Department, resumes of the Management, Supervisors, Driver / Operators and potential Driver / Operators.
      2. The resumes shall contain verifications that the Driver / Operator or potential driver / operator comply with the following requirements:
         1. Speak and understand English fluently and be able to clearly express themselves utilizing the English language.
         2. Demonstrated the ability to exercise sound judgment.
         3. Documented mechanical background to perform the required vehicle repairs.
         4. Vendor’s Driver / Operators must have a Current Class “D” or higher Driver’s license in accordance with the Florida Motor Vehicle Code.
            1. If the Vendor chooses to hire Driver / Operators with a higher license classification (i.e., Class “A”) the company shall be responsible to see that the driver wishing to continue to hold a Class “A,” meets the requirements in keeping with a current Class “A” license.
            2. The Vendor and Driver / Operator must, in writing, agree upon at the time of hiring who shall be responsible for payment of any required physical or other requirements that must be kept “current” to maintain the Class “A” license.
         5. Minimum age of eighteen (18) years old.
         6. Verification of “Safe Driving Record.”
         7. References which have been verified by Vendor Supervisory personnel or a service paid for the purpose.
         8. The results of driving record and criminal background checks.
   5. Driving Record and Criminal Background Checks
      1. The Vendor shall insure that all Management, Supervisors, Driver / Operators and potential driver / operators are subject to driving record and criminal background checks.
         1. An initial check will be conducted by the Vendor or an agent of the Vendor
            1. Copies of all checks conducted by the Vendor or their agent shall be furnished to the Department for each employee, when hired.
         2. The Department’s Project Manager, the FHP, the Hillsborough Transportation Authority and / or any other authority approved by the Department may conduct additional checks at any time.
   6. Driver’s License Check Requirements
      1. Driver / Operators shall have a safe driving record, in accordance with FDOT “Driver’s Records Requirements” procedure (topic number 250-000-010), prior to beginning operations.
      2. The Vendor shall provide the Department with updated Road Rangers Service Patrol Vehicle Operator Drivers License checks every six (6) months.
   7. Criminal Record Check Requirements
      1. The Vendor shall insure that all Management, Supervisors, Driver / Operators and potential driver / operators are subject to criminal background checks conducted by the Department or Department’s designee, prior to their employment.
         1. These criminal record checks shall go back as far as the employee’s date of birth.
         2. The Vendor shall furnish, to the Department, the name, date of birth, social security number and address of all applicants for the position of Driver / Operator, supervisor or manager.
         3. The Department’s Project Manager will have one or more of the following conduct driving and criminal background checks on the applicant(s): Florida Department of Law Enforcement, the FHP, the Hillsborough County Public Transportation Commission, the Department or other authority approved by the Department.
      2. Reviews - Periodic criminal record check reviews may be required by the Department.
   8. Licensing - Hillsborough County Public Transportation Commission
      1. All Driver / Operators shall be licensed by the Hillsborough County Public Transportation Commission
   9. Drug-Free Workplace Compliance
      1. The Vendor must have, subscribe to and practice a drug-free work environment program that is in compliance with sections one (1) through six (6) of Florida Statute 287.087, and consistent with their signed drug-free workplace affidavit and ensures a high compliance and regard for public safety.

* + 1. Driver / Operators shall be drug free in accordance with Section 112.0455, Florida Statutes, prior to beginning operations.
    2. Driver / Operators shall undergo additional testing in concurrence with FDOT “Drug-Free Workplace and Testing Policy” (topic number 001-250-013) and at a minimum of every six (6) months.

1. **OPERATOR CONDUCT AND GROOMING**
   1. The Operators shall exercise good sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the Department. In general operators shall:
      1. Wear clean uniforms at the start of each shift. Uniform shall consist of:
         1. White uniform style shirts with collars.
            1. Shirts shall have dark blue / navy shoulder tabs (epaulets) and dark blue / navy pocket flaps.
            2. Shirts shall have a FDOT RR Patch on the left shoulder and a Tampa Bay SunGuide patch on the right shoulder.
            3. Shirts must be tucked into trousers at all times.
         2. Dark Blue / Navy uniform work trousers or uniform style work shorts (no jeans or cutoffs).
         3. Black belt.
         4. If a cap is worn, it must match the uniform pants and be without adornment, lettering or patches unless specifically approved by the Department.
            1. The FDOT approved reflective safety cap is acceptable.
         5. Black shoes (may be leather “sneakers”) and laces.
         6. If jacket is worn, it must match the trousers and be without ornamentation
         7. All uniform items must be in good repair and appearance.
         8. Driver/Operators shall be well groomed, clean, with neatly trimmed hair, including facial hair if worn and have no offensive body odor or visible offensive tattoos.
         9. Driver/Operators shall display clearly visible silver nameplates with black lettering reflecting their first name. The nameplate shall be worn over their left breast pocket.
         10. Wear a uniform shirt or jacket while on duty, with undershirts that if worn, do not have printing or pictures which show through the outer shirt.
         11. Each uniform shirt shall have a “SunGuide” emblem and a DOT RR emblem (specific dimensions, locations for and types of emblems, colors, etc., will be provided to the Vendor).
         12. No emblems, patches, Vendor’s names, or logos will be permitted, unless authorized by the Department.
   2. Be professional and courteous at all times.
   3. Alcohol/Drugs
      1. Driver/Operators shall not be intoxicated or under the influence of alcohol or any controlled substance or medical prescription or any other drug that causes impairment anytime while working under this contract or reporting for duty under this contract.
      2. Driver/Operators shall not have the smell of alcoholic beverages while on duty.
      3. Driver/Operators shall not ingest alcoholic beverages within eight (8) hours of coming on duty.
      4. Driver/Operators shall not possess or use any illegal drugs or illegally use any drug while employed under this contract.
      5. Driver/Operators shall adhere to all instruction that come with prescription medications as it relates to driving or operating machinery.
      6. The Vendor shall never allow a Driver/Operator to work under this contract if they feel he/she is impaired in any way.
      7. If the Vendor determines that a Driver/Operator reported for work or was working while in violation of any part of this section, they shall immediately and permanently remove the Driver/Operator from eligibility to work under this contract.
2. **TRAINING AND CERTIFICATION REQUIREMENTS FOR DRIVER / OPERATORS**
   1. All Vendor Road Rangers Service Patrol Vehicle Operators shall obtain the following training and certifications within sixty (60) calendar days from the date of contract award:
      1. Certification and Training in CPR.
         1. This training can be obtained from a firm or individual certified to teach CPR.
         2. The cost for training and licensing operators in CPR is the responsibility of the Vendor.
   2. Certification and training in Basic First Aid.
      * 1. This training shall be obtained from a firm or individual certified to teach Basic First Aid.
        2. Training and licensing operators is the responsibility of the Vendor.
   3. Basic Maintenance of Traffic (MOT) Training
      * 1. Training on Part VI of the Manual on Uniform Traffic Control Devices (MUTCD) involving setting up maintenance of traffic (MOT) is required for each operator. This training shall be at the “Utility” Level.
        2. This training shall be obtained from a firm or individual certified to teach the “Utility Level” MOT Training Course.
        3. The cost for training and licensing operators in MOT is the responsibility of the Vendor.
        4. If a new employee is not immediately attending MOT training, then the Vendor shall show them a training video in conjunction with hands on training to ensure that they understand the basic safety principals of MOT.
           1. This process shall only be used to temporarily satisfy this requirement for new employees until the operator can attend the required training.
           2. The actual required certification/training shall be completed within the first 60 days of employment.
        5. The Vendor shall ensure that all Driver/Operator Certifications remain valid for the duration of the contract.
   4. The responsibility for all training/certification rests with the Vendor and periodic and follow-up training must be conducted when necessary.
      1. The Vendors shall ensure that operators with training that is near expiration receive the required re-training prior to expiration.
         1. In no case shall a Driver/Operator be allowed to operate under this Contract if their various mandatory certifications / training has expired.
   5. If the Vendor chooses to do their own training, the trainer(s) must be fully certified and licensed (if required) to conduct the training.
   6. The Vendor shall maintain a current listing, by Driver/Operator names, that documents the types of training received, date training was received, the date training / certification expires, location of training and instructor’s name.
      1. The list shall be provided to the Department or designee each quarter of the calendar year, beginning with the effective date of this Contract.
   7. Special Training - The Department may identify “Special Training” at a time after the start date of this contract. If the Department requires the Road Rangers to attend “Special Training”/meetings that are not specified in this contract, then the Department will reimburse the Vendor at the following rates:
      1. If the “Special Training” does not require use of the Road Ranger vehicle(s) for the training/meeting, then the Department will pay one-half (50%) of the hourly contract rate for each employee attending, except supervisory and management personnel (supervisory personnel do not include lead drivers).
      2. If the training requires use of the Road Ranger vehicle(s) for the training, then the Department will pay the hourly contract rate for each employee attending with a vehicle, such vehicle required for the training, except supervisory and management personnel (supervisory personnel do not include lead drivers).
      3. The monthly invoice to the Department shall list training charges on a separate line, indicating the date, time and nature of the training as well as the number of Driver / Operators / Lead Drivers in attendance.
3. **MINIMUM PAY RATE FOR SERVICE PATROL DRIVER / OPERATORS**
   1. Throughout the term of this contract, unless adjusted upward by the Vendor, the Vendor shall be required to compensate all Road Rangers Service Patrol Vehicle Operators working under this contract a minimum wage of twelve dollars ($12.00) per hour.
   2. Proof of compliance with this contract requirement shall be made available for review by the Department via the Vendor’s payroll register or employee’s payroll check.
4. **SERVICE PATROL DRIVER / OPERATOR DUTIES AND RESPONSIBILITIES**
   1. The Road Rangers Service Patrol Vendor shall perform the following duties and responsibilities in an efficient and professional manner.
   2. Patrolling - Continuously patrol the designated areas in Hillsborough and Pinellas Counties seeking disabled vehicles, stranded motorists, debris in the roadway, spilled loads, vehicle crashes, obstructions to traffic and other potential hazards.
      1. The Road Rangers Service Patrol Vehicles shall continuously patrol their respective beat/sector in continuous loops.
      2. Road Rangers Service Patrol Vehicle Operators shall not use shoulders during normal patrolling unless responding to a specific emergency request if it allows a Road Rangers Service Patrol Vehicle to reach the destination faster.
         1. If the Operator uses the shoulder, they shall do so with all due care.
         2. Their speed shall be reasonable and prudent so as not to collide with any person, vehicle, object or structure.
      3. Any path or maneuver contrary to law or this contract must be cleared by law enforcement.
   3. Driver/Operators shall comply with lawful orders of law enforcement.
      1. If responding to crashes or other incidents, the Driver/Operator shall, if necessary, communicate the need to arrive at the scene to the law enforcement officer controlling traffic at the time to gain clearance to the scene.
   4. Inquiry into controversies shall be handled by the Department’s Contract Manager.
   5. Driver/Operators shall use their horn and/or air horn when necessary to alert drivers.
   6. Clearing and Clean Up
      1. Clear lanes of all disabled vehicles encountered in the Road Rangers Service Patrol Sector.
      2. Remove small non-hazardous debris from the roadway and paved shoulder area and place in areas for collections by the Vendor’s pickup truck.
      3. Notify the Department of any debris or obstructions on the roadway or paved shoulder area too large for the Road Rangers Service Patrol operator to remove or move with assistance from another Road Ranger Service Patrol operator.
   7. Notifications
      1. Notify the FHP and/or the Department as noted in other sections of this Scope of Services for the following:
         1. Accidents, emergencies, law enforcement situations, or responding to directives given by external agencies that are outside the scope of the contracted services.
         2. Verified fires that will impact traffic and lane blockage and call the local fire department.
         3. Large spilled loads or large debris, or in other situations as appropriate.
         4. The Department Maintenance Yard (Hillsborough or Pinellas) for spilled loads or large debris or incidents requiring advanced maintenance of traffic (MOT) or roadway repairs.
      2. Notify the Department Traffic Incident Manager and/or Traffic Management Center of all major incidents or accidents resulting in road or lane closures of more than one (1) hour.
      3. Report to the Department and Asset Management Vendors (VMS, ICA) to report road damage or other damage needing repair.
   8. Advice to Motorists
      1. Motorists shall be initially advised, prior to providing services, the following:
         1. That moving, fueling, servicing their vehicle or calling a towing service is being provided FREE of charge as a courtesy by Florida Department of Transportation.
         2. Once the vehicle is cleared from the travel lanes, Road Rangers Service Patrol Vehicle Operators may only attempt minor repairs not to exceed approximately fifteen (15) minutes.
         3. Should repairs not prove possible within the fifteen (15) minute time frame criteria due to their complexity, the motorist shall be allowed up to three (3) telephone calls of three (3) minutes duration each, using the Road Rangers Service Patrol Vehicle’s cellular telephone to make arrangements for further service, towing, or transportation.
         4. All costs for further service, towing or transportation must be paid by the motorist.
         5. The Driver / Operator shall never comment on the quality or lack of quality of any repairs or work done by dealerships or garages.
      2. In no event shall the Vendor or the Road Rangers Service Patrol Vehicle Operator provide or recommend any towing, repair service or facility to the disabled motorist.
      3. If the motorist requests the assistance of a motor club, the operator shall provide the motorist with the use of a cellular phone.
      4. All towing requests by the driver / operator shall go through the law enforcement agency, even if the motorist makes a special request for a specific towing company
      5. The driver / operator, while on duty, shall never approve / encourage towing by the company managing or a company affiliated with, the Road Rangers.
   9. Assistance to Motorists
      1. The Road Rangers Service Patrol Vehicle Operators shall provide prompt, courteous and skillful assistance to motorists as follows:
         1. Move the disabled vehicle from traffic lanes with the least practical delay, either pushing or towing.
         2. Change flat tires.
         3. Provide jump-starts.
         4. Provide up to one (1) gallon of ninety three (93) octane unleaded fuel to motorist enabling them to reach the closest fueling location.
         5. Provide up to one (1) quart of SAE thirty (30) grade motor oil.

* + - 1. Provide water for radiators and / or bottled water for drinking.
         1. Drinking water shall be chilled for all shifts (24/7).
      2. Assist motorist with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum fifteen (15) minutes).
      3. Never leave a motorist stranded with a disabled vehicle in a potentially unsafe or dangerous location on the roadway whereby they may be hit or suffer injury by another motor vehicles.
         1. Make a special effort to remain with female or elderly persons until help arrives or they can be re-located at a safe place.
    1. **The Vendor or Road Rangers Service Patrol Vehicle Operators shall not charge any fees, accept ANY gratuities, recommend secondary towing service, or recommend repair/body shops. Violation of this requirement shall constitute grounds for immediate removal of employee and/or cancellation of this contract.**
  1. Disabled Vehicles
     1. The Road Rangers Service Patrol Vehicle Operator shall offer its services to stranded motorists even if the motorist’s vehicle is already pulled out of the travel lane.
     2. Disabled vehicles shall be removed from the travel lanes, with the least practical delay, by moving them to the shoulder area or drop location.
     3. Vehicles that are disabled due to lack of fuel shall be provided with a minimum amount of proper fuel (1 gallon) to reach the closest fueling location.
     4. If the vehicle is not able to continue under its own power, the Road Rangers Service Patrol shall attempt to move the vehicle from the travel lanes and to a safe location on the shoulder of the road and then contact the FHP for rotation towing service, or towing service as requested by the motorist.
     5. Rotation towing service or other towing service requested by the motorist shall be at the disabled motorist’s expense.
     6. Should a motorist refuse to allow a disabled vehicle to be cleared of the travel lanes, the Road Ranger Service Patrol Vehicle Operator shall contact the FHP for assistance.
     7. The Road Ranger shall provide the motorist with a copy of the Florida Statue 316.061 card informing them that they may be cited for a nonmoving violation, punishable as provided in chapter 318. The Road Ranger Service Patrol shall remain on the scene until FHP or law enforcement personnel arrive.
     8. The Road Rangers Service Patrol Vehicle Operator shall not attempt to move such disabled vehicles where injuries or fatalities are involved until directed to do so by the FHP, or other authorized law enforcement personnel.
     9. All disabled vehicles that are relocated shall be parked with the wheels turned away from the roadway and the parking brake set if possible.
  2. Abandoned Vehicles
     1. When an abandoned vehicle is observed, the Road Rangers Service Patrol Vehicle Operator shall contact the FHP to report the vehicle’s location, make, color, and body type, license plate number and whether or not it is impeding traffic. The Operator shall tag the vehicle with a comment card depicting the time/date the vehicle was discovered.
     2. If the abandoned vehicle is impeding traffic, or is considered to be a potential safety hazard, the Road Rangers Service Patrol Vehicle Operator shall call the FHP to report the vehicle location and request to move the abandoned vehicle so that safety to the traveling public will not be endangered.

* 1. Crashes
     1. The Road Rangers Service Patrol Vehicle Operator shall call the FHP or local Law Enforcement, Fire and ambulance assistance as necessary at crash scenes and remain at such scenes until the appropriate assistance arrives.
        1. Immediate evaluation and assessment is necessary to assure that appropriate assistance will arrive as soon as possible…do not wait.
     2. The Road Rangers Service Patrol Vehicle Operator shall follow all directions of Law Enforcement personnel.
        1. Do not question the officer’s request, but, if the driver / operator disagrees, they should make note of the incident so it can be later evaluated by the Department’s Contract Manager.
        2. Do not complain to the law enforcement agency directly.
        3. The Department Contract Manager will handle any incident where there is a difference of opinion or procedure or conflict with policies.
           1. Contact the Department Contract Manager as soon as possible but do not delay any request made by law enforcement.
     3. The Road Rangers Service Patrol Vehicle Operator shall protect crash scenes by setting highway flares, cones, flagging, and/or flashing amber/white lights, arrow boards, and assisting in traffic control.
  2. Assistance to Law Enforcement Personnel
     1. The Road Rangers Service Patrol Vehicle Operator shall render assistance to Law Enforcement Personnel within the scope of work of this contract.
     2. It is extremely important that the Vendor promotes good will and cooperation with law enforcement.
        1. The Driver / Operator shall honor the request of a law enforcement officer to remove their vehicle to a safe place if in a hazardous location or stuck.
        2. Otherwise, assist the law enforcement officer in getting towing assistance as you would the public if they are unable to call for their own (keep in mind they may have a towing company under contract to tow for their agency).
     3. Any reasonable request by Law Enforcement Officials to provide assistance outside of the designated patrol highways shall be honored however, the Vendor must notify the Department within 24 hours after the request to receive authorization for reimbursement of the assist if additional vehicles/hours beyond the normal route were required.
     4. Road Rangers Service Patrol Vehicle Operators shall follow the instruction of, and obey the orders of Law Enforcement Personnel.
  3. Moving Disabled Vehicles from Traffic Lanes
     1. The Road Rangers Service Patrol Vehicle Operator shall use an appropriate method of moving (pushing or towing) disabled vehicles from the traffic lanes.
     2. The Operator shall use all safety precautions and procedures considered appropriate.
     3. Vehicles disabled due to crashes, without injuries or fatalities, shall not be moved without permission of the driver, except when directed by employees or agents of the Department, Law Enforcement Officials or the Expressway Authority (Florida Statue 316.061).
        1. Drivers of vehicles involved in crashes, without injuries or fatalities, who refuse to allow the Road Ranger to move their vehicle, shall be provided a copy of the Florida Statute that states, “the vehicle shall be moved out of the travel lane if the vehicle can be moved.”
     4. If the crash involves an injury or fatality, the vehicles shall not be moved until directed by Law Enforcement Officials.
     5. Disabled vehicles on the Howard Frankland Bridge or other roadways or bridges, without shoulders or sufficiently wide emergency lanes, shall be pushed or towed to a safer location off the next exit ramp or an alternate location off the bridge or main traffic lanes/ramp within approximately 0.80 km (1/2 mile) of the exit.
  4. Transporting People
     1. If vehicle assistance or towing services cannot be obtained for a motorist(s), rather than leaving the person(s) stranded, the Service Patrol Vehicle Operator shall contact the Vendor' Main Office or Supervisor and request authorization to transport the person(s) to the nearest exit ramp or facility with available communications within the physical limits of this contract.
     2. When transporting people, immediately prior beginning the transport, the Operator shall radio in the location and beginning mileage. Immediately upon arrival at the drop off point, the Operator shall again radio in the mileage and the fact that the transport is complete.
     3. Animals - After clearing the travel lane, the Road Rangers Service Patrol Vehicle operator shall call and report the location, type, and condition of injured or dead animals to the Department.
     4. Live animals found in abandoned vehicle or running about on the right of way.
        1. Should a Road Ranger find a live animal in a vehicle that is otherwise unoccupied, they shall notify the FHP and request assistance.
        2. If the animal is loose and, the Road Ranger can do so without placing themselves in danger, they may attempt to tether the animal until the FHP or other authority arrives.

1. **SAFETY RULES AND GENERAL REGULATIONS**
   1. Road Rangers Service Patrol Vehicle Operators shall follow the following safety rules and general regulations. The Operators shall:
      1. Inspect assigned Road Rangers Service Patrol Vehicles at the beginning of each shift, and take action as necessary to ensure that they are in compliance with all specifications and requirements of this contract.
      2. Keep all communications radios, monitors and cellular phones ‘on’ and the volume ‘up.’
      3. Remain on their assigned Patrol Beat and depart from the Patrol Beat only as described in this contract.
      4. Obey all traffic laws.
      5. Operators must wear their seat belt / safety belt / shoulder harness at all times when operating their vehicle.
      6. There shall be no smoking in Road Ranger vehicle by the operator or passengers.
      7. Stop on the Interstate/ramps/shoulders only to service an incident. Recording the details of an incident shall be done off the Interstate travel lane.
      8. Never push a vehicle that obscures visibility in the pushing direction. Such vehicles shall be towed.
      9. Exercise caution and safety at all times.
      10. Contact the Florida Highway Patrol when appropriate.
      11. Use extreme caution in moving all disabled vehicles.
      12. Contact the Department, the FHP or 511 when appropriate.
      13. Do not carry firearms or other weapons either on their persons or in the Road Rangers Service Patrol Vehicle.
      14. Use flashing lightbars in conformance with the Florida Motor Vehicle Code and only in the following circumstances:
          1. When merging, exiting from traffic lanes or slowing to make a stop at an incident site.
          2. To warn traffic when performing services specified herein.
          3. The use of red or blue flashing or revolving lights or police siren is prohibited under this contract and is grounds for immediate termination of this contract.
      15. All Driver / Operators shall wear DOT approved, Class Three, orange safety vest, with or without sleeves, at all times while assisting motorists or conducting any business on any roadway or shoulder.
          1. The vests shall meet and be labeled as meeting ANSI/ISEA 107-2004 Standard.
          2. The vest shall be replaced immediately if damaged or visually faded/discolored.
      16. Vendor shall provide appropriate rain gear for the Operators.
          1. The rain gear shall meet and be labeled as meeting Class Two, ANSI/ISEA 107-2004 Standard.
          2. The rain gear shall have the words, “ROAD RANGER,” in large block letters, in a contrasting color, on the back of the rain coat / jacket.
          3. Operators shall only use this type of rain gear when operating under this contract.
2. **AUTHORIZED LEAVE FROM SERVICE PATROL BEAT**
   1. Road Rangers Service Patrol Vehicles shall not leave their designated Road Rangers Service Patrol Sector without the authorization from the Vendor or the Department.
   2. Authorized leave shall include, but not be limited to:
      1. Mechanical failure of the Road Rangers Service Patrol Vehicle.
      2. In this instance a backup vehicle shall be supplied by the Vendor and put into service within a thirty (30) minute time frame.
         1. If the Vendor is unable to meet this deadline, they shall immediately notify the Department.
      3. Replenish fuel and expendable supplies at the nearest facility not to exceed two (2) miles from the highway exit ramp.
      4. Response to an order from a Law Enforcement Officer, Fire Department Official, FDOT Contract Manager, or other FDOT designated personnel.
      5. Assist the other sector in a call at the direction of the Vendor, FDOT Contract Manager, or other FDOT designated personnel.
      6. To change operators at the end of a shift (not during peak hours).
      7. To circumvent a queue to reach an incident or a lane blockage.
      8. Provide a Road Rangers Service Patrol Vehicle Operator a rest (break) period of no longer than fifteen (15) minutes.
         1. Such rest periods shall be outside the periods of 7:00 A.M. - 9:00 A.M. and 2:00 P.M. - 6:00 P.M., on any working day
         2. They shall be no more frequent than one such period per four (4) hour work period worked by the specific operator.
      9. Provide a Road Rangers Service Patrol Vehicle Operator a meal period of no longer than thirty (30) minutes.
      10. To conduct service patrol or assistance in support of a special event, natural disaster, or emergency evacuation.
      11. Response to a Hurricane Advisory Warning during a hurricane/evacuation when sustained wind speeds reach 39 knots or the Department or Florida Highway Patroldetermines it to be unsafe for motorist vehicles to remain on the roadways.
      12. Road Rangers Service Patrol Vehicle Operators shall notify and get clearance from the Vendor or the Department when a request is made to leave its sector by another agency.
3. **DROP LOCATIONS**
   1. A drop location is a space for parking disabled vehicle if the roadside shoulder space is not sufficiently wide.
   2. Drop Locations are necessary to keep emergency lanes open, especially on bridges or areas restricted for space for vehicles to travel.
   3. Drop locations also serve as a place to move vehicles from emergency lanes, when it is necessary to keep emergency lanes open for emergencies (i.e., evacuations).
   4. Some Road Rangers Service Patrol Sectors may have designated drop locations for disabled vehicles (such as required along the Howard Frankland Bridge area).
   5. The Department will identify/determine the drop locations with the assistance of the Vendor.
4. **AUTHORIZED ROAD RANGERS SERVICE PATROL VEHICLE STOPS**
   1. Road Rangers Service Patrol Vehicle Operators shall not stop continuous patrolling of their designated Road Rangers Patrol Beats without the authorization of the Department.
   2. Authorized stops shall include, but are not limited to:
      1. Assisting stranded motorist(s) with minor repairs.
      2. Removing disabled vehicles from travel lanes.
      3. Removing small spills (non-hazardous) and debris from the travel lanes.
      4. Assisting Law Enforcement Officials with crash site traffic management.
      5. The initial check of “abandoned” vehicles to confirm that the vehicle that appears abandoned is without persons or animals that may be sick, injured or deceased in the vehicle.
      6. Restroom breaks for fifteen (15) minutes or meal for thirty (30) minutes.
      7. Completing Road Rangers Service Patrol Log for five (5) minutes.
      8. Re-fuelling Road Rangers Service Patrol Vehicle (facility not to exceed two (2) miles from the highway exit ramp).
      9. Assisting the Department or its Vendors with Incident Management.
      10. Rest and meal periods shall be postponed or interrupted at the discretion of the Department if the services of the Road Rangers Service Patrol Vehicle Operator are needed.
5. **FLORIDA HIGHWAY PATROL TOWING SERVICE ROTATION SYSTEM**
   1. If a motorist does not request a specified towing service, repair facility, or individuals to assist them, the Road Rangers Service Patrol Vehicle Operator shall contact FHP directly, via the TMC or the Department.
      1. The Road Ranger shall request that towing service be provided through the FHP towing service rotation list.
   2. Apparent deviations from this requirement will be investigated by the Department.
      1. Assertions that the owner “requested” a wrecker owned by the company managing the Road Rangers could be construed to fall into the category of “towing” by the Road Ranger, especially if “charges” were or could have been collected by the driver / operator.
6. **COMMENT CARDS (RESPONSE FORM) OTHER PRINTED MATERIAL**
   1. The Road Rangers Service Patrol Vehicle Operator shall provide a postage paid Comment Card bearing a designated return address to every individual receiving assistance (one person per vehicle).
      1. Using a format approved by the Department, the Vendor shall be responsible for the initial preparation of one thousand (1000) Comment Response Cards before initiation of Road Rangers Service Patrol activities as described herein.
      2. The response cards shall be obtained from PRIDE.
      3. The cards will have a “bubble” to be completed by the driver / operator that will identify the patrol vehicle number.
         * 1. For example, the D7 cards will have the numeral, “7” followed by bubble choices (0-9).
           2. The driver will fill in the appropriate bubbles to complete the three digit number of their assigned vehicle.
      4. Thereafter, the Vendor shall expect to print, furnish, and provide first class postage to a minimum of nineteen thousand (19,000) Road Rangers Service Patrol Comment Cards annually.
      5. The Vendor shall notify the Department when they have distributed fifteen thousand (15,000) Road Rangers Service Patrol Comment Cards.
      6. The Vendor shall be responsible for all costs associated with the printing, and distribution.
      7. The Vendor shall be responsible for ensuring an adequate number of blank cards are always present in each active Road Rangers Service Patrol Vehicles throughout the duration of this Contract.
   2. The Department may require the Vendor to distribute other printed material to motorists, such as maps or safety information, to motorists. The Vendor shall comply with such requests.
7. **SERVICE PATROL DRIVER / OPERATOR LOGS**
   1. Road Rangers Service Patrol Vehicle Operators shall maintain “Road Rangers Service Patrol Operations Logs” which shall be completed and submitted daily to the Vendor’s Lead Supervisor at the end of the Operator’s shift.
   2. Road Rangers Service Patrol Logs shall reflect the data shown in Appendix “E” of this Contract.
   3. The Data Terminal and Radio System furnished by the Department shall be used for the collection of data.
   4. The Department reserves the right to change the data required or the method of collection and reporting at any time.
8. **DISPOSAL OF DEBRIS**
   1. Disposing of debris gathered during the patrolling rounds and generated during incidents are the responsibility of the Vendor.
   2. One of the Road Ranger Patrol pickup trucks shall be utilized to gather all debris generated during the Road Rangers Patrols. No debris shall be left on bridges or median shoulders by barrier walls.
   3. Vendor shall use appropriate containers to store materials collected from travel lanes or at the incident sites during clean up.
   4. Vendor shall dispose of debris and materials in a safe and appropriate manner and in accordance with local ordinances and regulations.
   5. The Vendor shall not be required to handle hazardous material, but shall be responsible to report hazardous material as defined in the DEP spill agreement or to assure the proper agency is made aware.
9. **DAMAGE TO MOTORIST PROPERTY**
   1. The Vendor shall repair, at Vendor’s expense, any damage caused by negligence of the operator to the Department’s or motorist’s property while performing service under the Contract.
   2. The Vendor shall notify the Department, in writing, of any and all “claims” of injury or damage by the Vendor within twenty-four (24) hours of the claim being made.
10. **INSPECTIONS**
    1. The Department may inspect, at any time, the condition/utilization of equipment, vehicles, articles, supplies and chemicals that may be applicable to this Contract / Agreement.
    2. The Department may determine if these equipment, vehicles, articles, supplies and chemicals are fit for their intended use and may place any equipment, vehicles, articles, supplies and chemicals out of service if they are damaged or otherwise not suitable for the task.
    3. The Department may make a performance inspection at any time.
    4. The Department, at its’ discretion, perform simultaneous inspections with the Vendor and/or random inspections after a Vendor inspection to evaluate the Vendor’s work for correctness and quality.
    5. Discrepancies

* + 1. Should the Department find any discrepancies the Vendor shall have twenty-four (24) hours to resolve them.
    2. Failure to resolve these discrepancies within this time frame may result in Vendor’s placement in non-compliance status as described in the Non- Compliance sections of this Contract / Agreement and the Florida Department of Transportation Contractual Services Standard Agreement.
  1. The Department may perform periodic inspections on the Vendor’s safety throughout the area that the services are being performed / provided. However, maintaining the safety required throughout the work zone shall be the sole responsibility of the Vendor, and in no way relieve him/her of final responsibility for providing safety equipment and procedures for the protection of employees and the public throughout the work areas.
  2. The Department shall have the right to visit the site/area/department location where the services are being performed / provided by the Vendor for inspection of the facilities, work and the products of the Vendor at any time.
  3. Any unsafe or poorly maintained vehicle, or improperly equipped vehicles, as determined by the Department shall be recommended for removal from service and replaced at no cost to the Department.
  4. The Vendor shall replace vehicle(s) removed from service within thirty (30) minutes of receiving notification to do so from the Department.

1. **INSURANCE**
   1. The Vendor shall maintain the following insurance policies according to the minimum limits set forth below.
   2. Each policy shall be in the name of the Vendor and shall include coverage for towing and storage.
   3. The policy shall be effective throughout the period that the Vendor is under Contract to the Department.
   4. Workers’ compensation and employer's liability insurance as required by State statute.
   5. Garage liability insurance in an amount not less than $1, 000,000 combined single limit liability.
   6. Garage keepers’ legal liability insurance in an amount not less than $60,000 for each loss, covering perils of fire and explosion; theft of a vehicle, its parts or contents; riot and civil commotion; vandalism; malicious mischief; and damage to a vehicle in tow.
   7. The following minimum levels of combined bodily injury liability insurance and property damage liability insurance required by section 627.7415, Florida Statutes, in addition to any other insurance coverage as required by this Contract.
   8. Fifty-thousand dollars ($50,000) per occurrence for a wrecker with a gross vehicle weight of less than thirty-five thousand (35,000) pounds.
   9. The insurance coverage required shall include those classifications listed in standard liability manuals, which most nearly reflect the operations of wrecker operators.
   10. Companies authorized to do business in the State of Florida shall issue all insurance policies required above.
   11. The wrecker operator shall furnish certificates of insurance to the Contract Administrator prior to the execution of the contract, and after those thirty (30) days prior to the expiration dates of the policies. The certificates shall clearly indicate that the wrecker operator has obtained insurance of the type, amounts and classifications required for compliance with this section and that no material change or cancellation of the insurance shall be effective without thirty (30) days prior written notice to the FDOT Contract Administrator.
2. **SPONSORSHIPS**
   1. The Vendor shall not enter into any sponsorship agreements, formal or informal, relating directly or indirectly to the Road Ranger Service Patrol Contract, without the specific, expressed, formal, written approval of the Department.
3. **CONTRACT PERIOD**
   1. The beginning period of this contract is on or about November 1, 2005 thru November 30, 2009 for a four (4) year period.
   2. This Agreement may be renewed for a period that may not exceed an additional three (3) years or the term of the original contract, whichever period is longer.
      1. Renewals shall be contingent upon satisfactory performance evaluations by the Department and subject to the availability of funds.
      2. Any renewal or extension shall be in writing and shall be subject to the same terms and conditions set forth in this agreement.
4. **NOTICE TO PROCEED -** The Department shall issue a notice to proceed that shall state the routes and the number of trucks that shall be operating each route. The Department’s contract manager or designee will make any changes to the routes in writing.
5. **WAIVER OF DISCREPANCIES** - The Department’s Project Manager may waive discrepancies to the scope or delayed implementation of certain provisions if it is in the State’s best interest.
6. **CONSUMER PRICE INDEX (CPI) ADJUSTMENT**
   1. The Department recognizes the difficulty in predicting the change in operation costs over time and recognizes it is in the best interests of the Department and the Vendor to provide for scheduled adjustments of the hourly rate during the term of the Contract.
   2. Beginning in February, 2007, and in each subsequent February, the Department shall compare the immediate past year to the year immediately prior to it for the purpose of calculating the percentage change in the CPI between the two years.
      1. In February, 2007, the calculation will be between 2005 (base year) and 2006.
      2. In February, 2008, the calculation will be between 2006 and 2007.
   3. The comparison shall use data from the U.S. Department of Labor, Bureau of Labor Statistics, “CPI-U,” U.S. City Average for all cities, all Items, except food and fuel, non-seasonal adjusted. (http://www.bls.gov/cpi/home.htm)
      1. The calculation shall be made by first determining the index point change between the two periods and then calculating the percent change.

The comparison shall use data from the U.S. Department of Labor, Bureau of Labor Statistics, “CPI-U,” U.S. City Average for all cities, all Items, except food and fuel, non-seasonal adjusted. (<http://www.bls.gov/cpi/home.htm>)

The calculation shall be made by first determining the index point change between the two periods and then calculating the percent change.

Example: CPI for current period (2004) 196.6

Less CPI for previous period (2003) 193.2

Equals Index point change 3.4

Divided by previous period CPI 193.2

Equals .017

Result multiplied by 100 0.017 x 100

Equals percent change 1.7

196.6 – 193.2 = 3.4 3.4 / 196.6 = .0173 .017 \* 100 = 1.7%

As a result of the calculation, the hourly rate would be increased by 1.7% as of the first month of the upcoming fiscal year.

* 1. If there is a change in the CPI, then the Department shall, assuming available funding and approval, increase the hourly rate of the contract by the percentage difference (rounded to the nearest 10th) between the immediate prior year and the year of the evaluation.
     1. The increase shall take effect on the first day of the fiscal year immediately following the comparison and be included for the remainder of that
     2. Should the comparisons show a decrease in the CPI, the hourly rate will be adjusted downward by the percentage difference.
     3. In no event shall the hourly rate increase / decrease more than two and one-half (2.5%) percent per year.
  2. For the purpose of calculating the Consumer Price Index Adjustments (CPIA), the following definitions shall apply:
     1. For the year beginning February 1, 2007, the term "Base Year" shall mean 2005, and for each subsequent Year, the term "year" shall mean the immediately preceding calendar year.

* + 1. The term "Price index" shall mean the U.S. Department of Labor, Bureau of Labor Statistics, “CPI-U,”U.S. City Average for all cities, all Items, except food and fuel, non-seasonal adjusted. (http://www.bls.gov/cpi/home.htm)
    2. The term "Price Index for the Base Year" shall mean the Price Index for the Base Year.

1. **FUEL PRICE ADJUSTMENT**
   1. The Department recognizes the volatility of fuel prices and the difficulty inherent in attempts to predict fuel costs and recognizes it is in the best interests of the Department and the Vendor to establish an initial base fuel price and, if necessary, make periodic adjustments during the term of the Contract. The Department is, therefore, establishing a “Fuel Cost Adjustment ” in this Contract that will have the following effects:
      1. When fuel prices increase, within the formula’s parameters, then the Vendor will be reimbursed for the increased costs.
      2. When fuel prices decrease, within the formula’s parameters, the reimbursement to the Vendor will be lowered accordingly.
   2. Base Fuel Prices
      1. The base fuel price for this Contract is as follows:
         1. Gasoline - $ 2.30 per gallon.
         2. Diesel Fuel - $ 2.40 per gallon.
      2. The base usage per vehicle / per hour for this contract is:
         1. Gasoline – 3.0 gallons per hour.
         2. Diesel Fuel – 2.0 gallons per hour.
         3. The base per vehicle / per hour usage may be recalculated by the Department, at any time, however the decision to do so is solely the Department’s.
            1. Calculations will be made using mileage and idle rates approved by the Department.
   3. Quarterly Fuel Cost Review
      1. The Department will review fuel prices quarterly to determine if there is a significant change (+/- 5%) in the base price of fuels.
      2. The calculation will be done separately for Gasoline and Diesel Fuel
      3. Method of Computation
         1. The Department price adjustments due to fuel cost increases or decreases shall utilize the Federal Government’s Official US Energy Information Administration website ([www.eia.doe.gov](http://www.eia.doe.gov)). On the webpage, “Gasoline and Diesel Fuel Update for the Lower Atlantic States in the categories of “Regular Gasoline-Conventional Area” and “Retail on- highway diesel-Conventional Area.”  <http://tonto.eia.doe.gov/oog/info/gdu/gasdiesel.asp>
         2. After the end of each quarter, the Department will average the fuel costs for that quarter using the information at the web site listed above.
         3. The average price will be compared to the average price from the previous quarter (at the end of the first quarter of the Contract, the price will be compared to the base price established in the contract).
         4. If the average price has not changed by more than 5% in either direction, there will be no change in the reimbursement rate.
         5. If the change is greater than 5% (+/-), then the Department will adjust the reimbursement rate to the closest full percent (%).
         6. The actual adjustment will be calculated by subtracting the base rate from the adjusted rate, and multiplying the result by the gallons of consumption per hour / per vehicle and multiplying that result by the total vehicle hours for the month (invoice period).
         7. Example:

2.60 per gallon (new average) – 2.30 per gallon (gasoline base cost) = .30 per gallon difference

$2.30 / .30 = 7.6% which is >5% so it qualifies for adjustment

.30 (adjustment amount) \* 3.0 (gallons per hour/per vehicle-gasoline) = .90 adjustment per hour

Sample invoice for a total of 4464 hours (six vehicles 24/7 for 31 days) \* .90 (adjustment per hour) = $4017.60 fuel adjustment for the month.

If necessary, the calculations will be made for both diesel and gasoline powered vehicles.

Should the new adjusted amount be lower than the previous quarter, the total amount will be deducted from the monthly invoice.

1. **LIQUIDATED DAMAGES**
   1. It is recognized that this contract is a “Performance Based” contract in which the Vendor’s performance and compliance with the Scope of Services shall be evaluated periodically by the Department.
   2. On occurrences on which the Vendor does not meet or exceed the performance standards established herein, the Department shall reserve the right to assess the Vendor “Liquidated Damages” that shall be deducted from the monthly Vendor invoice.
   3. The infractions that shall activate the invoice payment reductions for liquidated damages shall include, but are not limited to:
      1. Tampering, removing, disengaging or disabling AVL (GPS) components - $500.00 per occurrence / per day.
      2. Unauthorized Sponsorship - $500 per day until the sponsorship is terminated.
      3. Not disposing of debris in legal manner - $250.00 per occurrence.
      4. Failure to turn in Identification Card when employee terminates employment - $250 per occurrence.
      5. Improperly licensed driver - $150 per occurrence and driver must be removed from service until properly licensed.
      6. Not providing proof from a licensed medical practitioner that all Operators are drug free in accordance - $100.00 per occurrence / per operator.
      7. Safety violation by Operator / Driver (examples: not wearing / using safety equipment, careless operation of the vehicle, etc.) - $100.00 per occurrence.
      8. Loss of Identification Card - $100 per occurrence.
      9. Service Patrol Vehicle Operators not patrolling their beat in a continuous loop - $100.00 per occurrence / per day.
      10. Service Patrol Vehicles not equipped with vehicle logos - $100.00 per occurrence / per day.
      11. No cellular telephone or inoperative cellular phone - $100.00 per occurrence / per day.
      12. Unauthorized leave of Service Patrol Vehicle from Service Patrol Beat - $100.00 per occurrence / per day.
      13. Sleeping on Duty - $100.00 per occurrence / per day.
      14. Not deploying the backup vehicle within thirty (30) minutes from the breakdown of the regular vehicle - $100.00 per occurrence and in combination with number 14.5.3.1, $50.00 per hour until the vehicle is made available.
      15. Failure to comply with training requirements as specified in this contract - $50.00 per day/per employee for each day out of compliance.
      16. If at any time a Service Patrol Vehicle and Operator are unavailable for routine beat patrol - $50.00 per hour, for each hour service is not provided.
      17. Failure to change shifts within the allotted twenty (20) minutes - $50 per occurrence / per unit.
      18. Failure to have specified equipment or other specified items on truck (per truck, per incident) - $50.00 per occurrence / per day.
      19. Not maintaining the interiors and exteriors of Service Patrol Vehicles neat and clean, as described in this Contract - $50.00 per occurrence/per day.
      20. Not submitting documentation of monthly Service Patrol Vehicle Inspections - $50.00 per occurrence.
      21. Incomplete Service Patrol Operations Logs - $50.00 per occurrence / per day.
      22. Improper uniforms - $50.00 per occurrence / per day.
   4. The list above is not inclusive of all liquidated damages. For any liquidated damages not listed above, the Department shall assess liquidated damages between the amounts of $50.00 and $500.00 depending on the severity of the infraction.
   5. The reduction in payment as described herein on some infractions shall continue to be applied daily until the Vendor complies with the terms and conditions of the contract.
   6. It shall be the Vendor’s responsibility to notify the Department when in compliance.
   7. Application of liquidated damages shall not waive the Department’s right to terminate the Agreement in the interest of the Department.
2. **TERMINATION –** Reference is made to Paragraph Six (6) of the Standard Written Agreement. Any necessary default action will be processed in accordance with Department Management Services Rule 60A-1.006(3).
3. **CONTRACT INVOICE**
   1. The Vendor shall submit monthly invoices in a format acceptable to the Department.
   2. The Vendor shall include all Road Rangers Service Patrol Operations Logs material, as described above, relevant to the period associated with a given invoice.
   3. The monthly invoice to the Department shall list Department approved “special training” charges on a separate line, indicating the date, time and nature of the training as well as the number of Driver / Operators / Lead Drivers in attendance.
   4. The Department may, at any time, make changes to the format / procedures required for invoice submittals.
   5. The Vendor may be required to submit a separate invoice or invoices to a different government entity for some services performed (i.e., Veteran’s Expressway, Selmon Expressway, etc.)
   6. Should a separate invoice be required, the Vendor shall submit a copy of the Invoice to the Department (for information purposes) at the same time they submit their regular invoice for payment.
   7. The Department may withhold some or all of the payment for a given invoice if, in the Department's judgment, the Vendor has not fulfilled all requirements of this Contract during the invoicing period.
   8. If the Department assesses “Liquidated Damages,” the Vendor shall be notified, in writing, of the date and nature of the infraction.

# **NON-REVENUE TOLL CARDS & TRANSPONDERS**

# Use of Non-revenue toll cards and transponders

# Non-revenue toll cards and transponders shall only be used by the driver of marked D7 Road Ranger vehicles while on official DOT Road Ranger business.

# Examples include, but are not limited to:

# FHP requests for assistance on the Sunshine Skyway Bridge

# Skyway Toll Booth personnel advise of a disabled motorist between the north toll booth and the north rest area.

# A Road Ranger Patrol Beat is expanded to include the highway between the north toll booth and the north rest area.

# Patrol and assists if a Road Ranger Beat is established on the Leroy Selmon Crosstown Expressway.

# Patrol or assists on the Veteran’s Expressway (existing Sunpass)

# Non-revenue toll cards and transponders shall not be used for:

# Travel in vehicles which are not used for Road Ranger Beat Patrol

# Administrative travel by Road Ranger supervisory, management or administrative personnel.

# Travel by anyone while in a personal or business vehicle not used for Road Ranger Beat Patrol.

# Improper Use

# Non-revenue toll cards and transponders shall not be used for any purpose other than those of the type outlined above.

# If a non-revenue card or transponders is used for travel in vehicles not used for Road Ranger Beat patrol, then:

# Improper use of a non-revenue toll card may be theft and if so, shall be treated as such.

# Any employee of the Vendor who improperly uses a non-revenue toll card shall be forbidden, by the Department, from working under the auspices of the Road Ranger Agreement.

# Vendor Responsibility

# It shall be the responsibility of the Vendor to:

# Maintain an inventory of the non-revenue cards and transponders.

# Maintain close accountability for use of the non-revenue cards and transponders.

# Immediately report, in writing to the Department, missing cards and transponders.

# Immediately report, in writing to the Department, improper use of any card or transponder.

# Surrender all non-revenue cards and transponders to the Department immediately upon the expiration of the contract / agreement.

# The vendor shall make any card or transponder available for inspection immediately upon the verbal or written request of the Department.

# If a non-revenue card or transponder is used improperly, stolen, or lost, it shall be the responsibility of the vendor / contractor to pay all tolls, replacement costs and any other associated costs.

***ROAD RANGER SERVICES FOR DISTRICT SEVEN***

***APPENDIX “A”***

***MAP OF SERVICE ROUTES***

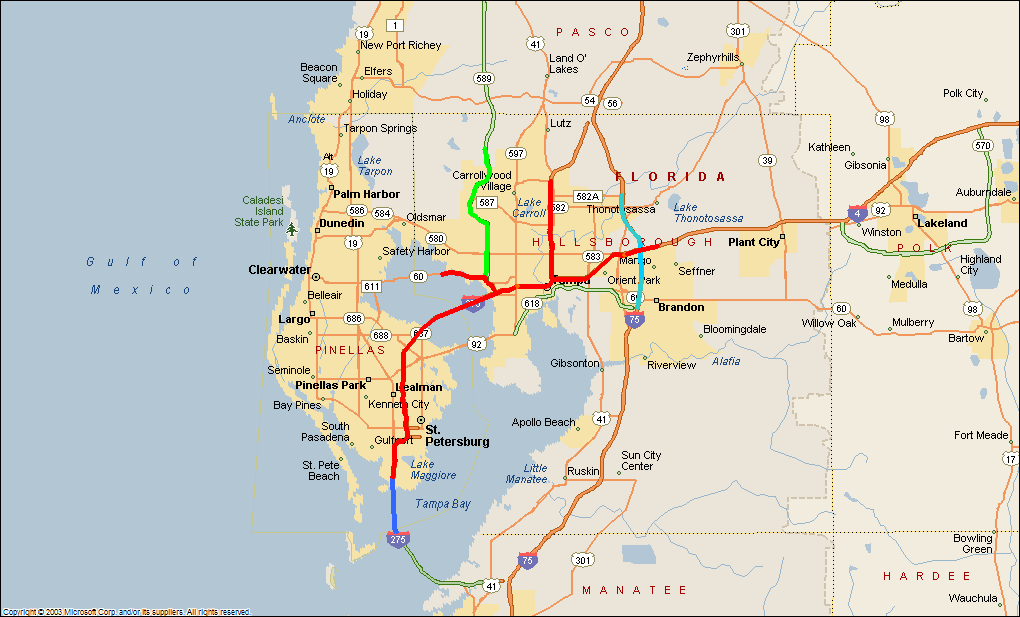
***BEATS W / SHIFT & TRUCK REQUIREMENTS***

*Following are the current District 7 Road Ranger Service Patrol Beats.*

1. Pinellas / Hillsborough County
   1. South Pinellas Beat - I-275 from Pinellas Point Drive (exit 16) north to Gandy Boulevard Interchange (exit 28) and return.
      1. One (1) truck, 24 / 7.
      2. The south boundary of this Beat will be extended to the North Rest Area of the Skyway in the next few months.
   2. Howard Frankland Beat - I-275 from the Gandy Boulevard Interchange (exit 28) to the Lois Avenue Interchange (exit 40) in Tampa and return.
      1. One (1) truck, 24 / 7.
   3. West Tampa Beat - SR 60 east, from the Courtney Campbell Boat Ramp (MP# 5.5) to I-275 (exit 39, MP 10.5), north to the Martin Luther King Boulevard Interchange (exit 46) and return.
      1. Two (2) trucks, sixteen (16) hours, one (1) truck, eight (8) hours.
   4. North Tampa Beat - I-275 Bearss Avenue Interchange (exit 53) to I-4 (Junction), I-4 from I-275 (MP# 0.0) to CR 579 (exit 10) and return.
      1. Two (2) trucks, sixteen (16) hours, one (1) truck, eight (8) hours.
   5. I-75 Beat - I-75 from the Leroy Selmon Expressway Interchange (exit 256) to Fletcher Avenue Interchange (exit 266) and return.
      1. One (1) truck, sixteen (16) hours.
   6. Veteran’s Beat - Veteran’s Expressway (SR 589), milepost 0.0 (SR60) to Van Dyke Road Interchange (milepost 12.8) and return.
      1. One truck (1), split shift, total of eight (8) hours.
      2. The Veteran’s Beat requires a tow truck.
2. Pending - Hillsborough County
   1. Construction Overlap Beat
      1. SR 60 east, from the Courtney Campbell Boat Ramp (MP# 5.5) to I-275 (exit 39, MP 10.5), to I-4 to I-75 (exit 9) and return.
         1. The plans for this beat require the addition of one (1) truck, 24 / 7.
   2. Expressway Beat - Leroy Selmon Expressway (Crosstown)
      1. Planned for implementation in spring of 2006.
      2. The plans for this beat require the addition of one (1) truck, on a split shift, for a total of eight (8) hours per day.
      3. Specific coverage will be identified prior to implementation time.
3. Shift Schedule with truck requirements.

|  |  |  |  |
| --- | --- | --- | --- |
| ***BEAT NAME*** | ***DAY SHIFT (0600-1400)*** | ***EVENING SHIFT (1400-2200)*** | ***NIGHT SHIFT (2200-0600)*** |
| South Pinellas | One (1) truck | One (1) truck | One (1) truck |
| Howard Frankland\*\* | One (1) truck\* | One (1) truck\* | One (1) truck\* |
| West Tampa | Two (2) trucks\* | Two (2) trucks\* | One (1) truck\* |
| North Tampa | Two (2) trucks\* | Two (2) trucks\* | One (1) truck\* |
| I - 75 | One (1) truck | One (1) truck | none |
| Veteran's | One (1) truck\*, four (4) hours | One (1) truck\*, four (4) hours | none |
| Construction Overlap |  |  |  |
| Expressway |  |  |  |
|  |  |  |  |
| **\*** one (1) shall be a tow truck | |  |  |
| \*\* may serve as tow truck for Pinellas | |  |  |
| note: shift hours are approximate | |  |  |

*Note: The beats are subject to redesign / realignment at any time (see contract). Beat changes, which do not involve an increase in total patrol hours, do not result an increase payment to the Vendor.*



***FDOT D7 ROAD RANGER SERVICE PATROL BEAT MAP***

***(as of August, 2005)***

***Red Existing Road Ranger Service Patrol Beats***

***Light Green Veteran’s Expressway Beat***

***Dark Blue Sunshine Skyway Extension (no increase in hours)***

***Light Blue I-75 Beat (no increase in hours)***

**ROAD RANGER SERVICES FOR DISTRICT SEVEN**

APPENDIX “B”

**TRUCK MOUNTED DYNAMIC MESSAGE SIGN (DMS)**

**(2 LINE, 10" CHARACTER LED CHANGEABLE MESSAGE SIGN)**

**Specifications**

**SIGN DISPLAY**

Number of Message Lines 2

Number of Characters per line 8

Character Height 10" (25.4 cm) (nominal)

Large Character Height (up to 4 characters) 23" (58.42 cm)

LED Pixel 4 per pixel, Amber-Yellow (590nm or 592nm peak)

LED Viewing Angle 22° (minimum)

Character Matrix 5 pixels per row X 8 pixels per column

Legibility 650+ feet (198.1m)

Operating Temperature Range -40° to +185° F (-40°C to +85°C)

**MESSAGE MANAGEMENT**

User Programmable 48 Messages

Each message able to display up to three (3) pages (panels).

Link function enables up to five (5) messages, or up to fifteen (15) pages (panels) to alternate.

**CONTROL KEYPAD-**All programming and message selections made from handheld device.

Dimensions 4.7” x 3.1” x 0.4” (11.94 cm x 7.87 cm x 1.02 cm)

Display 160 x 160 Pixel LCD Touch Screen Pad

Operating Temperature Range -4° to +158°F (-20° to +70° C)

**CABINET**

Outside Dimensions 75" x 30" x 5" (190.5 cm x 76.2 cm x 12.7 cm)

Total Sign Weight 75 lbs (34.02 kg)

Frame Construction Sturdy Welded Aluminum

Window Scratch Resistant, UV Stabilized Polycarbonate

Finish Powder Coat, Flat Black Face, Balance White

**CABINET TEMPERATURE CONTROL**

Thermostatically Controlled Fan with Rain Tight Vents (vertical and horizontal positions)

**POWER**

Supply Voltage 12 volts nominal (vehicle battery)

Supply Current 3A @ 12 volts (avg. flashing)

**OTHER**

Must have “Arrow Board” capability.

No Moving Parts.

No PC/Laptop computer required for any programming or message selection function.

Only use DMS signs that are certified in accordance with the Department’s Approved Products List.

**ROAD RANGER SERVICES FOR DISTRICT SEVEN**

APPENDIX “C”

**LIGHTBAR MINIMUM SPECIFICATIONS**

1. The following are minimum specifications for the lightbars required on each Road Ranger Service Patrol Vehicle.
   1. Due to the large number of options available on lightbars, Vendor may submit, to the Department, different configurations for approval, prior to purchase and installation.
   2. In the interest of safety, Vendors are encouraged to upgrade quality and features.
2. General Specifications
   1. Lightbars shall have a minimum of four (4) strobes, LED’s or halogen units.
   2. Lightbars shall be of sufficient width to span the roof of the vehicle on which they are mounted.
3. Flashers
   1. Lightbars shall include front to rear directional flashing capability.

The lightbar shall include a minimum of two (2) rear facing flashers.

Front of Lightbar

|  |  |  |  |
| --- | --- | --- | --- |
| AMBER | AMBER | AMBER | AMBER |

Back of Lightbar

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| AMBER | AMBER  FLASHER | AMBER | AMBER | AMBER  FLASHER | AMBER |

1. Lenses / Colors
   1. Lightbars shall only have amber or clear lenses with amber lights, unless approved in writing, by the Department.
   2. White lights are acceptable for installed work lights.
   3. Red and / or blue lights are prohibited.
   4. The lightbar shall be equipped with removable / replaceable lenses
2. Switch Controls
   1. Lightbar shall be equipped with an in-cab on / off switch and front to rear control
   2. Lightbar shall be equipped with an in-cab switch to control front or rear only operation.
   3. and front to rear control
3. Lightbars shall be certified in accordance with the Department Qualified Products List.

**ROAD RANGER SERVICES FOR DISTRICT SEVEN**

APPENDIX “D”

**RADIO SYSTEM MONTHLY COSTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***CATEGORY OF RADIO*** | ***APPLIES TO*** | ***NUMBER OF UNITS*** | ***COST***  ***PER UNIT*** | ***TOTAL***  ***PER MONTH*** |
| One (1) Channel, two (2) towers | All RR vehicles (installed radios), except “Lead Driver” or Supervisor) | Twelve (12) installed radio systems | $22 per unit / per month | $264 |
| Two (2) Channels, two (2) towers | “Lead Driver,” or Supervisor or RR Administration | Two (2) portables | $25 per unit / per month | $50 |
| Three (3) Channels, two (2) towers | Three (3) portables for Department use | Three (3) portables | $28 per unit / per month | $84 |
| Three (3) Channels, two (2) towers | One (1) installed radio for Department use | One (1) installed | $28 per unit / per month | $28 |
| Base Station | Two (2) installed radios, antennas, etc. | Two (2) installed | $44 per month  total | $44 |

Note 1: Costs only apply if the radios are programmed, installed or in-service (portables).

Note 2: There are no monthly fees for radios that have not been placed into service.

Note 3: These costs are predicted to remain stable throughout the term of the contract. The only changes should be due to additions / deletions of equipment and / or channels.

**ROAD RANGER SERVICES FOR DISTRICT SEVEN**

**APPENDIX “E”**

**ROAD RANGERS SERVICE PATROL OPERATIONS LOGS**

1. Road Rangers Service Patrol Vehicle Operators shall maintain “Road Rangers Service Patrol Operations Logs” which shall be completed and submitted daily to the Contractor’s Lead Supervisor at the end of the Operator’s shift.
2. Road Rangers Service Patrol Logs shall reflect the following data:
   1. The month, day, year and beat/sector number of the log entry.
   2. Road Rangers Service Patrol Vehicle Operator name and vehicle tag number.
   3. The following times (using military time):
      1. The time when the Road Rangers Service Patrol Vehicle Operator was advised of a given incident.
      2. The time of arrival of the Road Rangers Service Patrol Vehicle at a given incident.
      3. The time of departure of the Road Rangers Service Patrol Vehicle from the scene of a given incident.
   4. The nature each incident, such as debris removal, injured or dead animal, stalled vehicle, or crash.
   5. Whether the incident was detected by normal patrol activity or in response to a dispatcher’s call.
   6. The incident location and approximate distance to a mile post or interchange, the lane(s) in which the incident was located, and the direction of travel of the lanes.
   7. Where applicable, the following information shall be recorded.
      1. The vehicle’s make, model, body type, and license plate number.
      2. The nature of the problem.
      3. The disabled vehicle driver’s name.
      4. The type of assistance provided by the Road Rangers Service Patrol.
      5. Any damage evident before, and after, pulling or pushing the vehicle.
      6. If additional assistance was required.
   8. Weather conditions.
   9. Road Rangers Service Patrol Vehicle odometer reading at beginning and ending of each shift.
   10. Other pertinent information or comments.

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