

**SCOPE OF SERVICES
ROAD RANGER SERVICE PATROL (RRSP) CONTRACT**

1. CONTRACT ADMINISTRATION

Contract Number: TBD

Financial Project Number (s): 231723-6-82-01; 231723-6-82-02; 231723-6-82-03; 231723-6-82-04

2. OBJECTIVE

The Florida Department of Transportation (FDOT) District Four, hereafter referred to as the DEPARTMENT, requires services by a Road Ranger Service Patrol (RRSP) provider, hereafter referred to as the CONTRACTOR. The CONTRACTOR shall provide motorist assistance and Traffic Incident Management (TIM) support on I-75 and I-95 (including I-75 and I-95 Express Lanes); and a portion of I-595 in Broward County. Coverage shall include all on and off ramps and may require additional mileage for turnaround points. Primarily, the CONTRACTOR shall provide RRSP services along the entire I-95 (State Road 9) corridor in Broward County from the Miami-Dade County line to the Palm Beach County line including the 95 Express Lanes; portions of the I-595 (State Road 862) corridor from I-75 (State Road 93) to NW 136th Avenue and from State Road 7 (US 441) to Port Everglades; and the entire I-75 (State Road 93) corridor in Broward County from the Miami-Dade County line to Mile Marker 52, west of the Alligator Alley Toll Plaza, including the I-75 Express.

This Best-Value Performance Contract requires inspections, management, and performance of all components of the RRSP operations as identified herein. In performing the duties under the terms of this Contract, the CONTRACTOR is, by extension, representing the DEPARTMENT for the areas and assets specified in this Contract. Unless otherwise exempt, all activities within the limits of this Contract are to be performed by the CONTRACTOR. This Best-Value Performance Contract requires the CONTRACTOR to determine the work needs, perform the work, and continually produce a quality service that meets the Contract performance measures as outlined in Section 5.

The DEPARTMENT will evaluate the CONTRACTOR's performance and quality of work performed, both randomly and systematically.

3. GENERAL REQUIREMENTS

3.1. Current Standards and Subsequent Updates

Perform all work to the most current DEPARTMENT Standards and Specifications throughout the contract duration, and any updates, throughout the life of the contract. Inspect, manage, and maintain all equipment, vehicles, and personnel as identified in this scope, and perform work that is consistent with the Department's Road Ranger Service Patrol practices.

This is a Best-Value Performance Contract in which the DEPARTMENT shall routinely evaluate the CONTRACTOR to ensure services provided and related activities are accomplished in compliance with established policies, procedures, contract requirements, and Standard Operating Procedures (SOPs) during RRSP operations. The CONTRACTOR shall maintain supporting documentation for all operations and activities and provide documentation to the DEPARTMENT upon request.

The CONTRACTOR shall adhere to the latest version of the DEPARTMENT SOPs provided by the DEPARTMENT.

All work shall be conducted in accordance with the latest editions of the DEPARTMENT Standard Specifications, Standard Plans, Florida Statutes, Florida Administrative Code, and applicable Procedures, including the following:

- a) Topic No. 001-010-015, Tobacco Use Policy
- b) Topic No. 001-010-020, Ethics Policy
- c) Topic No. 001-250-011-j, Violence-Free Workplace Environment
- d) Topic No. 050-020-025-h, Records Management
- e) Topic No. 250-000-010, Driver's Record Requirements
- f) Topic No. 250-013-001, Drug-Free Workplace and Drug Testing
- g) Topic No. 250-055-001-e, Violence-Free Workplace Environment
- h) Topic No. 750-030-015, Road Ranger Operations
- i) 112.0455 Florida Statutes (F.S.)
- j) 316.003(1) and 316.072(5) Florida Statutes (F.S.)
- k) Rule 15B-9, Florida Administrative Code (F.A.C.)
- l) Joint Task Force for Law Enforcement Radio System Security Procedure
- m) [Florida's Open Roads Policy](#)

3.2. Contract Length

The initial Contract term is five (5) years with a renewal option for one or more additional terms with the combined length of all renewal terms not to exceed the length of the original term of the Contract. Renewals will be made at the sole discretion and option of the DEPARTMENT and must be agreed upon in writing by both parties. If contract renewal is less than 5 years an annual amount equal to one fifth of the lump sum amount may be used.

3.3. Invoicing and Compensation

This is a lump sum Contract. Invoice the DEPARTMENT monthly according to the amounts shown in the payment schedule included in Section 7. The CONTRACTOR shall submit monthly invoices by the fifteenth (15th) business day of the month. Invoices are to show all applicable deductions.

3.4. Organizational Structure

Within 20 days of Contract execution, the CONTRACTOR shall provide the DEPARTMENT a detailed Organizational Chart identifying all key personnel. Clearly define the responsibilities and include contact information for each position identified in the organization structure. Update the Organizational Chart at the beginning of each Contract year, or as necessary with changes in essential project personnel.

The CONTRACTOR shall provide competent personnel qualified by experience and education. Before an assigned project begins, all project staff must have a working knowledge of the Contract documents and possess all the necessary qualifications/certifications for fulfilling the duties of the position they hold. The CONTRACTOR shall identify a person in responsible charge of the Contract that can responsibly act as a representative of the DEPARTMENT.

3.4.1. Project Manager

The CONTRACTOR shall provide the DEPARTMENT with a Project Manager for the term of the Agreement. The CONTRACTOR Project Manager shall coordinate all CONTRACTOR required RRSP operations, services, duties, and responsibilities identified within this Scope of Services and the Technical Proposal.

The CONTRACTOR Project Manager and designee(s) shall be thoroughly knowledgeable and experienced in relation to all the aspects of the services required in this Contract and Scope of Services, as well as have the administrative authority to deal with any issues in relation to the personnel and RRSP operations performed under this Contract. If required, the Project Manager (or designee) shall be at a requested location at an agreed upon time by the CONTRACTOR and DEPARTMENT.

The CONTRACTOR Project Manager shall have at least five (5) years of experience, working as a RRSP Project Manager or three (3) years' experience as a RRSP Supervisor. Years on a contract similar in service may qualify.

General Operator and Supervisor Requirements

All CONTRACTOR RRSP operators and supervisors shall meet the following general requirements:

- a) Be a minimum of eighteen (18) years of age.
- b) Have received a High School Diploma or equivalent General Education Diploma (GED).
- c) Be legally authorized to be employed in the United States.
- d) Possess a valid Florida Driver License with proper classification to drive/operate the assigned RRSP vehicle in accordance with the Florida Motor Vehicle Code and validated every six (6) months.

- e) Able to obtain security clearances (Statewide Law Enforcement Radio System (SLERS) Background Check), to use the SLERS.
- f) Possess no criminal background as validated by a Florida Department of Law Enforcement (FDLE) criminal history check dating back to employee's date of birth and associated fingerprinting (if SLERS clearance is not received/available).
- g) Have and maintain a safe driving record in accordance with the DEPARTMENT "Driver's Records Requirements" (Procedure Topic Number 250-000-010).
- h) Be drug-free in accordance with Section 112.0455, F. S. (Drug-Free Workplace Act) and submit to drug testing every twelve (12) months in accordance with DEPARTMENT Topic No. 250-013-001, Drug-Free Workplace and Drug Testing Policy.
- i) Have basic knowledge of vehicle mechanics, as demonstrated, and documented through a combination of training, experience, or aptitude, sufficient to provide limited vehicle repairs necessary, safely, and efficiently while performing RRSP services.
- j) Be fluent in the English language.
- k) Not use tobacco in the RRSP vehicle or while assisting motorists in accordance with DEPARTMENT Topic No. 001-010-015, Smoking Policy.
- l) Prohibit firearms or other weapons either on their RRSP Operator and Supervisor person, in the Regional Transportation Management Center (RTMC) or in the RRSP vehicle.

All CONTRACTOR RRSP Flatbed and Tow Truck operators shall meet the following (but not limited to) requirements:

- a) Operator shall possess a current, Class "B" Driver's license in accordance with the Florida Department of Highway Safety and Motor Vehicles (HSMV)
- b) Operator must have a minimum of three (3) years' experience in operating light/medium duty towing vehicles.
- c) Operator must comply with all operating licenses and training required to operate the assigned tow truck.

Personnel operating a Flatbed shall be authorized to stage for incident response at any time, with staging of RRSP vehicles to take place at a mutually agreed upon location. The staged RRSP vehicles shall be available to respond to Regional Transportation Management Center (RTMC) dispatched calls to traffic incidents.

3.4.1.1. Supervisor

All CONTRACTOR RRSP operators will be supervised in accordance with the following requirements:

- a) The CONTRACTOR supervisor will be responsible for overseeing the RRSP fleet.
- b) The CONTRACTOR supervisor will attend all meetings as directed by the DEPARTMENT and outlined within the Scope of Services.
- c) The CONTRACTOR supervisor will have at least three (3) years of experience working as a RRSP Supervisor. Years on a contract similar in service may qualify.
- d) The CONTRACTOR Supervisor shall respond to complaints about drivers and vehicle damage and as they become aware. The CONTRACTOR Supervisor will answer all complaints that come through the DEPARTMENT and RTMC. All RRSP operators shall

report to CONTRACTOR RRSP supervisor(s). The RRSP CONTRACTOR supervisor will be the RTMC point of contact twenty-four (24) hours per day, seven (7) days per week.

3.4.1.2. Organizational Chart Acceptance

The CONTRACTOR shall provide RRSP operators and supervisors that are competent in operating the RRSP vehicle. All RRSP operators and supervisors shall meet all requirements prior to engaging in contracted RRSP services.

3.4.1.3. Training and Certification

Prior to any RRSP services being rendered, all RRSP operators and supervisors shall be trained and certified in the topics described below. All training and certifications shall be at the CONTRACTOR'S expense unless noted otherwise. RRSP operators, dispatchers, and supervisors are strictly prohibited from rendering contract services without current (i.e., non-expired) and valid training certifications. All in-person training shall be conducted by fully certified and/or licensed trainers. All online training shall be provided through an officially recognized, accredited organization. All required training is outlined in Road Ranger DOT Procedure 750-030-015 and be completed prior to operating an RRSP vehicle. At a minimum, RRSP staff shall be required to attend semi-annual joint TMC Operator/Road Ranger training provided by the DEPARTMENT.

3.4.1.4. Mandatory Training

3.4.1.4.1. Optional Training

The following training is optional:

- a) Federal Emergency Management Agency (FEMA) Introduction to the Incident Command System (ICS 100)

3.4.1.5. Specialized Training

If the DEPARTMENT develops and includes additional special training for RRSP operators and supervisors, RRSP operators and supervisors shall be trained in the specialized topic trainings.

3.4.1.6. Operator Uniforms

For safety, identity, RRSP program visibility, and consistency with the public, all CONTRACTOR personnel performing RRSP services in the field shall wear uniforms in accordance with the requirements specified below and in Attachment VI. Non-duty use of any RRSP uniform is prohibited.

At a minimum, the following requirements shall be met:

- a) At the beginning of each shift, uniforms shall be clean, in good condition and appearance, with shirts and vests having a closed front.

- b) A DEPARTMENT-issued photo identification badge with RRSP operator name shall always be displayed via clip, lanyard, or plastic armband. In case of the termination of an RRSP operator, the CONTRACTOR shall return the badge to the DEPARTMENT within five (5) business days from when the RRSP operator was terminated (or set inactive) from the Contract.
- c) Uniform shirts shall be either an integrated American National Standards Institute (ANSI) 107-2015 Class 3 High Visibility Safety Apparel (HVSA) shirt or a separate shirt and vest (see item d below). All integrated shirts shall be high visibility yellow green in color and shall include a collar that is yellow-green, gray, or black. For separate shirt and vest combinations, the shirt shall be either white or high visibility yellow-green with either a full or partial button front. Uniform shirts shall always be tucked into pants.
- d) ANSI compliant Class 3 high visibility vests shall be issued to all RRSP operators with the vest predominant background color high visibility yellow-green and retroreflective material bordered with fluorescent orange-red stripes.
- e) Uniform pants shall be black or dark blue with retro-reflective biomotion markings.
- f) Shirts and vests shall include the following lettering, logos and insignias and shall be in accordance with ANSI 107-2015 7.2 standards which state that “Identification Panels, Lettering, and Logos (Type R and P)” shall not create gaps in retroreflective material of more than 50 mm horizontally and shall not exceed 465 cm² on front and rear, or about 72 in².
 - i. FDOT Road Ranger logo: left front, 1.5 in x 4 in (6 in²)
 - ii. “ROAD RANGER” capital lettering: back, black, “ROAD” 3.25 in x 8 in (26 in²), “RANGER” 3.25 in x 12 in (39 in²)
 - iii. FL511 or FDOT Road Ranger logo: left arm
 - iv. Florida TIM or sponsor logo: right arm (“*FLORIDA HIGHWAY PATROL (FHP)” may be included below the Florida TIM logo)
- g) A high visibility yellow-green ball cap with only the FDOT Road Ranger logo on the front shall be issued to all RRSP Operators and may be worn. A high visibility yellow-green helmet (construction hard hat type), may be worn in lieu of a ball cap. Any other head gear is not acceptable.
- h) High visibility yellow-green ANSI 107 compliant rain gear shall be issued to all ROAD RRSP operators and may be worn depending on weather conditions. Rain gear jackets shall include the same lettering, logos, and insignias as shirts and vests (item f above) except that arm markings are not required.
- i) High visibility yellow-green ANSI 107 compliant cold weather jackets may be issued to/worn by all RRSP Operators depending on weather conditions. Cold weather jackets shall include the same lettering, logos, and insignias as shirts and vests (item f above) except that arm markings are not required. A black cold weather jacket may be worn in lieu of a yellow-green ANSI 107 compliant cold weather jacket and shall be covered by an ANSI compliant Class 3 high visibility vest consistent with item d above.
- j) Footwear shall be black in color and shall be steel-toed.
- k) Belts shall be black in color with a no-scratch buckle.
- l) Long or short-sleeved undershirts may be worn and shall be white, black, or yellow green in color. Long or short-sleeved undershirts or t-shirts shall not be worn in lieu of the uniform shirts (item c above).
- m) Clear or sunglass type safety eyewear may be worn.
- n) Tattoo arm sleeve covers may be worn and shall be skin tone or black in color.

3.4.1.7. Conduct and Grooming

At a minimum, the following requirements shall be met:

- a) For RRSP program consistency in serving the public, at all times, the CONTRACTOR personnel performing RRSP services in the field shall be safe, professional, courteous, honest, and exercise good judgment in carrying out their duties. The CONTRACTOR personnel performing RRSP services shall always conduct themselves in such a manner that reflects favorably upon the DEPARTMENT.
- b) Under no circumstances shall the CONTRACTOR and RRSP personnel accept any gifts, gratuities, or other compensation from the public/motorists for services conducted in the performance of this contract.
- c) The CONTRACTOR personnel performing RRSP services in the field shall be clean and well-groomed with neatly trimmed hair and facial hair. Visible offensive tattoos must be covered while wearing the RRSP uniform.

3.5. Department Responsibilities

Annually, the Department will provide additional compensation to the CONTRACTOR via Supplemental Agreement or Unilateral Payment if the CONTRACTOR experiences a substantial economic impact during the previous year as a result of compliance with any combination of the following possible occurrences:

1. A change to any of the statewide RRSP programs, policies, procedures, standards, manuals, handbooks, guides, specifications, or any other Federal, State or Local documents used to monitor the performance of this contract.
2. Increased RRSP services due to the expansion of intelligent transportation systems (ITS) that were not included in the DEPARTMENT's Work Program at the time of the CONTRACTOR's proposal due date or renewal date.
3. Increased RRSP coverage during the active construction of roadways, structures, facilities that were not included in the DEPARTMENT's Work Program at the time of the Contractor's proposal due date or renewal date.

The DEPARTMENT will reduce payment to the CONTRACTOR if the CONTRACTOR experiences a substantial economic savings during the previous year due to the following possible occurrences:

1. A change to any of the statewide RRSP programs, policies, procedures, standards, manuals, handbooks, guides, specifications, or any other Federal, State or Local documents used to monitor the performance of this contract.
2. Reduced RRSP services due to the reduction of intelligent transportation systems (ITS) that were not included in the DEPARTMENT's Work Program at the time of the CONTRACTOR's proposal due date or renewal date.
3. Reduced RRSP coverage during the active construction of roadways, structures, facilities that were not included in the DEPARTMENT's Work Program at the time of the Contractor's proposal due date or renewal date.

4. EMERGENCY MANAGEMENT

4.1.General

The DEPARTMENT categorizes Emergency Management into two classifications: “Governor Declared Emergencies” and “Other Emergencies”. For Governor Declared Emergencies, perform pre-event preparation and provide initial response post-event to protect the traveling public from grievous hazards created by the incident/event. For Other Emergencies, perform all aspects of responding to the incident/event, including pre-event preparation, post-event initial response, and post-event cleanup and repair. For both classifications of Emergency Management, perform the following three (3) activities in preparation for hurricane season each year and before every foreseeable Emergency Management incident/event:

1. Contact vendors and subcontractors to verify quantity, availability, and priority of appropriate equipment and personnel. Develop a complete up-to-date list of equipment resources and staging locations and of all stockpiled materials and their locations.
2. Secure and lockdown all structures and facilities covered under this contract, if applicable.
3. In preparation for high winds, rains, and other impending elements, secure all existing worksites associated with this contract, if applicable.

4.2. Emergency Management Plan

The CONTRACTOR shall make resources available for all services described herein for providing services during a hurricane evacuation or other emergency situations to assist with traffic maintenance requests as directed by the DEPARTMENT. Responsibilities include keeping the evacuation routes clear of debris or disabled vehicles and keeping all lanes open, including emergency lanes. RRSP Vehicles shall remain in operation during hurricane evacuations until sustained wind speeds reach 35mph and/or the DEPARTMENT/FHP determines it to be unsafe for vehicles to remain on the roadways. Contact the RTMC for authorization prior to discontinuing services. RRSP vehicles shall resume operations when FHP redeploys, unless otherwise approved by the DEPARTMENT. Provide on-going training as needed or as requested by the DEPARTMENT.

Comply with and administer all preparedness, response, and recovery efforts in accordance with all contract documents. Develop an Emergency Management Plan that meets the intent of the DEPARTMENT Emergency Management Documents and submit this plan to the DEPARTMENT within 30 calendar days of Contract execution. Include details in the Emergency Management Plan including, but not limited to:

- a) procedures for incident/event management
- b) assurance of motorist safety
- c) handling fuel/oil spills on roadway/roadside
- d) handling of hazardous waste
- e) coordination with Law Enforcement and other appropriate agencies
- f) traffic control
- g) coordination with the DEPARTMENT and other agencies to establish or implement pre-established detour routes
- h) debris removal
- i) evacuation operations

- j) submission of incident/event reports
- k) plan for compliance with the Open Roads Policy
- l) detailed organizational structure with the functions, qualifications, experience level, and contact information of staff assigned to respond to incidents/events

During these situations, the DEPARTMENT may require CONTRACTOR RRSP vehicles to be staged at the CONTRACTOR-owned/leased locations. The CONTRACTOR and the DEPARTMENT, in agreement, may expand designated RRSP coverage areas (including providing additional RRSP operators and vehicles) and/or hours of operation, assistance, and support. Before, during, and after hurricane evacuations or unusual emergencies/incidents, RRSP CONTRACTOR may be requested to provide RRSP operators and/or RRSP vehicles to assist other District RRSP programs.

CONTRACTOR must comply with all DEPARTMENT Plans and Standards and with all Federal, State, and Local laws and regulations concerning evacuation routes and the handling and disposal of hazardous waste.

5. PERFORMANCE REQUIREMENTS AND MEASURES

Inspect, manage, and consistently maintain all services within the project limits as identified in this scope; throughout the term of this contract in accordance with meeting the performance measures established in all contract documents.

The DEPARTMENT will evaluate CONTRACTOR performance using performance measures outlined in Table 1 and performing monthly and quarterly audits for the response times and roadway clearance times.

In administering this contract and monitoring CONTRACTOR performance, the DEPARTMENT reserves the right to adjust CONTRACTOR compensation for occurrences of non-compliance with Contract terms, conditions, or requirements described herein. The DEPARTMENT may adjust CONTRACTOR compensation by applying a monetary reduction of the monthly payment for services.

When deficiencies are indicated in a performance audit, the CONTRACTOR shall immediately implement remedial action to eliminate the deficiencies. The CONTRACTOR shall notify the DEPARTMENT that noncompliance deficiencies or infractions have been addressed.

The CONTRACTOR will be held accountable for any enhanced or higher standard presented by the Contractor in its Technical Proposal with respect to the deductions in Table 1. The enhanced or higher standard becomes the new performance standard for the contract.

All deductions withheld from the Contractor will be reflected in the monthly invoice after the occurrences took place.

The CONTRACTOR will provide notification to the DEPARTMENT when noncompliance deficiencies have been addressed.

The CONTRACTOR and the DEPARTMENT agree that the DEPARTMENT reserves the right to require the CONTRACTOR to remove an RRSP operator or supervisor for infractions, when the operator or supervisor has demonstrated that they cannot perform the duties, or upon evidence that the operator or supervisor has become a discredit to the DEPARTMENT.

Table 1: RRSP Deductions

Deficiency Identification	Time Allowed/Criteria	Deduction
Failure to provide monthly invoice to DEPARTMENT Project Manager by the fifteenth (15 th) business days of the following month	Upon Discovery	\$500 per occurrence per day
Tampering with, removing, disengaging, or disabling AVL components or radio/video component system	Upon Discovery	\$500 per occurrence per day
Unauthorized sponsorship	Upon Discovery	\$500 per day
Failure to return Identification Card to the DEPARTMENT within five (5) business days upon employee termination	From time of notification	\$100 per occurrence
Improperly licensed driver	Upon Discovery	\$150 per occurrence per day
Insufficient proof from a licensed medical practitioner that RRSP operators are drug-free	Upon Discovery	\$250 per occurrence per operator
RRSP Operator under the influence of alcohol or any controlled substance or drug, except where prescribed by a physician while on duty.	Upon Inspection	\$10,000 per occurrence per operator
Loss of operator identification card	Upon Discovery	\$100 per occurrence
Failure to provide certificates of insurance with insurance requirements as specified in <i>Section 8.12.4 Insurance</i>	Upon Request	\$250 per occurrence
RRSP vehicles improperly marked (e.g., logos, striping, wording, etc.)	Upon Discovery	\$100 per occurrence per day
No or inoperable cellular telephone	Upon Discovery	\$100 per occurrence per day
Failure to meet requirements set forth in <i>Section 3.4.1.4 Mandatory Training</i>	Upon Discovery	\$5,000 per occurrence per day

Deficiency Identification	Time Allowed/Criteria	Deduction
Operator sleeping on duty	Upon Discovery	\$100 per occurrence per day
Failure to replace radio and/or communication device within sixty (60) minutes from the time of the breakdown of the equipment	Upon Discovery	\$100 per occurrence
Insufficient equipment or expendables per vehicle	Upon Inspection/Discovery	\$50 per occurrence per day
Insufficient documentation during monthly RRSP vehicle inspection	Upon Inspection/Discovery	\$50 per occurrence
Incomplete RRSP activity logging and documentation	Upon Inspection/Discovery	\$50 per occurrence per day
Improper RRSP operator uniforms	Upon Inspection/Discovery	\$50 per occurrence per day
Non-compliance of DEPARTMENT's Ethics Policy	Upon Discovery	\$50 per occurrence
Use of RRSP vehicle for personal use	Upon Discovery Upon Discovery	\$100 per occurrence
Insufficient CONTRACTOR representation at required DEPARTMENT meetings	Upon Discovery	\$200 per occurrence
RRSP operator recommending tow company or vehicle repair facility	Upon Discovery	\$500 per occurrence
Failure to have customer comment cards on trucks	Upon Discovery	\$100 per occurrence
Upon DEPARTMENT request, failure to submit any documents the CONTRACTOR is required to maintain	Submit document by the end of the 3rd business day following the day of the DEPARTMENT request	\$100 prorated per business day per requested document
Violation of any DEPARTMENT procedure, policies, guides, or other contract document, excluding Technical Proposal	Immediately upon discovery of violation that is not otherwise addressed in this table	\$1,000 per occurrence of violation
Deviating from any promises, guarantees, statements, claims, or other assurances made within the CONTRACTOR's original Technical Proposal	Immediately upon discovery of deviation that is not otherwise addressed in this table	\$5,000 per occurrence of deviation

Deficiency Identification	Time Allowed/Criteria	Deduction
Average monthly dispatch incident response time over 15 minutes (not to include self-found events)	Upon Audit Review	\$10,000 per average monthly response time
Average monthly Roadway Clearance Time over 40 minutes – General Purpose Lanes	Upon Audit Review	\$10,000 per average monthly roadway clearance time
Average monthly Roadway Clearance Time over 35 minutes – 95 Express Lanes	Upon Audit Review	\$10,000 per average monthly roadway clearance time
Average monthly Roadway Clearance Time over 30 minutes – 75 Express Lanes	Upon Audit Review	\$10,000 per average monthly roadway clearance time

6. ATTACHMENTS

Attachments I thru VII, listed below, are incorporated into this Contract.

- Attachment I – Standard Specifications General Requirements and Covenants
- Attachment II – Road Ranger Service Patrol Standard Operating Guidelines
- Attachment III – Road Ranger Service Patrol Disqualifying Criteria
- Attachment IV – Road Ranger Service Patrol Equipment, Tools, and Expendables
- Attachment V – Road Ranger Service Patrol Vehicle Markings, Logos, and Conspicuity Requirements
- Attachment VI – Road Ranger Service Patrol Operator Uniform Requirements
- Attachment VII – Road Ranger Service Patrol

7. PAYMENT SCHEDULE

The Contractor shall be paid in sixty (60) equal monthly payments at the periodic payment amount less any applicable deductions.

8. OTHER CONTRACTUAL REQUIREMENTS

8.1. Physical Facilities

The facility(s) where Road Rangers house vehicles, equipment, and supplies and where Road Rangers pick up their patrol vehicles to begin or end their shifts shall be in locations that meet all zoning requirements. Vehicles shall be able to be maintained in a secure area to prevent theft of computers and radios owned by the DEPARTMENT. The cost and maintenance of the facility shall be borne by the CONTRACTOR. All required supplies shall be stored to meet fire safety code and shall be accessible to drivers to keep their vehicles supplied with the required equipment and supplies.

8.2. Service Areas

The delivery of RRSP services shall be broken down into patrol sectors or “beats” that enable each Road Ranger to operate within their assigned area and reach incidents and/or provide motorist assistance with minimum delay. Each sector shall have specific turn-around locations and shall start and end at specific entrance/exit ramps. Crossing the median may be allowed in emergency situations as defined by the DEPARTMENT or as approved by law enforcement. The Road Ranger shall continuously patrol their respective sectors throughout their assigned shifts.

With mutual agreement between the DEPARTMENT and the CONTRACTOR, adjustments, additions, or deletion of service areas may be made to better accommodate demand and other DEPARTMENT needs. The DEPARTMENT may also consider service area changes recommended by the CONTRACTOR. Changes to service areas shall be according to the following:

- a) Based on available data, beat configurations may be altered to include active and passive patrols, optimizing beat length for best coverage, response to identified hot spots, incident response times and special events.
- b) Except during times of emergencies, the DEPARTMENT and the CONTRACTOR shall agree to service area changes forty-eight (48) hours prior to the effective date of the change.
- c) If a new “permanent” service area or assignment is added to the Contract, that will increase the total number of hours of service including hiring, training, and getting clearances, the CONTRACTOR will be notified sixty (60) day in advance of the effective date of the change.
- d) The CONTRACTOR may agree to implement services with shorter notice at the time of the original notification.

8.3. Hours of Operation

The expected hours of RRSP operation are 24 hours per day, seven days a week, 52 weeks of the year including DEPARTMENT observed holidays for the term of the Contract.

- a. The DEPARTMENT recognized holidays include New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving, and the day after, and Christmas Day. The DEPARTMENT may elect to adjust coverage during holidays. The CONTRACTOR shall staff all shifts/assignments with the appropriate number and type of vehicles and ROAD RANGER SERVICE PATROL (RRSP) operators. With mutual

agreement between the CONTRACTOR and the DEPARTMENT, hours of operation may be adjusted to add or delete hours to better accommodate demand and other needs.

- b. Except during times of emergencies, the DEPARTMENT and the CONTRACTOR shall agree to changes to required hours of operation forty-eight (48) hours prior to the effective date of the change.
- c. Except during times of emergencies, the CONTRACTOR will be notified sixty (60) day in advance of the change
- d. When hours of operations will be substantially increased or decreased and will impact the existing number of drivers or vehicles.

8.4. Damage to Motorist Property

The DEPARTMENT assumes no liability for any alleged damages incurred upon motorist's vehicles while CONTRACTOR services are performed under this contract.

The CONTRACTOR shall repair, at their expense, any damage to DEPARTMENT or motorist property caused by negligence of the RRSP operator while performing services under the contract.

8.5. Documenting RRSP Operations

Each CONTRACTOR RRSP operator shall document all services provided and associated actions taken via SunGuide, Smartphone Application for Road Rangers (SPARR), in Service, or others, whichever applicable. The CONTRACTOR shall notify the DEPARTMENT RTMC immediately of any technical issues associated with logging and data entry. The DEPARTMENT reserves the right to modify CONTRACTOR logging requirements at any time during the contract duration. In case of a system failure, the RRSP Operator shall maintain a written log of events.

8.6. Customer Comment Cards and other Printed Materials

The CONTRACTOR shall distribute a DEPARTMENT approved comment card to every stranded motorist receiving assistance from the RRSP. The Vendor shall purchase RRSP Comment Cards from the DEPARTMENT preferred vendor within one week of the written Notice to Proceed. Comment Card vendor information will be provided to the selected RRSP CONTRACTOR. The CONTRACTOR shall purchase additional comment cards as necessary to meet the requirements of this Contract. All costs associated with the purchasing of the comment cards shall be the responsibility of the CONTRACTOR.

The CONTRACTOR shall furnish and distribute Customer Comment Cards to each motorist assisted by the RRSP operator according to the following provisions. The Customer Comment Cards are business card size (3.5 inches x 2 inches) and direct the reader/motorist to a website to complete a customer service survey.

- a) The DEPARTMENT shall provide the CONTRACTOR with a full color, reproducible original of the DEPARTMENT-designed card.
- b) The CONTRACTOR shall furnish one thousand (1,000) full-color customer comment cards prior to initiating services under this contract. Thereafter, the CONTRACTOR could expect to print, furnish, and provide a minimum of 25,000 cards annually.

- c) The CONTRACTOR shall maintain an adequate stock of cards such that each RRSP operator/vehicle has a minimum of 25 cards per active shift per vehicle for distribution to motorists.
- d) The DEPARTMENT reserves the right to modify the methodology for collecting customer service survey data at any time. The DEPARTMENT shall notify the CONTRACTOR of any modifications that require the printing of new cards. Old cards can be phased out of use.
- e) The DEPARTMENT may require the CONTRACTOR RRSP operators to distribute other printed information to motorists such as maps or safety information. Any additional printed information for motorist distribution shall be furnished by the DEPARTMENT.

8.7. RRSP Vehicle Requirements

The CONTRACTOR shall furnish and maintain all RRSP vehicles required to provide the services described herein. RRSP vehicles shall be new or not have more than 500 miles when first placed into service. The RRSP vehicle manufacturer and model shall be at the discretion of the CONTRACTOR. The vehicles furnished under this contract shall meet the requirements herein unless otherwise specified. Window tinting is allowed on all vehicles used for RRSP services up to the state's legal limit. All RRSP vehicles shall only provide the services described in this scope and are restricted to DEPARTMENT official use only. RRSP vehicles shall not be used for personal business. The CONTRACTOR may, with DEPARTMENT approval, use RRSP vehicles at DEPARTMENT TIM awareness and/or sponsor's marketing special events.

RRSP vehicles shall be equipped to push, drag, pull, reposition/relocate, or tow disabled vehicles out of travel lane(s).

If urgent circumstances arise, the RRSP vehicle shall not attempt to push, drag, pull, reposition/relocate, or tow disabled vehicles that exceed the manufacturer's vehicle specifications. If the weight or dimensions of the disabled vehicle exceed the RRSP ability to push, relocate, or tow, the RRSP operator shall request the appropriate vehicle(s) and equipment through the RRSP dispatch, RTMC or law enforcement.

Any CONTRACTOR proposed variations to the RRSP vehicle (i.e., size or type) must be submitted, in writing, to the DEPARTMENT Project Manager or designee and approved by the DEPARTMENT'S State TIM and RRSP Program Manager prior to implementation.

The CONTRACTOR shall procure and outfit vehicles as per Scope of Services within 90-days after the Date of Execution (written Notice to Proceed). Patrolling shall start at Date of Notice to Begin Work. Both dates are defined below:

- Date of Execution (written Notice to Proceed) – This date shall be consistent with the signed Contract between the DEPARTMENT and the CONTRACTOR. The CONTRACTOR shall hire and train personnel and purchase all required vehicles, equipment, and ancillary components to meet this Scope of Services.
- Date of Notice to Begin Work – This date shall be no less than two calendar months after the Date of Execution and shall be issued, in writing, by the DEPARTMENT, unless otherwise agreed upon, in writing, by both parties. The CONTRACTOR shall meet all necessary requirements of this Contract prior to beginning work.

8.7.1. Pick-Up Trucks

Pick-up trucks shall continuously patrol its designated sections. Pick-Up trucks shall provide for incident detection, management, and stranded motorists assistance. These pick-up trucks shall also act in a supporting role upon tow or flatbed vehicle arrival, assisting in Temporary Traffic Control (TTC) or may be re-deployed by the RTMC in response to other traffic events.

RRSP Pick Up trucks shall meet the following minimum requirements:

- a) Full size, three quarter (3/4) ton pickup truck.
- b) Four-door, extended cab (crew cab acceptable).
- c) Long bed capable of transporting all specified equipment properly secured.
- d) Equipped with functioning seat belts for RRSP operator/driver and all passengers not to exceed the maximum occupancy of the vehicle. Passengers are required to install their child safety seat when needed.

8.7.2. Tow Trucks

A Tow Truck shall patrol the designated sections. A Tow Truck is used to move a disabled vehicle out of the travel lanes of a roadway or to transport a vehicle involved in a crash to a safe location in addition to providing motorist assistance functions.

RRSP Tow Truck vehicles shall meet the following minimum requirements:

- a) Minimum Gross Vehicle Weight Rating (GVWR) chassis of sixteen thousand (16,000) pounds.
- b) Dual wheel chassis and four (4) ton recovery equipment rating.
- c) Self-loading under lift wheel lift-towing equipment, with a minimum lift rating of four thousand (4,000) pounds with both in-cab and exterior controls. All tow equipment shall include proper securement straps and safety chains.
- d) Hydraulic boom with a minimum static rating of 8,000 pounds.
- e) Dual eight thousand (8,000) pound winches with one hundred (100) feet of wire cable matched to winch capacity.
- f) Towing slings rated at three thousand (3,000) pound minimum.
- g) Various size chains, hooks, and clevises sized to match recovery capacity.
- h) Safety chain D-ring or eyelet mounted on the rear of the vehicle body.

The above requirements are not all-inclusive. See Attachment IV and Rule 15B-9, F.A.C. for additional equipment, tools, and expendables requirements.

8.7.3. Flatbed/Car Carrier/Rollback Wreckers

A Flatbed/Car Carrier/Rollback Wrecker is used for carrying oversized loads or products with unusual shapes since it has a long empty bed with a flat top. It is also used in transporting vehicles having a roadside problem or involved in a crash and for transporting heavy equipment.

RRSP Flatbed/Car Carrier/Rollback Wrecker vehicles shall meet the following minimum requirements:

- a) A Truck with a Gross Vehicle Weight Rating (GVWR) of 25,500 pounds.
- b) An extra cab to accommodate up to 4 passengers, not including the driver.
- c) A commercially manufactured flatbed steel body; 10,000-pound capacity
- d) (Not aluminum), 21 feet in length.

The above requirements are not all-inclusive. See Attachment IV and Rule 15B-9, F.A.C. for additional equipment, tools, and expendables requirements.

8.7.4. Markings, Logos, and Conspicuity

8.7.4.1. Markings and Logos

The CONTRACTOR shall submit a design plan for all RRSP vehicle markings, logos, and placement, by vehicle type, to the DEPARTMENT for approval prior to their application. The DEPARTMENT reserves the right to add or delete markings and logos at any time during the contract term. The CONTRACTOR shall maintain all vehicle markings and logos in a clean and readable condition. Covering RRSP markings and logos and any reference to the CONTRACTOR's company name or logo displayed on the exterior or interior of the RRSP vehicle is strictly prohibited.

Should a CONTRACTOR'S RRSP vehicle become permanently inoperable for any reason, or should the contract be terminated for any reason, including contract conclusion, the CONTRACTOR shall permanently remove all DEPARTMENT RRSP vehicle markings and logos prior to the vehicle being junked, sold, or placed in private sector operation. The CONTRACTOR shall provide pictures with data and timestamp to show all four sides of the vehicle after removing all vehicle markings and logos. Photos must be submitted prior to payment of final invoice.

The CONTRACTOR shall procure and apply the following RRSP vehicle markings and logos prior to any vehicle being placed into service, including backup vehicles. All logos, lettering, and markings shall be made of a material with retro-reflective properties or background to facilitate nighttime viewing. Refer to Attachment V for additional markings, logos, and conspicuity requirements.

At a minimum, the following requirements shall be met:

- a) The base color for each RRSP vehicle shall be white.
- b) An eleven (11) inch FDOT logo (current version) placed on the front left and right doors.
- c) "ROAD RANGER" in black six (6) inch letters on white background placed below the FDOT logo on the front left and right doors, spaced to provide maximum visibility to corresponding graphics.
- d) "ROAD RANGER" in black four (4) inch inverse lettering on white background placed above grill or on bug shield on the front of the vehicle (to facilitate viewing from the rear-view mirror of motorist receiving RRSP assistance).
- e) "ROAD RANGER" in black four (4) inch letters on white background placed on the rear bumper or tailgate of RRSP pickup trucks (as applicable).
- f) "FREE SERVICE" in black two (2) inch letters on white background placed below "ROAD RANGER" lettering on the front left and right doors.
- g) "FREE SERVICE" in black four (4) inch letters on white background placed on the rear bumper or tailgate of RRSP pickup trucks (as applicable).
- h) A Florida 511 logo (current version) ten (10) inches by ten (10) inches (100 in²) in size placed in a suitable location on the left and right sides of the vehicle.

- i) “INCIDENT RESPONSE” in red six (6) inch letters on white background placed on the utility body or similar area of the left and right sides of the vehicle.
- j) “DIAL * FLORIDA HIGHWAY PATROL (FHP) (347)” in dark blue six (6) inch letters on white background placed below “INCIDENT RESPONSE” on the utility body or similar area of the left and right sides of the vehicle.
- k) A multi-digit RRSP vehicle identification number in black four (4) inch letters on white background placed forward of the front left and right doors along the vehicle beltline, as well as on the front and rear of the vehicle. The first digit of the identification number shall be the FDOT District Number. The CONTRACTOR shall submit a request to the DEPARTMENT to provide the subsequent digits for each vehicle.

8.7.4.2. Conspicuity

The CONTRACTOR shall apply a single two (2) inch wide, alternating red and white reflective tape to outline the profile of the vehicle and to enhance night visibility from traffic approaching at any angle. The tape should be applied at a minimum height of four (4) feet but may vary according to RRSP vehicle type or body configuration.

The CONTRACTOR shall cover at least 50% of the rear-facing vertical surfaces of the RRSP vehicles with conspicuity markings comprised of alternating 6-inch wide, yellow, and red, or high conspicuity yellow-green and red, retro-reflective chevrons placed at a 45-degree angle, down and away from the centerline of the vehicle. All conspicuity markings are subject to DEPARTMENT approval. Additional RRSP conspicuity guidance can be found in National Fire Protection Agency (NFPA) standard number 1901 and on the RESPONDERSAFETY.com website under the reference, “Vehicle Marking and Technology for Increased Highway Visibility: A Reference Guide for Decision Makers, <https://www.respondersafety.com/Download.aspx?DownloadId=8610b7ca-28b1-48d8-868c-a9579434e32a>.

8.8. RRSP Vehicle and Equipment Inspections

The DEPARTMENT, or its designated representative, shall inspect and approve all CONTRACTOR RRSP vehicles and applicable equipment prior to the start of the contract. A schedule of inspections will be created by the CONTRACTOR and the DEPARTMENT to inspect all vehicles. RRSP vehicles and equipment shall also be subject to periodic inspections by the DEPARTMENT. As part of any inspections, the CONTRACTOR shall make all mechanical and maintenance records readily available to the DEPARTMENT upon request.

Prior to the beginning of each shift, the RRSP operator shall inspect their patrol vehicle and applicable equipment to ensure they are in good working order and meet all requirements described herein. A copy of the vehicle inspection reports shall be submitted to the DEPARTMENT upon request.

RRSP Vehicle inspections are conducted by the Severe Incident Response Vehicle (SIRV) Operators, or the departments designated representative. Vehicles are selected at random intervals and locations. Vehicle inspectors will instruct the RTMC to dispatch a selected vehicle to a location within, or near the operating beat of the vehicle. The entire Road Ranger fleet will be inspected every two (2) weeks and results will be discussed at the weekly Road Ranger vendor meeting. Copies of the inspections will be provided to the CONTRACTOR. Any immediate danger to vehicles or RRSP operators will be removed from the roadway and the Supervisor will be notified.

8.9. Meetings

8.9.1. TIM Team Meetings

The CONTRACTOR RRSP contract management and/or supervisory personnel shall attend TIM Team meetings at a DEPARTMENT designated location within the district. CONTRACTOR RRSP management and/or supervisory personnel shall participate in meeting discussion by providing RRSP and TIM insights/information/expertise as required.

8.9.2. Routine Progress and Performance Meetings

The CONTRACTOR RRSP Project Manager shall attend progress meetings with the DEPARTMENT'S Project Manager or designee throughout the term of the contract on a weekly basis as agreed upon by the DEPARTMENT and CONTRACTOR to discuss contractor performance including evaluation of services performed and compliance to personnel, vehicle, service, and operational requirements specified herein

8.9.3. Other Meetings

At the DEPARTMENT's request, the CONTRACTOR shall participate in other meetings including but not limited to After Action Reviews (AARs), hurricane preparedness and other operations meetings, as deemed necessary by the DEPARTMENT Project Manager.

8.10. Non-Revenue Access to Tolling Facilities

RRSP vehicles are required to pay tolls for official duties within each respective beat/zone. This will be at the CONTRACTOR's expense.

8.11. RRSP Automated Vehicle Location (AVL) Systems

The CONTRACTOR shall use an automated vehicle location system that is compatible with SunGuide Software®, or the Department provided InService Application, for vehicle location and tracking.

8.12. Communications Systems

The CONTRACTOR shall utilize the DEPARTMENT's radio communications system currently used by the RTMC. All replacement costs associated with the radio equipment and airtime necessary to communicate with the RTMC Operators shall be the responsibility of the CONTRACTOR.

Each RRSP Vehicle shall be equipped with a two-way radio communication system to enable the operator to communicate with all other RRSP vehicles and Road Ranger Dispatchers. Communication options may include SLERS radios, separate (non-SLERS) radios, or other contracted communication services (e.g., FirstNet, Mutualink, etc.). The separate (non-SLERS) radio system may be cellular

push-to-talk type with an externally mounted antenna and may be separate from the cellular telephone requirements. All radio equipment shall be supplied and maintained by the DEPARTMENT.

8.12.1. Cellular Telephones

Prior to placing any RRSP operator, supervisor, and vehicle, into service under this contract, the CONTRACTOR shall equip each RRSP vehicle, including backup and supervisor vehicles, with a cellular telephone. The CONTRACTOR shall be responsible for all costs associated with furnishing and maintaining all cellular telephone hardware and ancillary (including hands-free) components and establishing and maintaining cellular service contract(s), subscriptions, and associated licenses.

8.12.2. Public Address System

The CONTRACTOR shall equip each RRSP and backup vehicles with a 100-watt minimum output public address (PA) system and corresponding external speaker(s). The CONTRACTOR RRSP operator shall only use the Public Address (PA) system while assisting motorists or as directed by the DEPARTMENT and/or law enforcement during TIM activities. The CONTRACTOR RRSP operator shall use the PA system in a professional manner. Inappropriate call outs, use of personal names, and offensive language or profanity is strictly prohibited.

8.12.3. Email

The CONTRACTOR shall maintain a reliable email service capable of receiving attachments from the DEPARTMENT and others. All e-mail communication associated with this Contract and RRSP services are subject to the DEPARTMENT'S requirements for Public Records requests and document retention (Records Management, Procedure Topic No. 050-020-025-h).

8.12.4. Insurance

The CONTRACTOR shall maintain the following insurance policies according to the provisions and minimum limits set forth below:

- a) Each policy shall be in the name of the CONTRACTOR and shall include coverage for towing and storage.
- b) General liability insurance policy or policies shall be with a company authorized to do business in the State of Florida, affording public liability insurance with combined bodily injury limits in an amount no less than \$1,000,000.00 per person and \$1,000,000.00 each occurrence, and property damage insurance in an amount no less than \$1,000,000.00 each occurrence.
- c) The policy or policies shall be effective throughout the period that the CONTRACTOR is under Contract to the DEPARTMENT.
- d) Workers' compensation and employer's liability insurance as required by State statute.
- e) Garage liability insurance in an amount not less than \$1,000,000.00 combined single limit liability.
- f) Garage keepers' legal liability insurance in an amount not less than \$60,000.00 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.

The following minimum levels of combined bodily injury liability insurance and property damage liability insurance required by section 627.7415, F.S., in addition to any other insurance coverage as required by this Contract.

- g) One hundred thousand dollars (\$100,000.00) per occurrence for a wrecker with a gross vehicle weight of less than thirty-five thousand (35,000) pounds.
- h) The insurance coverage required shall include those classifications listed in standard liability manuals, which most nearly reflect the operations of wrecker operators.

All insurance policies required above shall be issued by companies authorized to do business in the State of Florida.

The CONTRACTOR shall provide certificates of insurance to the DEPARTMENT prior to the execution of the Contract, and thereafter, 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 DEPARTMENT.

8.13. ABBREVIATIONS AND DEFINITIONS

8.13.1. ABBREVIATIONS

AAR	After Action Review
ANSI	American National Standards Institute
ATMS	Advanced Traffic Management System
AVL	Automated Vehicle Location
CPR	Cardiopulmonary Resuscitation
DMS	Dynamic Message Sign
FDOT	Florida DEPARTMENT of Transportation
FDLE	Florida DEPARTMENT of Law Enforcement
FEMA	Federal Emergency Management Agency
FHP	Florida Highway Patrol
FHWA	Federal Highway Administration
FRA	First Responder Awareness
F.S.	Florida Statute
GPS	Global Positioning System

GVWR	Gross Vehicle Weight Rating
GED	General Education Diploma
HAR	Highway Advisory Radio
HVSA	High-Visibility Safety Apparel
ICS	Incident Command System
ITS	Intelligent Transportation System
JTF	Joint Task Force
MOT	Maintenance of Traffic
NHI	National Highway Institute
OSHA	Occupational Safety and Health Administration
PA	Public Address
PIA	Post Incident Analysis
RRSP	Road Ranger Service Patrol
RRMA	Road Ranger Mobile Application
RTMC	Regional Transportation Management Center
SHRP2	Strategic Highway Safety Research Program, Part 2
SHS	State Highway System
SIRV	Severe Incident Response Vehicle
SLERS	Statewide Law Enforcement Radio System
SPARR	Smartphone Application for Road Rangers
SOP	Standard Operating Procedures
TIM	Traffic Incident Management
TRAA	Towing and Recovery Association of America
TTC	Temporary Traffic Control
TWO	Task Work Order
USDOT	United State Department of Transportation

8.13.2. DEFINITIONS

Beat/Sector – The specific section of the roadway on which a Road Ranger is to execute the Contract scope of services during his/her shift.

Contract – The agreement by the CONTRACTOR to meet or exceed the requirements of this document in its entirety, including any portions prior to this Exhibit and any appendices attached hereafter.

CONTRACTOR – The party with whom the DEPARTMENT has entered into a formal Contract document. Also referred to as “CONTRACTOR”.

Day – A calendar day, unless otherwise specified.

Expendables – Items given at no cost to motorists or emergency responders or used in their duties including, but not limited to, supplies, drinking water, flares, etc.

Flatbed/Car Carrier/Rollback Wrecker – A truck having a flat, level bed with no sides or roof that can be used for easy loading and unloading of abnormal loads requiring more space that is available on a closed body.

Florida Highway Patrol (FHP) – A State of Florida law enforcement division under the DEPARTMENT of Highway Safety and Motor Vehicles.

Incidents – Any non-recurrent event or other special event that causes a reduction in highway capacity (such as vehicle crash or breakdown) and /or an increase in demand (such as evacuation or major entertainment event).

Incident Response Truck (IRT) – A truck used to patrol designated sections of a roadway and provide incident management and assistance to motorists.

Law Enforcement – For purposes of this solicitation, law enforcement shall refer to Federal and Florida municipal, county, and state entities performing enforcement duties related to public law.

Regional Transportation Management Center (RTMC) – A multi-agency dispatch center and communications facility housing DEPARTMENT staff, RTMC Operators and Supervisors. This facility is used for dispatch, communications, traffic monitoring, and management for traffic incidents on the freeway and arterial roadway network.

Road Ranger – CONTRACTOR personnel that patrol specifically defined routes on Florida’s State Highway System to aid in incident response, quick clearance, motorist safety, and providing assistance to motorist(s) who are in need.

Road Ranger Service Patrol (RRSP) – The name of the DEPARTMENT program, which offers free roadside assistance to motorists and other services as described herein.

Route – The specific section of the roadway on which a Road Ranger is to patrol during his/her shift. Routes will vary depending on the design of the program, location, and time of day.

Road Ranger Service Patrol (RRSP) Vehicle – The CONTRACTOR’S designated vehicle to provide the services described herein. (Note: The terms “ROAD RANGER SERVICE PATROL (RRSP) Vehicle” or “Vehicle(s)” are intended to be used interchangeably.)

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 CONTRACTOR and/or a Road Ranger Operator/Driver.

Statewide Law Enforcement Radio System (SLERS) – A single unified digital radio network that meets the radio voice communication needs of state law enforcement and other participating agencies throughout the state of Florida.

Strategic Highway Safety Research Program, Part 2 (SHRP2) – The second Strategic Highway Research Program (SHRP2) authorized by the Congress in 2005 to address some of the most pressing concerns related to saving lives and reducing congestion in the transportation infrastructure (including traffic incident management).

Tow Truck – A truck used to move disabled, improperly parked, or indisposed motor vehicles.

Traffic Dynamics – Any circumstance or condition that may impact normal traffic flow including, but not limited to, incidents, improper traffic control devices (temporary traffic control or TTC), suspected security threats, unusual or illegal activities along patrolled roadways, weather phenomena, traffic congestion, dangerous road surfaces and debris.

8.14 SPONSORSHIP

The Sponsor may include decals, insignia or vehicle wraps to be placed on Service Patrol Vehicles in addition to the existing logos. Placement of logos and vehicle wraps may vary based upon vehicle size, type, and configuration. All costs for initial vehicle graphics and installation will be the responsibility of the Sponsor. Any replacement of decals, insignia, or vehicle wraps (full or partial) that are the result of damages or replacement of fleet vehicles, will be done so at the cost of the Contractor providing Road Ranger Services.

Contractor is responsible for the cost of removing all sponsor insignia from all vehicles and returning the vehicles to their previous condition as directed by the Department.

Road Ranger Uniforms

The Sponsor may elect to provide uniform patches for the hats, shirts, sweatshirts, jackets and safety vests for existing uniforms or new uniforms for each Road Ranger. All uniform and patch configurations shall meet the specifications required by procedure Road Ranger Operations, 750-030-015. All costs for furnishing the initial uniform patches will be the responsibility of the Sponsor. All costs for the initial uniform patch installation will be the responsibility of the Contractor. Any replacements of the uniform patches (full or partial) that are the result of deterioration, damages, or replacement, will be done so at the cost of the Contractor. The Sponsor has the option to provide new Road Ranger hats, shirts, sweatshirts, lightweight jackets, and safety vests that meet the specifications required by the procedure *Road Ranger Operations, 750-030-015-c*. Final design of all uniform items will be reviewed and approved by the Central Office Traffic Incident Management and Road Ranger

Program Manager. Contractor is responsible for the cost of removing all sponsor insignia from the Road Ranger Uniforms to their previous condition as directed by the Department.

Promotional Materials

The Sponsor shall have the right to develop other promotional materials to be distributed by Road Rangers to motorists who receive services. All such materials shall be submitted by the Sponsor for FDOT's written prior approval before such distribution. The promotional materials shall be paid for by the Sponsor directly at no cost to FDOT or Contractor the Sponsor will have the right to provide, and Road Rangers will distribute an optional online survey for assisted motorists to provide their feedback via a website that will be provided by the Sponsor.