

REQUEST FOR PROPOSALS (RFP) 7-1612

METROLINK MARKETING SERVICES



**ORANGE COUNTY TRANSPORTATION AUTHORITY
550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584
(714) 560-6282**

Key RFP Dates

Issue Date:	March 28, 2017
Pre-Proposal Conference Date:	April 4, 2017
Question Submittal Date:	April 5, 2017
Proposal Submittal Date:	April 18, 2017
Interview Date:	May 4, 2017

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NOTICE OF REQUEST FOR PROPOSALS

(RFP): 7-1612: "METROLINK MARKETING SERVICES"

TO: ALL OFFERORS

FROM: ORANGE COUNTY TRANSPORTATION AUTHORITY

The Orange County Transportation Authority (Authority) invites proposals from qualified consultants to develop marketing for Metrolink rail service.

The budget for this project is \$125,000 for a one-year initial term.

Proposals must be received in the Authority's office at or before 2:00 p.m. on April 18, 2017.

Proposals delivered in person or by a means other than the U.S. Postal Service shall be submitted to the following:

**Orange County Transportation Authority
Contracts Administration and Materials Management
600 South Main Street, (Lobby Receptionist)
Orange, California 92868
Attention: Yvette Crowder, Senior Contract Administrator**

Proposals delivered using the U.S. Postal Service shall be addressed as follows:

**Orange County Transportation Authority
Contracts Administration and Materials Management
P.O. Box 14184
Orange, California 92863-1584
Attention: Yvette Crowder, Senior Contract Administrator**

Proposals and amendments to proposals received after the date and time specified above will be returned to the Offerors unopened.

Firms interested in obtaining a copy of this Request for Proposals (RFP) may do so by downloading the RFP from CAMM NET at <https://cammnet.octa.net>.

All firms interested in doing business with the Authority are required to register their business on-line at CAMM NET. The website can be found at <https://cammnet.octa.net>. From the site menu, click on CAMM NET to register.

To receive all further information regarding this RFP 7-1612, firms and subconsultants must be registered on CAMM NET with at least one of the following commodity codes for this solicitation selected as part of the vendor's on-line registration profile:

Category:

Professional Consulting
Marketing, Advertising & Media
Services

Photography Services

Commodity:

Consultant Services - General
Advertising
Advertising - Public Relations
Graphic Production Services
Communications Marketing
Services
Audio / Video Production
Services Complete
Broadcasting Services, Radio
Broadcasting Services,
Television
Public Relations/Outreach
Services
Video Production
Web Page Graphic Design
Professional Services
Market Research
Web Page Development &
Management Services
Photography Services

A pre-proposal conference will be held on April 4, 2017, at 2:30 p.m. at the Authority's Administrative Office, 600 South Main Street, Orange, California, in Conference Room 829. All prospective Offerors are encouraged to attend the pre-proposal conference.

The Authority has established May 4, 2017, as the date to conduct interviews. All prospective Offerors will be asked to keep this date available.

Offerors are encouraged to subcontract with small businesses to the maximum extent possible.

All Offerors will be required to comply with all applicable equal opportunity laws and regulations.

The award of this contract is subject to receipt of federal, state and/or local funds adequate to carry out the provisions of the proposed agreement including the identified Scope of Work.

SECTION I: INSTRUCTIONS TO OFFERORS

SECTION I. INSTRUCTIONS TO OFFERORS**A. PRE-PROPOSAL CONFERENCE**

A pre-proposal conference will be held on April 4, 2017, at 2:30 p.m. at the Authority's Administrative Office, 600 South Main Street, Orange, California, in Conference Room 829. All prospective Offerors are encouraged to attend the pre-proposal conference.

B. EXAMINATION OF PROPOSAL DOCUMENTS

By submitting a proposal, Offeror represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the Authority's objectives.

C. ADDENDA

The Authority reserves the right to revise the RFP documents. Any Authority changes to the requirements will be made by written addendum to this RFP. Any written addenda issued pertaining to this RFP shall be incorporated into the terms and conditions of any resulting Agreement. The Authority will not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instructions. Offerors shall acknowledge receipt of addenda in their proposals. Failure to acknowledge receipt of Addenda may cause the proposal to be deemed non-responsive to this RFP and be rejected.

D. AUTHORITY CONTACT

All communication and/or contacts with Authority staff regarding this RFP are to be directed to the following Contract Administrator:

Yvette Crowder, Senior Contract Administrator
Contracts Administration and Materials Management Department
600 South Main Street
P.O. Box 14184
Orange, CA 92863-1584
Phone: 714.560. 5616, Fax: 714.560.5792
Email: ycrowder@octa.net

Commencing on the date of the issuance of this RFP and continuing until award of the contract or cancellation of this RFP, no proposer, subcontractor, lobbyist or agent hired by the proposer shall have any contact or communications regarding this RFP with any Authority's staff; member of the evaluation committee for this RFP; or any contractor or consultant involved with the procurement, other than the Contract Administrator named above or unless expressly permitted by this RFP. Contact includes face-to-face, telephone, electronic mail (e-mail) or formal written communication. Any proposer, subcontractor, lobbyist or agent hired by the

proposer that engages in such prohibited communications may result in disqualification of the proposer at the sole discretion of the Authority.

E. CLARIFICATIONS

1. Examination of Documents

Should an Offeror require clarifications of this RFP, the Offeror shall notify the Authority in writing in accordance with Section E.2. below. Should it be found that the point in question is not clearly and fully set forth, the Authority will issue a written addendum clarifying the matter which will be sent to all firms registered on CAMM NET under the commodity codes specified in this RFP.

2. Submitting Requests

- a. All questions, including questions that could not be specifically answered at the pre-proposal conference must be put in writing and must be received by the Authority no later than 5:00 p.m., on April 5, 2017.
- b. Requests for clarifications, questions and comments must be clearly labeled, "Written Questions". The Authority is not responsible for failure to respond to a request that has not been labeled as such.
- c. Any of the following methods of delivering written questions are acceptable as long as the questions are received no later than the date and time specified above:
 - (1) U.S. Mail: Orange County Transportation Authority, 550 South Main Street, P.O. Box 14184, Orange, California 92863-1584.
 - (2) Personal Delivery: Contracts Administration and Materials Management Department, 600 South Main Street, Lobby Receptionist, Orange, California 92868.
 - (3) Facsimile: (714) 560-5792.
 - (4) Email: ycrowder@octa.net

3. Authority Responses

Responses from the Authority will be posted on CAMM NET, no later than April 6, 2017. Offerors may download responses from CAMM NET at <https://cammmnet.octa.net>, or request responses be sent via U.S. Mail by emailing or faxing the request to Yvette Crowder, Senior Contract Administrator.

To receive email notification of Authority responses when they are posted on CAMM NET, firms and subconsultants must be registered on CAMM NET with at least one of the following commodity codes for this solicitation selected as part of the vendor's on-line registration profile:

Category:

Professional Consulting
Marketing, Advertising & Media
Services

Photography Services

Commodity:

Consultant Services - General
Advertising
Advertising - Public Relations
Graphic Production Services
Communications Marketing
Services
Audio / Video Production
Services Complete
Broadcasting Services, Radio
Broadcasting Services,
Television
Public Relations/Outreach
Services
Video Production
Web Page Graphic Design
Professional Services
Market Research
Web Page Development &
Management Services
Photography Services

Inquiries received after 5:00 p.m. on April 5, 2017 will not be responded to.

F. SUBMISSION OF PROPOSALS

1. Date and Time

Proposals must be received in the Authority's office at or before 2:00 p.m. on April 18, 2017.

Proposals received after the above-specified date and time will be returned to Offerors unopened.

2. Address

Proposals delivered in person or by a means other than the U.S. Postal Service shall be submitted to the following:

**Orange County Transportation Authority
Contracts Administration and Materials Management (Camm)
600 South Main Street, (Lobby Receptionist)
Orange, California 92868
Attention: Yvette Crowder, Senior Contract Administrator**

Or proposals delivered using the U.S. Postal Services shall be addressed as follows:

**Orange County Transportation Authority
Contracts Administration and Materials Management (Camm)
P.O. Box 14184
Orange, California 92863-1584
Attention: Yvette Crowder, Senior Contract Administrator**

3. Identification of Proposals

Offeror shall submit an **original and 4 copies** of its proposal in a sealed package, addressed as shown above in F.2. The outer envelope must show the Offeror's name and address and clearly marked with RFP number. In addition to the above, Proposers shall also include one (1) electronic copy of their entire RFP submittal package in "PDF" format, on a CD, DVD, or flash drive.

4. Acceptance of Proposals

- a. The Authority reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.
- b. The Authority reserves the right to withdraw or cancel this RFP at any time without prior notice and the Authority makes no representations that any contract will be awarded to any Offeror responding to this RFP.
- c. The Authority reserves the right to issue a new RFP for the project.
- d. The Authority reserves the right to postpone proposal openings for its own convenience.
- e. Each proposal will be received with the understanding that acceptance by the Authority of the proposal to provide the services described herein shall constitute a contract between the Offeror and Authority which shall bind the Offeror on its part to furnish and deliver at the prices given and in accordance with conditions of said accepted proposal and specifications.

- f. The Authority reserves the right to investigate the qualifications of any Offeror, and/or require additional evidence of qualifications to perform the work.
- g. Submitted proposals are not to be copyrighted.

G. PRE-CONTRACTUAL EXPENSES

The Authority shall not, in any event, be liable for any pre-contractual expenses incurred by Offeror in the preparation of its proposal. Offeror shall not include any such expenses as part of its proposal.

Pre-contractual expenses are defined as expenses incurred by Offeror in:

- 1. Preparing its proposal in response to this RFP;
- 2. Submitting that proposal to the Authority;
- 3. Negotiating with the Authority any matter related to this proposal; or
- 4. Any other expenses incurred by Offeror prior to date of award, if any, of the Agreement.

H. JOINT OFFERS

Where two or more firms desire to submit a single proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than as a joint venture. The Authority intends to contract with a single firm and not with multiple firms doing business as a joint venture.

I. TAXES

Offerors' proposals are subject to State and Local sales taxes. However, the Authority is exempt from the payment of Federal Excise and Transportation Taxes. Offeror is responsible for payment of all taxes for any goods, services, processes and operations incidental to or involved in the contract.

J. PROTEST PROCEDURES

The Authority has on file a set of written protest procedures applicable to this solicitation that may be obtained by contacting the Contract Administrator responsible for this procurement. Any protests filed by an Offeror in connection with this RFP must be submitted in accordance with the Authority's written procedures.

K. CONTRACT TYPE

It is anticipated that the Agreement resulting from this solicitation, if awarded, will be a time and expense price contract with fully burdened labor rates and anticipated expenses for work specified in the scope of work, included in the RFP

as Exhibit A. The contract term will be for one-year initial with a one-year option term.

L. CONFLICT OF INTEREST

All Offerors responding to this RFP must avoid organizational conflicts of interest which would restrict full and open competition in this procurement. An organizational conflict of interest means that due to other activities, relationships or contracts, an Offeror is unable, or potentially unable to render impartial assistance or advice to the Authority; an Offeror's objectivity in performing the work identified in the Scope of Work is or might be otherwise impaired; or an Offeror has an unfair competitive advantage. Conflict of Interest issues must be fully disclosed in the Offeror's proposal.

All Offerors must disclose in their proposal and immediately throughout the course of the evaluation process if they have hired or retained an advocate to lobby Authority staff or the Board of Directors on their behalf.

Offerors hired to perform services for the Authority are prohibited from concurrently acting as an advocate for another firm who is competing for a contract with the Authority, either as a prime or subcontractor.

M. CODE OF CONDUCT

All Offerors agree to comply with the Authority's Code of Conduct as it relates to Third-Party contracts which is hereby referenced and by this reference is incorporated herein. All Offerors agree to include these requirements in all of its subcontracts.

SECTION II: PROPOSAL CONTENT

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A. PROPOSAL FORMAT AND CONTENT

1. Format

Proposals should be typed with a standard 12-point font, double-spaced and submitted on 8 1/2" x 11" size paper, using a single method of fastening. Charts and schedules may be included in 11"x17" format. Proposals should not include any unnecessarily elaborate or promotional materials. Proposals should not exceed fifty (50) pages in length, excluding any appendices, cover letters, resumes, or forms.

2. Letter of Transmittal

The Letter of Transmittal shall be addressed to Yvette Crowder, Senior Contract Administrator and must, at a minimum, contain the following:

- a. Identification of Offeror that will have contractual responsibility with the Authority. Identification shall include legal name of company, corporate address, telephone and fax number, and email address. Include name, title, address, email address, and telephone number of the contact person identified during period of proposal evaluation.
- b. Identification of all proposed subcontractors including legal name of company, contact person's name and address, phone number and fax number, and email address; relationship between Offeror and subcontractors, if applicable.
- c. Acknowledgement of receipt of all RFP addenda, if any.
- d. A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.
- e. Signature of a person authorized to bind Offeror to the terms of the proposal.
- f. Signed statement attesting that all information submitted with the proposal is true and correct.

3. Technical Proposal

- a. Qualifications, Related Experience and References of Offeror

This section of the proposal should establish the ability of Offeror to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature; demonstrated competence in the

services to be provided; strength and stability of the firm; staffing capability; work load; record of meeting schedules on similar projects; and supportive client references.

Offeror to:

- (1) Provide a brief profile of the firm, including the types of services offered; the year founded; form of the organization (corporation, partnership, sole proprietorship); number, size and location of offices; and number of employees.
- (2) Provide a general description of the firm's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Offeror's ability to complete the project.
- (3) Describe the firm's experience in performing work of a similar nature to that solicited in this RFP, and highlight the participation in such work by the key personnel proposed for assignment to this project.
- (4) Provide the principles and practices that lead to effective marketing that facilitate participation and development of consensus among diverse interests.
- (5) Identify subcontractors by company name, address, contact person, telephone number, email, and project function. Describe Offeror's experience working with each subcontractor.
- (6) Identify all firms hired or retained to provide lobbying or advocating services on behalf of the Offeror by company name, address, contact person, telephone number and email address. This information is required to be provided by the Offeror immediately during the evaluation process, if a lobbyist or advocate is hired or retained.
- (7) Provide as a minimum three (3) references for the projects cited as related experience, and furnish the name, title, address, telephone number, and email address of the person(s) at the client organization who is most knowledgeable about the work performed. Offeror may also supply references from other work not cited in this section as related experience.

b. Proposed Staffing and Project Organization

This section of the proposal should establish the method, which will be used by the Offeror to manage the project as well as identify key personnel assigned.

Offeror to:

- (1) Identify key personnel proposed to perform the work in the specified tasks and include major areas of subcontract work. Include the person's name, current location, proposed position for this project, current assignment, level of commitment to that assignment, availability for this assignment and how long each person has been with the firm.
- (2) Furnish brief resumes (not more than two [2] pages each) for the proposed Project Manager and other key personnel that includes education, experience, and applicable professional credentials.
- (3) Include a project organization chart, which clearly delineates communication/reporting relationships among the project staff.
- (4) Include a statement that key personnel will be available to the extent proposed for the duration of the project acknowledging that no person designated as "key" to the project shall be removed or replaced without the prior written concurrence of the Authority.

c. Work Plan

Offeror should provide a narrative, which addresses the Scope of Work, and shows Offeror's understanding of Authority's needs and requirements.

Offeror to:

- (1) Describe the approach to completing the tasks specified in the Scope of Work. The approach to the work plan shall be of such detail to demonstrate the Offeror's ability to accomplish the project objectives and overall schedule.
- (2) Provide a project budget spreadsheet that at a minimum identifies the following information: a) the activities that would be undertaken in completing the work; b) specify who would perform them; c) the number of hours anticipated for each member of the project staff; d) other direct costs; and e) the total proposed project cost.

- (3) Identify methods that Offeror will use to ensure quality control as well as budget and schedule control for the project.
- (4) Demonstrate how to identify and engage stakeholders. Explain how your firm will achieve ridership growth and attract a new customer base using the marketing requirements specified in the scope of work.
- (5) Identify any special issues or problems that are likely to be encountered in this project and how the Offeror would propose to address them.
- (6) Offeror is encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or required content of the project.
- (7) Provide samples of past collateral for similar campaigns. Copies of samples should be included with the original proposal and each proposal copy. Paper samples, no CDs, should be provided.

d. Exceptions/Deviations

State any technical and/or contractual exceptions and/or deviations from the requirements of this RFP, including the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C), using the form entitled "Proposal Exceptions and/or Deviations" included in this RFP. This Proposal Exceptions and/or Deviations form must be included in the original proposal submitted by the Offeror. If no technical or contractual exceptions and/or deviations are submitted as part of the original proposal, Offerors are deemed to have accepted the Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C). Offerors will not be allowed to submit the Proposal Exceptions and/or Deviations form or any technical and/or contractual exceptions after the proposal submittal date identified in the RFP. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed by Authority.

All exceptions and/or deviations will be reviewed by the Authority and will be assigned a "pass" or "fail" status. Exceptions and deviations that "pass" do not mean that the Authority has accepted the change but that it is a potential negotiable issue. Exceptions and deviations that receive a "fail" status means that the requested change is not

something that the Authority would consider a potential negotiable issue. Offerors that receive a “fail” status on their exceptions and/or deviations will be notified by the Authority and will be allowed to retract the exception and/or deviation and continue in the evaluation process. Any exceptions and/or deviation that receive a “fail” status and the Offeror cannot or does not retract the requested change may result in the firm being eliminated from further evaluation.

4. Cost and Price Proposal

As part of the cost and price proposal, the Offeror shall submit proposed pricing to provide the services for each work task described in Exhibit A, Scope of Work.

The Offeror shall complete the "Price Summary Sheet" form included with this RFP (Exhibit B), and furnish any narrative required to explain the prices quoted in the schedules. It is anticipated that the Authority will issue a time and expense-price contract specifying fully burdened labor rates and anticipated expenses to complete the Scope of Work.

5. Appendices

Information considered by Offeror to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Offerors are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials. Appendices should be relevant and brief.

B. FORMS

1. Status of Past and Present Contracts Form

Offeror shall complete and sign the form entitled “Status of Past and Present Contracts” provided in this RFP and submit as part of its proposal. Offeror shall identify the status of past and present contracts where the firm has either provided services as a prime vendor or a subcontractor during the past five (5) years in which the contract has been the subject of or may be involved in litigation with the contracting authority. This includes, but is not limited to, claims, settlement agreements, arbitrations, administrative proceedings, and investigations arising out of the contract. Offeror shall have an ongoing obligation to update the Authority with any changes to the identified contracts and any new litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations that arise subsequent to the submission of Offeror's proposal.

A separate form must be completed for each identified contract. Each form must be signed by the Offeror confirming that the information provided is

true and accurate. Offeror is required to submit one copy of the completed form(s) as part of its proposals and it should be included in only the original proposal.

2. Proposal Exceptions and/or Deviations Form

Offerors shall complete the form entitled "Proposal Exceptions and/or Deviations" provided in this RFP and submit it as part of the original proposal. For each exception and/or deviation, a new form should be used, identifying the exception and/or deviation and the rationale for requesting the change. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed nor considered by the Authority.

SECTION III: EVALUATION AND AWARD

SECTION III. EVALUATION AND AWARD

A. EVALUATION CRITERIA

The Authority will evaluate the offers received based on the following criteria:

- 1. Qualifications of the Firm 25%**

Technical experience in performing work of a closely similar nature; strength and stability of the firm; strength, stability, experience and technical competence of subcontractors; assessment by client references.
- 2. Staffing and Project Organization 25%**

Qualifications of project staff, particularly key personnel and especially the Project Manager; key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; logic of project organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel.
- 3. Work Plan 30%**

Depth of Offeror's understanding of Authority's requirements and overall quality of work plan; logic, clarity and specificity of work plan; quality of proposal samples; appropriateness of resource allocation; reasonableness of proposed schedule; utility of suggested technical or procedural innovations.
- 4. Cost and Price 20%**

Reasonableness of rates; competitiveness with other offers received; adequacy of data in support of figures quoted.

B. EVALUATION PROCEDURE

An evaluation committee will be appointed to review all proposals received for this RFP. The committee is comprised of Authority staff and may include outside personnel. The committee members will evaluate the written proposals using criteria identified in Section III A. A list of top-ranked proposals, firms within a competitive range, will be developed based upon the totals of each committee members' score for each proposal.

During the evaluation period, the Authority may interview some or all of the proposing firms. The Authority has established May 4, 2017, as the date to conduct interviews. All prospective Offerors are asked to keep this date available. No other interview dates will be provided, therefore, if an Offeror is unable to attend

the interview on this date, its proposal may be eliminated from further discussion. The interview may consist of a short presentation by the Offeror after which the evaluation committee will ask questions related to the firm's proposal and qualifications.

At the conclusion of the proposal evaluations, Offerors remaining within the competitive range may be asked to submit a Best and Final Offer (BAFO). In the BAFO request, the firms may be asked to provide additional information, confirm or clarify issues and submit a final cost/price offer. A deadline for submission will be stipulated.

At the conclusion of the evaluation process, the evaluation committee will recommend to Authority's management the Offeror whose proposal is most advantageous to the Authority.

C. AWARD

The Authority may negotiate contract terms with the selected Offeror prior to award, and expressly reserves the right to negotiate with several Offerors simultaneously and, thereafter, to award a contract to the Offeror offering the most favorable terms to the Authority.

The Authority reserves the right to award its total requirements to one Offeror or to apportion those requirements among several Offerors as the Authority may deem to be in its best interest. In addition, negotiations may or may not be conducted with Offerors; therefore, the proposal submitted should contain Offeror's most favorable terms and conditions, since the selection and award may be made without discussion with any Offeror.

The selected Offeror will be required to submit to the Authority's Accounting department a current IRS W-9 form prior to commencing work.

D. NOTIFICATION OF AWARD AND DEBRIEFING

Offerors who submit a proposal in response to this RFP shall be notified via CAMM NET of the contract award. Such notification shall be made within three (3) business days of the date the contract is awarded.

Offerors who were not awarded the contract may obtain a debriefing concerning the strengths and weaknesses of their proposal. Unsuccessful Offerors, who wish to be debriefed, must request the debriefing in writing or electronic mail and the Authority must receive it within three (3) business days of notification of the contract award.

EXHIBIT A: SCOPE OF WORK

SCOPE OF WORK RAIL MARKETING & RIDERSHIP PROGRAM

INTRODUCTION

The Orange County Transportation Authority (OCTA) was formed in June 1991 to address ongoing transportation needs in Orange County. The concept behind OCTA was to create one agency to develop and implement transportation programs designed to reduce traffic congestion and improve air quality. OCTA's Metrolink commuter rail service operates three lines with a total of 60 trains that provide service to Orange County. The countywide bus system operates 65 routes, including Stationlink rail feeder service, as well as local fixed route, community routes, intracounty express, and intercounty express service.

The goal of the Rail Marketing Program is to increase overall ridership through increased customer trips and through inducing trial usage amongst non-riders. OCTA is seeking to partner with a firm to develop market segmentation to identify high potential groups to be targeted for trial use. OCTA is looking for a firm that will develop an innovative approach to generate interest and trial use to reach our goal. Types of services that will help OCTA achieve these goals include:

- Integrated, Strategic Marketing Plan Development
- Marketing & Digital Marketing Campaign Development, Management and Optimization
- Email, social media and mobile marketing strategy development, implementation and optimization
- Online and traditional media planning, buying and optimization
- Ethnic marketing and translation (Hispanic and Asian)
- Print and digital creative development, design/copywriting and production
- Market/customer research, segmentation study, online survey design, implementation and reporting
- Web, mobile app and video design and production
- Photography, collateral production, printing, distribution, specialty printing and other promotional items as required
- Onsite extension staff on an as-needed basis

BACKGROUND

Metrolink is Southern California's commuter rail system linking residential communities to employment and activity centers. Formed in 1991, Metrolink is operated by the Southern California Regional Rail Authority (SCRRA) - a regional joint powers authority (JPA), Metrolink's five-agency membership including the Los Angeles County Metropolitan Transportation Authority (Metro), OCTA, the Riverside County Transportation Commission (RCTC), the San Bernardino Associated Governments (SANBAG), and the Ventura County Transportation Commission. Metrolink operates 169 daily trains on seven lines, serving 55 stations, and carries over 41,000 riders each weekday throughout Southern California's five-county, 400-mile commuter rail system known as Metrolink.

Orange County Metrolink Service

There are three lines that provide service to Orange County. The Orange County (OC) Line, running between Oceanside and Los Angeles Union Station, began in 1994, followed by the Inland Empire-Orange County (IEOC) Line, running between Oceanside and San Bernardino, in 1995, and the 91 Line, running from Riverside to Los Angeles via Fullerton, in 2002. The three lines serving Orange County provide a total of 60 trains (29 OC Line, 16 IEOC Line, and

15 91/PV Line) each weekday, serving 11 Orange County stations and carrying an average of more than 16,000 daily passengers.

In 2006, the OC and IEOC lines began offering service on weekends, year-round. In February 2010, due to budget constraints, weekend service was scaled back by nearly 50 percent. Seasonal weekend service (July through October) was implemented in 2010 and 2011, when demand and ridership typically increase. Due to numerous passenger requests and to provide additional capacity, year-round expanded weekend service resumed in the first quarter of fiscal year (FY) 2012-13. The OC Line weekend service is funded by OCTA and Metro. The IEOC Line weekend service is funded by OCTA, RCTC, and SANBAG.

A special weekend pass was introduced in 2011. Metrolink's Weekend Day Pass gives you unlimited rides all day Saturday or Sunday for only \$10. The Weekend Day Pass is available for purchase at all Metrolink station ticket vending machines that offer weekend service.

The Rail 2 Rail Program, which began in 2003, allows Metrolink monthly pass holders the option of riding Amtrak Pacific Surfliner trains at no additional charge, provided that the passholder travels within the stations identified on the monthly pass. In Orange County, a valid Metrolink ticket or pass also permits free transfers to local OCTA bus routes that directly serve a Metrolink station, including Stationlink.

In 2011, Metrolink began operating special train service to Angels weekday home games that start at 7:05 p.m. The special trains, called the Angels Express, run on the OC Line southbound from L.A. Union Station to Anaheim and back; northbound from Laguna Niguel/Mission Viejo to Anaheim and back, and on the IEOC Line from Riverside Downtown to Anaheim and back for Friday games only. Special roundtrip fares have also been established, \$7 for regular, \$6 for senior/disabled, \$4 for ages 6-18 and free rides for ages 5 and under. Ridership over the last five years has increased, from over 20,000 boardings in 2011 to over 43,000 boardings in 2016.

The total FY 2015-16 ridership (weekday and weekend) for the three Metrolink lines serving Orange County, including Rail 2 Rail passengers, exceeded 4.48 million. The total average weekday ridership in Orange County is down 2.2 percent versus the previous FY while average weekend ridership has grown by 0.7 percent. Annual revenue totaled \$35.2 million, which is 4.8 percent higher than the previous FY.

Systemwide Metrolink ridership surpassed 11.5 million riders for FY 2015-16. Systemwide revenue for FY 2015-16 was over \$83.8 million, which was 0.09 percent more than FY 2014-15.

MARKETING APPROACH

OCTA's Strategic Plan supports gathering feedback from customers and stakeholders to ensure ongoing dialog between OCTA and their customers. Periodic surveys of Metrolink customers play a role in assisting OCTA to better understand customer perceptions and attitudes, satisfaction levels and travel behaviors and needs. The most recent Metrolink Customer Satisfaction Survey and Market Study were conducted in 2012. The full report can be found at <http://www.octa.net/About/Publications/Market-Research>. A snapshot of the results of OCTA's Metrolink riders is as follows:

Existing Riders that Use Services in Orange County:

- Vast majority of riders had a positive assessment of their riding experience
- 8 out of 10 rated their experience as excellent or good
- 72% of riders used Metrolink for work

- Nearly half of respondents were monthly pass holders

Non-Users in Orange County:

- 49% are familiar with Metrolink service in Orange County
- 67% have a favorable opinion of Metrolink
- 11% have used Metrolink in the past year
- Almost 60% would be interested in riding on Metrolink in the future

Survey results indicate that OCTA's Metrolink customers have a positive opinion, are highly satisfied and the majority use it to commute to work. With the diverse and expansive geography of Orange County, the greatest challenge faced is removing the transit choice rider from their vehicle and converting them into potential new riders. The development and implementation of innovative programs to reach this new rider base will be one of the core focuses in 2016. In addition to the new programs, the selected firm will be responsible for maintaining the following ridership programs:

- Customer Communications
Create traditional public information and/or customer communications.
- Special Service
Maintain promotion of the Angels Express, as well as develop new, targeted station promotions.
- Outreach Programs
Develop new and maintain existing special events that create awareness and usage of Metrolink service through community participation, such as Lunar New Year, Festival of Whales, Swallows Day Parade, Ocean Festival, etc. This provides a unique opportunity to educate and entice reluctant potential riders. Creating partnerships will allow maximum exposure while defraying cost.
- Metrolink Weekends
Develop new and maintain existing Metrolink Weekend service campaigns/promotions to create awareness and usage of Metrolink Weekends service in Orange County and the special \$10 weekend day pass.
- Evergreen Marketing
Develop fresh, relevant, high-quality branding and timeless content to continue Metrolink awareness
- Deliverables shall include, but not limited to:
 1. Job-by-job estimate of time and materials needed to complete the assignment, approved by the designated OCTA Marketing Program Administrator
 2. Marketing plan including strategies, tactics, media recommendations, evaluation criteria, timeline and budget proposal including a draft and final plan
 3. Estimate for each program element, approved by the designated Marketing Program Manager
 4. Execution of online and offline plan elements - Concept, planning, design, layout, web design and programming, and other functions needed to carry out the requirements of the plan
 5. Evaluation of program effectiveness: Concise review of effectiveness of marketing program

Target Markets

- Residents living in close proximity to the stations
- Employers and employees working in close proximity to the stations
- College students in close proximity to the stations
- Tourists

- General public
- Current bus and rail riders
- Connecting counties (Riverside, Los Angeles)
- Stakeholders/cities with Metrolink stations
- Destinations
- Entertainment venues
- Marketing partners
- Media

Goals and Objectives

The primary goals and objectives of the Rail Marketing Program are to:

- Create awareness and positive perception of rail service
- Encourage trial and repeat use of the train service
- Build ridership during peak and off-peak hours
- Educate and inform potential new customers about how to ride commuter rail service in Orange County
- Position train service as a viable transportation option for home to work, recreational and other trips

SCOPES OF SERVICES

As the demographics and communication behaviors of residents of Orange County and those in close proximity to rail stations, continue to change, marketing OCTA's rail service is becoming increasingly complex. In order to achieve ridership growth, new transit markets need to be developed to attract a diverse customer base of prospective riders, as well as new concepts for special events or destination-based rail service.

In an effort to address these changes and implement a comprehensive Rail Marketing Program, OCTA is planning to retain a full-service firm (Prime Contractor) to perform various marketing activities. Those providing proposals as the prime contractor on this RFP are encouraged to sub-contract tasks, which are outside of their expertise. Firms shall provide turnkey marketing programs and be able to act as a prime contractor in each of the following areas:

- *Integrated, Strategic Marketing Plan Development*

A comprehensive and overarching plan should be developed to serve as a blueprint for the contractual period of time. The plan should be well thought-out and positioned to guide all marketing efforts to be cohesive and effective in achieving the organizational goals.

- *Marketing & Digital Marketing Campaign Development, Management and Optimization*

Each campaign should include, but not limited to, the following components to drive traffic, brand awareness, and ridership/sales:

- Campaign goals development and effectiveness tracking
- Identifying target audiences and providing insight to customer behavior
- Developing key campaign messaging and potential offers for campaign success
- Developing strategy for reaching and engaging target audiences
- Developing mixed media campaign consisting of traditional and online media

- *Email, Social Media and Mobile Marketing Strategy Development, Implementation and Optimization*

Research, develop and propose new and innovative digital marketing strategies and tactics through email, social media, and/or mobile to help OCTA retain current customers

and acquire new customers. Execute a successful agile marketing plan to improve performance and Return on Investment (ROI). Provide a systematic solution to implement, manage and optimize social media platforms as well as analytics to maximize public interaction and engagement.

- Online and Traditional Media Planning, Buying and Optimization

Understand where the target audiences live online and offline, develop a flexible and high-quality media plan for each campaign to include targeting endemic and broad reach sites/media as well as niche media/sites with loyal and passionate followings to engage potential customers in a clutter-free, relevant environment. Online media buying and optimization systems and technology are also required to provide real-time analytics data for refining campaign and discover insights to maximize ROI. In addition to this contract, OCTA has some reserved funds for direct media buying.

- Ethnic Marketing and Translation (Hispanic and Asian)

Research, develop and implement marketing programs targeting specific ethnic markets in Orange County and surrounding communities. Develop media plans that understand where ethnic target audiences live online and offline to meet ridership and sales goals. Provide translation services for target markets, to include Spanish, Chinese, Korean, Vietnamese, Tagalog and Farsi, as well as other languages per the request of OCTA.

- Print and Digital Creative Development, Design, Copywriting and Production

Create strategic and innovative design theme and message that resonate with campaign target audiences in both online and print formats. Be able to respond quickly to execute creative development through design, copywriting, and production in a timely manner to meet the project deadlines. Firm shall have the ability to produce, deliver, or accept files from the following software:

- Adobe Creative Cloud (including Photoshop, Illustrator, InDesign)
- High resolution PDF
- Microsoft Office (Word, Excel, PowerPoint)
- Ability for FTP electronic file transfer

- Market/Customer Research, Segmentation Study, Online Survey Design, Implementation and Reporting

To assist marketing planning and strategy development, identified research needs to gain customer insights and market intelligent information through primary and secondary research and surveys. Use state-of-the-art techniques to design, implement and report appropriate study/survey as needed.

- Web and Mobile Design and Development

To assist in web and mobile design and execution as necessary, firm should have proficiency with web and mobile design, development, testing and deployment. The firm must have experience with the Ektron content management system, [ASP.NET](#) 3.5 framework and advance front-end technologies, such as HTML5 and JQuery. In addition, the firm should have background with API development with Facebook, Twitter, YouTube, Google Maps and ESRI.

- Video Production

Produce campaign videos for online and television viewing, to include treatments, script

development, casting, filming (using professional equipment and post production), editing, sound mixing, musical scoring and titling, as well as delivery of working files and full-resolution final cuts. Postproduction should use Final Cut Pro 7 or X.

▪ Photography

Provide original photography services to support approved marketing plans to showcase OCTA's products and services in a favorable and imaginative way. Photography support should include selection and management of paid models, the ability to provide studio shots on seamless, interior building and/or train shots including people and location shots showcasing various trains. Trains will either be static or moving.

• Collateral Production, Printing, Distribution and Specialty Printing

Various types of printing projects will require production, distribution, installation and/or removal during the course of this contract term, based on the approved marketing plan developed. Prior to release of all projects for print, a formal estimate will be received and approved by OCTA's project manager. All pieces will require both a laser and digital color proof and, on occasion, it may be necessary to attend a press check. Seventy-five samples should be delivered to OCTA prior to delivery of the entire project. Delivery addresses will vary. Samples are delivered to the OCTA administrative offices in Orange; however, other pieces may be delivered to various designated mailing houses or the Garden Grove Marketing warehouse. Firms or firm subcontractor should have the following minimum requirements:

- 1- to 6-color lithographic printing
- Digital variable data printing capability, which would include multiple areas of unique information on various sides/pages of the document.
- Ability to provide film for in-house printing, film must be provided with a 24-hour turnaround.
Film size up to 17.5" x 22.5"
- Standard turnaround on print jobs shall be 5 working days; maximum turn on any one project would be no more than 10 business days from receipt of digital mechanical to delivery.
- Digital press printing for small quantity jobs. Provide short run print projects within a 24 to 48-hour period
- Ability to turn rush jobs in 72 hours or less when needed
- Ability to manage multiple print projects at the same time (could be between 5-10 unique print jobs) in the maximum turn time of 10 business days
- Ability to produce, deliver or accept files from the following software:
 - Adobe Creative Cloud (including Photoshop, Illustrator, InDesign)
 - High resolution PDF
 - Microsoft Office (Word, Excel, PowerPoint)
 - Ability for FTP electronic file transfer

The specifications listed below are similar in nature to the types of projects that may be produced. For comparison purposes, Consultant shall provide both pricing for the below projects and samples similar to the type of work your firm/subcontractor has performed. This list does not constitute the actual printing projects that will be required under this contract. All projects will require an approved, signed estimate based on the project specifications.

Typical Printing may include, but is not limited to the following:

Metrolink Kiosk Posters

Size: 24" x 36"

Quantity: 25

Color: 4CP + aqueous, one side with full bleeds

Stock: 100# endeavor velvet book

Proofs: Digital Color

Bindery: Trim, Kraft wrap, carton pack, and deliver

"Take One" Cards

Size: 3.75" x 9"

Quantity: 50,000

Color: 4CP + aqueous, both sides with full bleeds

Stock: 80# gloss cover

Proofs: Digital Color

Bindery: Trim, band in 50's, carton pack, and deliver

Promotional Interior Card

Size: 11"h x 24"w

Quantity: 600 (1 page) or 1,200 (2 pages) cards

Color: 4/0 with bleeds all edges

Stock: .018 C1S Card Stock

Proofs: Digital Color

Bindery: Trim to size, carton pack and deliver to Los Alamitos, CA

PROGRAM MANAGEMENT

OCTA's Marketing Program Administrator will be the key contact for the Consultant and will direct the Consultant's work efforts. The selected firm will be responsible for implementing the tasks described in the Scope of Work under the direction of the OCTA Marketing Program Administrator. The Marketing Program Administrator will form, and be a part of, an internal project team to assist in providing project direction. All jobs performed by the Consultant will require a cost estimate and the Marketing Program Administrator's approval before commencing work.

The Consultant shall designate a project manager within the firm to be the primary liaison with OCTA for day-to-day marketing activities. The project manager will manage written communications through OCTA's online project management system. The project manager shall have the authority to make commitments and decisions that are binding to the Consultant. Any changes to a Consultant's personnel under this project shall be subject to OCTA's written approval.

The selected firm will invoice OCTA for services rendered on a monthly basis in accordance with the terms and conditions of the Agreement.

CONTRACT PERIOD

The contract period will be for one year – July 1, 2017 through June 30, 2018, with a one-year option term.

EXHIBIT B: COST AND PRICE FORMS

PRICE SUMMARY SHEET**REQUEST FOR PROPOSALS (RFP) 7-1612**

All rates are “fully loaded”, i.e., includes all overhead, general costs, administrative costs and profit.

1. I acknowledge receipt of **RFP 7-1612** and Addenda No.(s)____.
2. This offer shall remain firm for _____ days from the date of proposal.
(Minimum of 120)

COMPANY NAME

ADDRESS

TELEPHONE

FACSIMILE #

EMAIL ADDRESS

SIGNATURE OF PERSON
AUTHORIZED TO BIND OFFEROR

NAME AND TITLE OF PERSON
AUTHORIZED TO BIND OFFEROR

DATE SIGNED

**PRICE SUMMARY SHEET
METROLINK MARKETING SERVICES**

Enter below the proposed hourly rate(s) to perform work described in the Scope of Work, Exhibit A. Prices shall be fully burdened rate to include hourly rate, general and administration, overhead and profit. Understanding that firms have different titles for specific job functions, the job descriptions for each job function as defined by OCTA are listed on the next pages. Please provide pricing for the description that your firm's job function best fits.

JOB FUNCTIONUN	NAME	HOURLY RATE INITIAL TERM 7/1/17 – 6/30/18	HOURLY RATE OPTION TERM 7/1/18-6/30/19
Market Research Manager			
Market Research Analyst			
Account Planning & Research			
Account Manager			
Account Coordinator			
Creative Director			
Art Director			
Production Manager			
Traffic Manager			
Concept Development			
Design and Layout			
Computer Production			
Photo Manipulation/Retouching			
Illustration			
Copywriter			
Proofreader			
Social Media Manager			
Social Media Specialist			
e-Marketing Specialist			
Web Designer			
Web Programmer			
Photographer			
Videographer			
Media Planning & Buying			
Translation			

OTHER LABOR COSTS:

JOB FUNCTION	NAME	HOURLY RATE INITIAL TERM 7/1/17 – 6/30/18	HOURLY RATE OPTION TERM 7/1/18-6/30/19

PRINTING:

QTY	DESCRIPTION	FIRM-FIXED UNIT PRICE
25	Metrolink Kiosk Posters	
50,000	"Take One" Cards	
600	Promotional Interior Cards (One Page)	
1,200	Promotional Interior Cards (Two Pages)	

OTHER DIRECT COSTS:

DESCRIPTION	FIRM-FIXED UNIT PRICE

Firm Name: _____

DEFINITIONS OF JOB FUNCTIONS

To support the services listed, a list of job functions and a brief description that may be required, but not limited to following:

Market Research Manager – Gathers and analyzes qualitative and quantitative data in preparation of promotional campaigns for the client to identify and assess changing behaviors in the marketplace.

Market Research Analyst – Responsible for providing assistance to the Market Research Manager in all phases of the marketing research process from project conception to client presentations.

Account Planning & Research – Ensures that all strategic initiatives “work” by contributing to the strategic process through marketing plan development, brief generation; market trend research, implementation and analysis; intelligence support, etc.

Account Manager – Primarily responsible for the initiation and execution of all marketing, creative, media, and research projects for the brands. Maintains strong, lasting client relationships based on progress in achieving client’s marketing objectives.

Account Coordinator – Assists Account Manager in maintaining the day-to-day services of the projects and accounts they are assigned to.

Creative Director – Experienced specialist in either art or copy, supervises a group of creative staff to produce outstanding creative work.

Art Director – Formulates concepts and executes layout designs for artwork and copy to be presented by visual communications.

Production Manager – Works directly with creative staff to identify and coordinate needed materials for the production of given tactics, and manages their production.

Traffic Manager – Acts as a liaison between Account Services and all other departments. Supervises, coordinates and ensures the on time and orderly flow of all advertising from job initiation to its release and billing.

Concept Development – Creation of conceptual designs and solutions based on approved marketing plan.

Design & Layout – Execution of approved conceptual design based on customer feedback.

Computer Production – Final computer layout and revisions through mechanical release for production.

Photo Manipulation/Retouching – Computer manipulation of photographs to attain marketing goals.

Illustration – Creation of images based on traditional or computer generated illustrative methods.

Copywriter – Responsible for the total creative product in direct mail, print or broadcast media; produces bold, strategic, persuasive messages in all media.

Proofreader – Responsible for reviewing all projects to ensure accuracy, of the written word and visual message. Ensures that all tactics within a marketing campaign carry a consistent message.

Social Media Manager – A digital-savvy communications professional with experience designing and executing social media for brands. Develops and executes innovative social media marketing programs for clients that effectively “break through the noise” and connect with participants by delivering value.

Social Media Specialist – Develop and maintain comprehensive social media strategies that define how social media marketing techniques will be applied to increase visibility and traffic across all clients' brands and products.

e-Marketing Specialist – Works to expand social media marketing services and online content strategies for clients—whether that's in social networks or finding creative, new ways to tell stories on clients' Web sites or other Web properties.

Web Designer – Responsible for the development and execution of creative concepts for leading edge marketing and Web solutions.

Web Programmer – Converts project specifications and statements to detailed logical charts for coding into computer language.

Photo/Video Supervision – Oversees photographer or videographer to ensure integrity of the concept is captured in the visual medium.

Photographer – Creates original photography based on set parameters. Understanding that photographer's bill by day rate or ½ day rate, provide hourly rate based on this pricing in order for pricing comparison.

Videographer – Shoots original video footage based on a set of parameters, then edits to a full-length video. Understanding that videographer's bill by day rate or ½ day rate, provide hourly rate based on this pricing in order for pricing comparison.

Media Planning & Buying – Responsible for all media activities on a group of accounts; develops the media plan; selects media to achieve a given sales objective within a predetermined budget; supervises others; has professional and client contact. Responsible for the negotiation and placement of all media for existing clients and new business, in addition to making special recommendations to be presented to the client and key account management personnel.

Translation – Provides translation services of marketing projects, either in-house or through a subcontractor. Responsible for proofreading and validating the integrity of the translation provided.

EXHIBIT C: PROPOSED AGREEMENT

1 relinquishment of AUTHORITY's right to such performance or to future performance of such terms or
2 conditions and CONSULTANT's obligation in respect thereto shall continue in full force and effect.
3 Changes to any portion of this Agreement shall not be binding upon AUTHORITY except when
4 specifically confirmed in writing by an authorized representative of AUTHORITY by way of a written
5 amendment to this Agreement and issued in accordance with the provisions of this Agreement.

6 **ARTICLE 2. AUTHORITY DESIGNEE**

7 The Chief Executive Officer of AUTHORITY, or designee, shall have the authority to act for and
8 exercise any of the rights of AUTHORITY as set forth in this Agreement.

9 **ARTICLE 3. SCOPE OF WORK**

10 A. CONSULTANT shall perform the work necessary to complete in a manner satisfactory to
11 AUTHORITY the services set forth in Exhibit A, entitled "Scope of Work," attached to and, by this
12 reference, incorporated in and made a part of this Agreement. All services shall be provided at the times
13 and places designated by AUTHORITY.

14 B. CONSULTANT shall provide the personnel listed below to perform the above-specified
15 services, which persons are hereby designated as key personnel under this Agreement.

16 **Names**

Functions

17
18
19
20
21 C. No person named in paragraph B of this Article, or his/her successor approved by
22 AUTHORITY, shall be removed or replaced by CONSULTANT, nor shall his/her agreed-upon function or
23 level of commitment hereunder be changed, without the prior written consent of AUTHORITY. Should
24 the services of any key person become no longer available to CONSULTANT, the resume and
25 qualifications of the proposed replacement shall be submitted to AUTHORITY for approval as soon as
26 possible, but in no event later than seven (7) calendar days prior to the departure of the incumbent key

1 person, unless CONSULTANT is not provided with such notice by the departing employee. AUTHORITY
2 shall respond to CONSULTANT within seven (7) calendar days following receipt of these qualifications
3 concerning acceptance of the candidate for replacement.

4 **ARTICLE 4. TERM OF AGREEMENT**

5 This Agreement shall commence upon execution by both parties, and shall continue in full force
6 and effect through, unless earlier terminated or extended as provided in this Agreement.

7 **ARTICLE 5. PAYMENT**

8 A. For CONSULTANT's full and complete performance of its obligations under this Agreement
9 and subject to the maximum cumulative payment obligation provisions set forth in Article 6, AUTHORITY
10 shall pay CONSULTANT on a time and expense price basis in accordance with the following provisions.

11 B. CONSULTANT shall invoice AUTHORITY on a monthly basis for payments corresponding to
12 the work actually completed by CONSULTANT. Work completed shall be documented in a monthly
13 progress report prepared by CONSULTANT, which shall accompany each invoice submitted by
14 CONSULTANT. For each full hour of labor satisfactorily performed by CONSULTANT's personnel under
15 this Agreement, AUTHORITY shall pay CONSULTANT at the hourly labor rates specified in Exhibit B,
16 entitled "Price Summary Sheet," which is attached to and by this reference, incorporated in and made a
17 part of this Agreement. These rates shall remain fixed for the term of this Agreement and are
18 acknowledged to include CONSULTANT's overhead costs, general costs, administrative costs and profit.
19 CONSULTANT shall also furnish such other information as may be requested by AUTHORITY to
20 substantiate the validity of an invoice. At its sole discretion, AUTHORITY may decline to make full
21 payment until such time as CONSULTANT has documented to AUTHORITY'S satisfaction, that
22 CONSULTANT has fully completed all work required. AUTHORITY's payment in full shall constitute
23 AUTHORITY's final acceptance of CONSULTANT's work.

24 C. Invoices shall be submitted by CONSULTANT on a monthly basis and shall be submitted in
25 duplicate to AUTHORITY's Accounts Payable office. CONSULTANT may also submit invoices
26 electronically to AUTHORITY's Accounts Payable Department at vendorinvoices@octa.net. Each invoice

shall be accompanied by the monthly progress report specified in paragraph B of this Article. AUTHORITY shall remit payment within thirty (30) calendar days of the receipt and approval of each invoice. Each invoice shall include the following information:

1. Agreement No. C- 7-1612;
2. Specify the effort for which the payment is being requested;
3. The time period covered by the invoice;
4. Labor (staff name, hours charged, hourly billing rate, current charges, and cumulative charges) performed during the billing period;
5. Itemized expenses including support documentation incurred during the billing period;
6. Monthly Progress Report;
7. Certification signed by the CONSULTANT or his/her designated alternate that a) The invoice is a true, complete and correct statement of reimbursable costs and progress; b) The backup information included with the invoice is true, complete and correct in all material respects; c) All payments due and owing to subcontractors and suppliers have been made; d) Timely payments will be made to subcontractors and suppliers from the proceeds of the payments covered by the certification and; e) The invoice does not include any amount which CONSULTANT intends to withhold or retain from a subcontractor or supplier unless so identified on the invoice.
8. Any other information as agreed or requested by AUTHORITY to substantiate the validity of an invoice.

ARTICLE 6. MAXIMUM OBLIGATION

Notwithstanding any provisions of this Agreement to the contrary, AUTHORITY and CONSULTANT mutually agree that AUTHORITY's maximum cumulative payment obligation (including obligation for CONSULTANT's profit) shall be One Hundred Twenty-Five Thousand Dollars (\$ 125,000.00) which shall include all amounts payable to CONSULTANT for its subcontracts, leases, materials and costs arising from, or due to termination of, this Agreement.

ARTICLE 7. NOTICES

All notices hereunder and communications regarding the interpretation of the terms of this Agreement, or changes thereto, shall be effected by delivery of said notices in person or by depositing said notices in the U.S. mail, registered or certified mail, returned receipt requested, postage prepaid and addressed as follows:

To CONSULTANT:

To AUTHORITY:

Orange County Transportation Authority

550 South Main Street

P.O. Box 14184

Orange, CA 92863-1584

ATTENTION:

ATTENTION: Yvette Crowder

Senior Contract Administrator

(714) 560 - 5616

ycrowder@octa.net

ARTICLE 8. INDEPENDENT CONTRACTOR

CONSULTANT's relationship to AUTHORITY in the performance of this Agreement is that of an independent contractor. CONSULTANT's personnel performing services under this Agreement shall at all times be under CONSULTANT's exclusive direction and control and shall be employees of CONSULTANT and not employees of AUTHORITY. CONSULTANT shall pay all wages, salaries and other amounts due its employees in connection with this Agreement and shall be responsible for all reports and obligations respecting them, such as social security, income tax withholding, unemployment compensation, workers' compensation and similar matters.

ARTICLE 9. INSURANCE

A. CONSULTANT shall procure and maintain insurance coverage during the entire term of this Agreement. Coverage shall be full coverage and not subject to self-insurance provisions. CONSULTANT shall provide the following insurance coverage:

1 1. Commercial General Liability, to include Products/Completed Operations,
2 Independent Contractors', Contractual Liability, and Personal Injury Liability, and Property Damage with
3 a minimum limit of \$1,000,000.00 per occurrence and \$2,000,000.00 general aggregate.

4 2. Automobile Liability Insurance to include owned, hired and non-owned autos with
5 a combined single limit of \$1,000,000.00 each accident;

6 3. Workers' Compensation with limits as required by the State of California including
7 a waiver of subrogation in favor of AUTHORITY, its officers, directors, employees or agents;

8 4. Employers' Liability with minimum limits of \$1,000,000.00; and

9 5. Professional Liability with minimum limits of \$1,000,000.00 per claim.

10 B. Proof of such coverage, in the form of an insurance company issued policy endorsement and
11 a broker-issued insurance certificate, must be received by AUTHORITY prior to commencement of any
12 work. Proof of insurance coverage must be received by AUTHORITY within ten (10) calendar days from
13 the effective date of this Agreement with the AUTHORITY, its officers, directors, employees and agents
14 designated as additional insured on the general and automobile liability. Such insurance shall be primary
15 and non-contributive to any insurance or self-insurance maintained by the AUTHORITY.

16 C. CONSULTANT shall include on the face of the Certificate of Insurance the Agreement
17 Number C- 7-1612; and, Yvette Crowder, Senior Contract Administrator.

18 D. CONSULTANT shall also include in each subcontract the stipulation that subcontractors shall
19 maintain insurance coverage in the amounts required from CONSULTANT as provided in this Agreement.

20 E. CONSULTANT shall be required to immediately notify AUTHORITY of any modifications or
21 cancellation of any required insurance policies.

22 **ARTICLE 10. ORDER OF PRECEDENCE**

23 Conflicting provisions hereof, if any, shall prevail in the following descending order of precedence:
24 (1) the provisions of this Agreement, including all exhibits; (2) the provisions of RFP 7-1612;
25 (3) CONSULTANT's proposal dated ; (4) all other documents, if any, cited herein or incorporated by
26 reference.

ARTICLE 11. CHANGES

By written notice or order, AUTHORITY may, from time to time, order work suspension and/or make changes in the general scope of this Agreement, including, but not limited to, the services furnished to AUTHORITY by CONSULTANT as described in the Scope of Work. If any such work suspension or change causes an increase or decrease in the price of this Agreement, or in the time required for its performance, CONSULTANT shall promptly notify AUTHORITY thereof and assert its claim for adjustment within ten (10) calendar days after the change or work suspension is ordered, and an equitable adjustment shall be negotiated. However, nothing in this clause shall excuse CONSULTANT from proceeding immediately with the Agreement as changed.

ARTICLE 12. DISPUTES

A. Except as otherwise provided in this Agreement, any dispute concerning a question of fact arising under this Agreement which is not disposed of by supplemental agreement shall be decided by AUTHORITY's Director, Contracts Administration and Materials Management (CAMP), who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to CONSULTANT. The decision of the Director, CAMP, shall be final and conclusive.

B. Pending final decision of a dispute hereunder, CONSULTANT shall proceed diligently with the performance of this Agreement and in accordance with the decision of AUTHORITY's Director, CAMP. This Disputes clause does not preclude consideration of questions of law in connection with decisions provided for above. Nothing in this Agreement, however, shall be construed as making final the decision of any AUTHORITY official or representative on a question of law, which questions shall be settled in accordance with the laws of the State of California.

ARTICLE 13. TERMINATION

A. AUTHORITY may terminate this Agreement for its convenience at any time, in whole or part, by giving CONSULTANT written notice thereof. Upon said notice, AUTHORITY shall pay CONSULTANT its allowable costs incurred to date of termination and those allowable costs determined by AUTHORITY to be reasonably necessary to effect such termination. Thereafter, CONSULTANT shall have no further

claims against AUTHORITY under this Agreement.

B. In the event either Party defaults in the performance of any of their obligations under this Agreement or breaches any of the provisions of this Agreement, the non-defaulting Party shall have the option to terminate this Agreement upon thirty (30) days' prior written notice to the other Party. Upon receipt of such notice, CONSULTANT shall immediately cease work, unless the notice from AUTHORITY provides otherwise. Upon receipt of the notice from AUTHORITY, CONSULTANT shall submit an invoice for work and/or services performed prior to the date of termination. AUTHORITY shall pay CONSULTANT for work and/or services satisfactorily provided to the date of termination in compliance with this Agreement. Thereafter, CONSULTANT shall have no further claims against AUTHORITY under this Agreement. AUTHORITY shall not be liable for any claim of lost profits or damages for such termination.

ARTICLE 14. INDEMNIFICATION

CONSULTANT shall indemnify, defend and hold harmless AUTHORITY, its officers, directors, employees and agents from and against any and all claims (including attorneys' fees and reasonable expenses for litigation or settlement) for any loss or damages, bodily injuries, including death, damage to or loss of use of property caused by the negligent acts, omissions or willful misconduct by CONSULTANT, its officers, directors, employees, agents, subcontractors or suppliers in connection with or arising out of the performance of this Agreement.

ARTICLE 15. ASSIGNMENTS AND SUBCONTRACTS

A. Neither this Agreement nor any interest herein nor claim hereunder may be assigned by CONSULTANT either voluntarily or by operation of law, nor may all or any part of this Agreement be subcontracted by CONSULTANT, without the prior written consent of AUTHORITY. Consent by AUTHORITY shall not be deemed to relieve CONSULTANT of its obligations to comply fully with all terms and conditions of this Agreement.

B. AUTHORITY hereby consents to CONSULTANT's subcontracting portions of the Scope of Work to the parties identified below for the functions described in CONSULTANT's proposal.

CONSULTANT shall include in the subcontract agreement the stipulation that CONSULTANT, not AUTHORITY, is solely responsible for payment to the subcontractor for the amounts owing and that the subcontractor shall have no claim, and shall take no action, against AUTHORITY, its officers, directors, employees or sureties for nonpayment by CONSULTANT.

Subcontractor Name/Addresses

Subcontractor Function

ARTICLE 16. AUDIT AND INSPECTION OF RECORDS

CONSULTANT shall provide AUTHORITY, or other agents of AUTHORITY, such access to CONSULTANT's accounting books, records, payroll documents and facilities, as AUTHORITY deems necessary. CONSULTANT shall maintain such books, records, data and documents in accordance with generally accepted accounting principles and shall clearly identify and make such items readily accessible to such parties during CONSULTANT's performance hereunder and for a period of four (4) years from the date of final payment by AUTHORITY. AUTHORITY's right to audit books and records directly related to this Agreement shall also extend to all first-tier subcontractors identified in Article 15 of this Agreement. CONSULTANT shall permit any of the foregoing parties to reproduce documents by any means whatsoever or to copy excerpts and transcriptions as reasonably necessary.

ARTICLE 17. CONFLICT OF INTEREST

CONSULTANT agrees to avoid organizational conflicts of interest. An organizational conflict of interest means that due to other activities, relationships or contracts, the CONSULTANT is unable, or potentially unable to render impartial assistance or advice to the AUTHORITY; CONSULTANT's objectivity in performing the work identified in the Scope of Work is or might be otherwise impaired; or the CONSULTANT has an unfair competitive advantage. CONSULTANT is obligated to fully disclose to the AUTHORITY in writing Conflict of Interest issues as soon as they are known to the CONSULTANT. All disclosures must be submitted in writing to AUTHORITY pursuant to the Notice provision herein. This disclosure requirement is for the entire term of this Agreement.

ARTICLE 18. CODE OF CONDUCT

CONSULTANT agrees to comply with the AUTHORITY's Code of Conduct as it relates to Third-Party contracts which is hereby referenced and by this reference is incorporated herein. CONSULTANT agrees to include these requirements in all of its subcontracts.

ARTICLE 19. PROHIBITION ON PROVIDING ADVOCACY SERVICES

CONSULTANT and all subconsultants performing work under this Agreement, shall be prohibited from concurrently representing or lobbying for any other party competing for a contract with AUTHORITY, either as a prime consultant or subconsultant. Failure to refrain from such representation may result in termination of this Agreement.

ARTICLE 20. FEDERAL, STATE AND LOCAL LAWS

CONSULTANT warrants that in the performance of this Agreement, it shall comply with all applicable federal, state and local laws, statutes and ordinances and all lawful orders, rules and regulations promulgated thereunder.

ARTICLE 21. EQUAL EMPLOYMENT OPPORTUNITY

In connection with its performance under this Agreement, CONSULTANT shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age or national origin. CONSULTANT shall take affirmative action to ensure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, age or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

ARTICLE 22. PROHIBITED INTERESTS

CONSULTANT covenants that, for the term of this Agreement, no director, member, officer or employee of AUTHORITY during his/her tenure in office or for one (1) year thereafter shall have any interest, direct or indirect, in this Agreement or the proceeds thereof.

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ARTICLE 23. OWNERSHIP OF REPORTS AND DOCUMENTS

A. The originals of all letters, documents, reports and other products and data produced under this Agreement shall be delivered to, and become the property of AUTHORITY. Copies may be made for CONSULTANT's records but shall not be furnished to others without written authorization from AUTHORITY. Such deliverables shall be deemed works made for hire and all rights in copyright therein shall be retained by AUTHORITY.

B. All ideas, memoranda, specifications, plans, manufacturing, procedures, drawings, descriptions, and all other written information submitted to CONSULTANT in connection with the performance of this Agreement shall not, without prior written approval of AUTHORITY, be used for any purposes other than the performance under this Agreement, nor be disclosed to an entity not connected with the performance of the project. CONSULTANT shall comply with AUTHORITY's policies regarding such material. Nothing furnished to CONSULTANT, which is otherwise known to CONSULTANT or is or becomes generally known to the related industry shall be deemed confidential. CONSULTANT shall not use AUTHORITY's name, photographs of the project, or any other publicity pertaining to the project in any professional publication, magazine, trade paper, newspaper, seminar or other medium without the express written consent of AUTHORITY.

C. No copies, sketches, computer graphics or graphs, including graphic artwork, are to be released by CONSULTANT to any other person or agency except after prior written approval by AUTHORITY, except as necessary for the performance of services under this Agreement. All press releases, including graphic display information to be published in newspapers, magazines, etc., are to be handled only by AUTHORITY unless otherwise agreed to by CONSULTANT and AUTHORITY.

ARTICLE 24. PATENT AND COPYRIGHT INFRINGEMENT

A. In lieu of any other warranty by AUTHORITY or CONSULTANT against patent or copyright infringement, statutory or otherwise, it is agreed that CONSULTANT shall defend at its expense any claim or suit against AUTHORITY on account of any allegation that any item furnished under this Agreement or the normal use or sale thereof arising out of the performance of this Agreement, infringes upon any

1 presently existing U.S. letters patent or copyright and CONSULTANT shall pay all costs and damages
2 finally awarded in any such suit or claim, provided that CONSULTANT is promptly notified in writing of
3 the suit or claim and given authority, information and assistance at CONSULTANT's expense for the
4 defense of same. However, CONSULTANT will not indemnify AUTHORITY if the suit or claim results
5 from: (1) AUTHORITY's alteration of a deliverable, such that said deliverable in its altered form infringes
6 upon any presently existing U.S. letters patent or copyright; or (2) the use of a deliverable in combination
7 with other material not provided by CONSULTANT when such use in combination infringes upon an
8 existing U.S. letters patent or copyright.

9 B. CONSULTANT shall have sole control of the defense of any such claim or suit and all
10 negotiations for settlement thereof. CONSULTANT shall not be obligated to indemnify AUTHORITY
11 under any settlement made without CONSULTANT's consent or in the event AUTHORITY fails to
12 cooperate fully in the defense of any suit or claim, provided, however, that said defense shall be at
13 CONSULTANT's expense. If the use or sale of said item is enjoined as a result of such suit or claim,
14 CONSULTANT, at no expense to AUTHORITY, shall obtain for AUTHORITY the right to use and sell
15 said item, or shall substitute an equivalent item acceptable to AUTHORITY and extend this patent and
16 copyright indemnity thereto.

17 **ARTICLE 25. FINISHED AND PRELIMINARY DATA**

18 A. All of CONSULTANT's finished technical data, including but not limited to illustrations,
19 photographs, tapes, software, software design documents, including without limitation source code,
20 binary code, all media, technical documentation and user documentation, photoprints and other graphic
21 information required to be furnished under this Agreement, shall be AUTHORITY's property upon
22 payment and shall be furnished with unlimited rights and, as such, shall be free from proprietary restriction
23 except as elsewhere authorized in this Agreement. CONSULTANT further agrees that it shall have no
24 interest or claim to such finished, AUTHORITY-owned, technical data; furthermore, said data is subject
25 to the provisions of the Freedom of Information Act, 5 USC 552.

26 B. It is expressly understood that any title to preliminary technical data is not passed to

AUTHORITY but is retained by CONSULTANT. Preliminary data includes roughs, visualizations, software design documents, layouts and comprehensives prepared by CONSULTANT solely for the purpose of demonstrating an idea or message for AUTHORITY's acceptance before approval is given for preparation of finished artwork. Preliminary data title and right thereto shall be made available to AUTHORITY if CONSULTANT causes AUTHORITY to exercise Article 11, and a price shall be negotiated for all preliminary data.

ARTICLE 26. FORCE MAJEURE

Either party shall be excused from performing its obligations under this Agreement during the time and to the extent that it is prevented from performing by an unforeseeable cause beyond its control, including but not limited to: any incidence of fire, flood; acts of God; commandeering of material, products, plants or facilities by the federal, state or local government; national fuel shortage; or a material act or omission by the other party; when satisfactory evidence of such cause is presented to the other party, and provided further that such nonperformance is unforeseeable, beyond the control and is not due to the fault or negligence of the party not performing.

ARTICLE 27. HEALTH AND SAFETY REQUIREMENT

CONSULTANT shall comply with all the requirements set forth in Exhibit C, Level 2, Health, Safety and Environmental Specifications.

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This Agreement shall be made effective upon execution by both parties.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement No. C- 7-1612 to be executed on the date first above written.

CONSULTANT

ORANGE COUNTY TRANSPORTATION AUTHORITY

By _____

By _____

Pia Veesapen
Manager, Contracts and Procurement

APPROVED AS TO FORM:

By _____

James M. Donich
General Counsel

EXHIBIT D: STATUS OF PAST AND PRESENT CONTRACTS FORM

STATUS OF PAST AND PRESENT CONTRACTS FORM

On the form provided below, Offeror shall list the status of past and present contracts where the firm has either provided services as a prime vendor or a subcontractor during the past five (5) years in which the contract has been the subject of or may be involved in litigation with the contracting authority. This includes, but is not limited to, claims, settlement agreements, arbitrations, administrative proceedings, and investigations arising out of the contract.

A separate form must be completed for each contract. Offeror shall provide an accurate contact name and telephone number for each contract and indicate the term of the contract and the original contract value. Offeror shall also provide a brief summary and the current status of the litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations. If the contract was terminated, list the reason for termination.

Offeror shall have an ongoing obligation to update the Authority with any changes to the identified contracts and any new litigation, claims, settlement agreements, arbitrations, administrative proceedings, or investigations that arise subsequent to the submission of Offeror's proposal. Each form must be signed by an officer of the Offeror confirming that the information provided is true and accurate.

Project city/agency/other:	
Contact Name:	Phone:
Project Award Date:	Original Contract Value:
Term of Contract:	
(1) Litigation, claims, settlements, arbitrations, or investigations associated with contract:	
(2) Summary and Status of contract:	
(3) Summary and Status of action identified in (1):	
(4) Reason for termination, if applicable:	

By signing this Form entitled "Status of Past and Present Contracts," I am affirming that all of the information provided is true and accurate.

Name

Date

Title

Last Rev. 08/26/2015

EXHIBIT E: SAFETY SPECIFICATIONS

LEVEL 2 HEALTH, SAFETY AND ENVIRONMENTAL SPECIFICATIONS

1. GENERAL HEALTH, SAFETY & ENVIRONMENTAL REQUIREMENTS

- A. The Contractor, its subcontractors, suppliers, and employees have the obligation to comply with all Orange County Transportation Authority (Authority) health, safety and environmental compliance department (HSEC), requirements of this safety specification, project site requirements, and bus yard safety rules as well as all federal, state, and local regulations pertaining to scope of work or agreements with the Authority. Additionally, manufacturer requirements are considered incorporated by reference as applicable to this scope of work.
- B. Observance of repeated unsafe acts or conditions, serious violation of safety standards, non-conformance of Authority's HSEC requirements, or disregard for the intent of these safety specifications to protect people and property, by Contractor or its subcontractors may be reason for termination of scope or agreements with the Authority, at the sole discretion of the Authority.

2. INJURY AND ILLNESS PREVENTION PLAN

- A. The Contractor shall submit to the Authority, a copy of their company Injury and Illness Prevention Plan (IIPP) in accordance with California Code of Regulations (CCR) Title 8, Section 3203. The intent and elements of the IIPP shall be implemented and enforced by the Contractor and its subcontractors, suppliers, and vendors.
- B. Contractor shall provide a copy of the Policy or Program of Company's Substance Abuse Prevention Program that complies with the 1988 Drug Free Workplace Act.

3. HAZARD COMMUNICATION PROGRAM

- A. Contractor shall comply with CCR Title 8, Section 5194 Hazard Communication Standard. Prior to use on Authority property and/or project work areas Contractor shall provide the Authority Project Manager copies of MSDS for all applicable products used, if any.
- B. All chemicals including paint, solvents, detergents and similar substances shall comply with South Coast Air Quality Management District (SCAQMD) rules 103, 1113, and 1171.

4. DESIGNATED HEALTH, SAFETY AND ENVIRONMENTAL (HSE) REPRESENTATIVE

- A. Before beginning on-site activities, the Contractor shall designate an On-site HSE Representative. This person shall be a Competent or Qualified Individual as defined by the Occupational, Safety, and Health Administration (OSHA), familiar with applicable CCR Title 8 Standards, and has the authority to affect changes in work procedures that may have associated schedule and budget impacts.
- B. The Contractor shall provide the Authority's Project Manager a resume

outlining the qualifications, or job experience of Contractor's On-Site HSE Representative assigned to the project. The Contractor's On-Site HSE Representative for all Authority projects is subject to acceptance by the Authority Project Manager and the HSEC Department Manager. All contact information of the On-Site HSE Representative (name, phone, and fax and pager/cell phone number) shall be provided to the Authority Project Manager.

- C. The Contractor's On-Site HSE Representative shall have, as a minimum, a 30 hour OSHA training certificate, and five (5) years of experience of HSE compliance on similar projects. The Authority reserves the right to allow for an exception of these minimum qualification requirements for unforeseen circumstances, at the sole discretion of the Authority Project Manager and the HSEC Department Manager.
- D. A Competent or Qualified Individual means one who is capable of identifying existing and predictable hazards in the surroundings or working conditions which are unsanitary, hazardous, or dangerous to employees, and who has authorization to take prompt corrective measures to eliminate them.

5. ORIENTATION

- A. The Contractor shall conduct and document a project site safety orientation for all Contractor personnel, subcontractors, suppliers, vendors, and new employees assigned to the project prior to performing any work on Authority projects. The safety orientation at a minimum shall include, as applicable, Personal Protection Equipment (PPE) requirements, eye protection, ANSI class 2 reflective vests, designated smoking, eating, and parking areas, traffic speed limit and routing, cell phone policy, and barricade requirements. When required by scope, additional orientation shall include fall protection, energy isolation/lock-out/tag-out (LOTO), confined space, hot work permit, security requirements, and similar project safety requirements.
- B. Copies of orientation documents shall be provided to the Authority Project Manager within 72 hours upon request.

6. TRAFFIC & PARKING

The Contractor shall ensure that all Contractor vehicles, including those of its subcontractors, suppliers, vendors and employees are parked in designated parking areas, are identified by company name and/or logo, and comply with traffic routes, and posted traffic signs in areas other than the employee parking lots.

7. GENERAL PROVISIONS

- 1. The Contractor shall provide all necessary tools, equipment, and related safety protective devices to execute the scope of work in compliance with Authority's HSEC requirements, CCR Title 8 Standards, and recognized safe work practices.
- 2. The Contractor shall immediately notify the Authority's Project Manager whenever local, state or federal regulatory agency personnel are identified as being onsite.
- 3. The Authority HSEC requirements, and references contained within this scope of work shall not be considered all-inclusive as to the hazards that might be

encountered. Safe work practices shall be pre-planned and performed, and safe conditions shall be maintained during the course of this work scope.

4. The Contractor shall specifically acknowledge that it has primary responsibility to prevent and correct all health, safety and environmental hazards for which it and its employees, or its subcontractors (and their employees) are responsible. The Contractor shall further acknowledge their expertise in recognition and prevention of hazards in the operations for which they are responsible, that the Authority may not have such expertise, and is relying upon the Contractor for such expertise. The Authority retains the right to notify the Contractor of potential hazards and request the Contractor to evaluate and, as necessary, to eliminate those hazards.
5. The Contractor shall instruct all its employees, and all associated sub-contractors under contract with the Contractor who work on Authority property in the recognition, identification, and avoidance of unsafe acts and/or conditions applicable to its work.
6. California Code of Regulations (CCR) Title 8 Standards are minimum requirements, and each Contractor is encouraged to exceed minimum requirements. When the Contractor safety requirements exceed statutory standards, the more stringent requirements shall be achieved for the safeguard of the public and workers.

8. INCIDENT NOTIFICATION AND INVESTIGATION

- A. The Authority shall be promptly notified of any of the following types of incidents:
 1. Damage to Authority property (or incidents involving third party property damage);
 2. Reportable and/or Recordable injuries (as defined by the U. S. Occupational Safety and Health Administration);
 3. Incidents impacting the environment, i.e. spills or releases on Authority property.
- B. Notifications shall be made to Authority representatives, employees and/or agents. This includes incidents occurring to contractors, vendors, visitors, or members of the general public that arise from the performance of Authority contract work. An immediate verbal notice followed by a written incident investigation report shall be submitted to Authority's Project Manager within 24 hours of the incident.
- C. A final written incident investigative report shall be submitted within seven (7) calendar days, and include the following information. The current status of anyone injured, photos of the incident area, detailed description of what happened, the contributing factors that lead to the incident occurrence, a copy of the company policy or procedure associated with the incident and evaluation of effectiveness, copy of the task planning documentation, and the corrective action initiated to prevent recurrence. This information shall be considered the minimum elements required for a comprehensive incident report acceptable to OCTA.

9. PERSONAL PROTECTIVE EQUIPMENT

Contractors, and all associated subcontractors, vendors and suppliers are required to provide their own personal protective equipment (PPE), including eye, head, foot, and hand

protection, respirators, reflective safety vests, and all other PPE required to perform their work safely on Authority projects.

10. LANGUAGE REQUIREMENTS

The Contractor for safety reasons shall ensure employees that do not read, or understand English, shall have a bilingual supervisor or foreman when on the Authority property or projects.

11. WARNING SIGNS AND DEVICES

The Contractor shall provide signs, signals, and/or warning devices to be visible at all times when and where a hazard exists. Signs, signals, and/or warning devices shall be removed when the hazard no longer exists.

12. REFERENCES

- A. CCR Title 8 Standards (Cal/OSHA)
- B. FCR Including 1910 and 1926 Standards
- C. NFPA, NEC, ANSI, NIOSH Standards
- D. Authority Construction Management Procedures Manual
- E. Authority Yard Safety Rules

EXHIBIT F: PROPOSAL EXCEPTIONS AND/OR DEVIATIONS

PROPOSAL EXCEPTIONS AND/OR DEVIATIONS

The following form shall be completed for each technical and/or contractual exception or deviation that is submitted by Offeror for review and consideration by Authority. The exception and/or deviation must be clearly stated along with the rationale for requesting the exception and/or deviation. If no technical or contractual exceptions or deviations are submitted as part of the original proposal, Offerors are deemed to have accepted Authority's technical requirements and contractual terms and conditions set forth in the Scope of Work (Exhibit A) and Proposed Agreement (Exhibit C). Offerors will not be allowed to submit this form or any contractual exceptions and/or deviation after the proposal submittal date identified in the RFP. Exceptions and/or deviations submitted after the proposal submittal date will not be reviewed by Authority.

Offeror: _____

RFP No.: _____ RFP Title: _____

Deviation or Exception No. : _____

Check one:

- Scope of Work (Technical) _____
- Proposed Agreement (Contractual) _____

Reference Section/Exhibit: _____ Page/Article No. _____

Complete Description of Deviation or Exception:

Rationale for Requesting Deviation or Exception:

Area Below Reserved for Authority Use Only:
