

ATTACHMENT A – SCOPE OF WORK

The management organization shall provide a management team which will be responsible for, but not limited to, the following tasks listed below.

1. The State will exercise its right to impose penalties due to recurrent non-conformance with the requirements listed in this Agreement. If penalties are imposed, the Second Party could appeal to the Bureau Chief of Public Transportation's decision.

Functional Area

A. Operations Management

1. Management of all aspects of human resources required to provide transit service and the requisite labor management, including labor negotiations. This also includes (without limiting the range of responsibilities) payroll, benefits, employee applications, verification of eligibility, drug testing, establishment of personnel policies, and terminations.
2. Hiring and training new employees and regular re-training of current employees. Retaining staff as it may be needed. Federally mandated ADA service requirements for commuter bus services. Preparing and implementing a training program for personnel. The program must be ongoing and comprehensive covering all aspects of the system and must meet, at a minimum, all applicable Federal, State and local regulations. The program shall include a matrix of training requirements by position held. Training must also emphasize techniques for interacting with the public in a helpful and courteous manner to achieve the maximum level of customer service; this requirement pertains to any employee who regularly interfaces with the public. Records of training, certificates and licenses shall be maintained in an organized manner with appropriate documents readily available for audit purposes.
3. At the direction of CTDOT, implement the Bus Service, Maintenance, and Operations Plans, all living documents that are continually being updated by CTDOT.
4. Ensuring proper operations of Intelligent Transportation Systems (ITS) operations for all express services and its upgrades. ITS elements include, but are not limited to, Computer-aided Dispatch (CAD), Variable Message signs (VMS), Public Address (PA) systems and Bus Stop Announcements, Automatic Passenger Counting (APC) and Automatic Vehicle Locator (AVL).
5. Coordinating emergency call response with external first responders implementing incident management, emergency management, and 911 procedures that comply with CTDOT plans and operational needs and providing internal procedures for route supervisors, staff, and third parties.
6. Purchasing, maintenance and inventory management of vehicle parts inventories with prior CTDOT approval of Authorization for Expenditure (AFEs) in accordance with CTDOT policies, procedures and/or Federal and State procurement requirements.
7. Repair and maintenance of buses owned by CTDOT in conformance with all Federal and State requirements, including the issuance of maintenance reports, and timely coordination of random inspection of State-owned buses by CTDOT and/or its designee.

8. Maintenance of all applicable State-owned structures and equipment. This includes coordination with and participation in the State's asset management program.
9. Maintaining accurate and timely inventories of all applicable State-owned equipment.
10. Vehicles and equipment owned by the Second Party, which are used on a temporary or incidental basis for the performance of this Service, may be subject to inspection by the State and/or its designee.
11. Route/service scheduling and dispatching. To ensure the conformance to the bus route service and dispatching by CTDOT.
12. Monitor, analyze and develop efficiency measures of the bus services under this RFP.

B. Administration

1. Budgeting. Review annual budgets with CTDOT.
2. Procurement of required insurance policies for coverage of non-State owned vehicles and facilities, as well as workers compensation, health insurance, and other insurances that may be required by labor contracts, agreements, or State and Federal law.
3. Generation of monthly operating reports, outlining activities, performance and statistical data.
4. Generation of required National Transit Database (NTD) report. CTDOT will provide form as it may be applicable, example, Exhibit 3 NTD Maintenance Performance Monthly report.

C. Planning

1. Participate in the development and improvement of short range transit service planning and public outreach.

D. System Safety and Security

1. Prepare, implement, and maintain a system that ensures that the safety and security of passengers, personnel, members of the public, vehicles and equipment is maintained at the highest level possible throughout the term of this contract, in accordance with local, State, and Federal requirements such as the federally required Public Transportation Safety Plan (PTASP) which includes but not limited to the implementation of Safety Performance Targets, Safety management Policy, Safety Risk Management, Safety Assurance and Safety Promotion. In this regard, the Contractor is responsible for developing and implementing an ongoing comprehensive safety program covering all aspects of the system. (System Safety Program Plan) *The program must be submitted for approval within 60 days of Notice-To-Proceed and shall be updated to reflect system changes/modifications or upon request of the State.*

A Safety and Security Management Plan and all supporting plans must be maintained at all times in accordance with FTA regulations. Safety reviews/audits, safety meetings, lessons learned, incident reporting, and drug testing program would be part of this requirement.

E. Public Relations/Customer Service/Social Media/Marketing

1. Public relations including responsibility for phone lines and social media used for handling customer complaints and questions. Call center staff shall be able to provide basic scheduling information, the location of stops and information on connecting services.
2. Arrangements for and participation in public hearings relative to bus service refinements.
3. Distributing as it may be required by CTDOT all fare media, this includes monthly passes for privately operated express bus routes, and any statewide fare media developed by CTDOT
4. Posting and Distribution of brochures, bus route schedules, information pieces, proper display of the Title VI of the Civil Rights act of 1964 in the languages that may be federally required by CTDOT, etc. on all buses.

F. Fare Collection

1. Implementing CTDOT policies, procedures and provide the staffing to manage fare enforcement as well as proper handling of all revenue generated by the State-owned buses and to be deposited in the State bank account.

G. Other Responsibilities

1. Management of additional bus operations and facilities as required by CTDOT. The State reserves the right to assign (and the Contractor must be willing to assume) certain special assignments on an urgent basis should the need arise. These assignments might include providing management and operational oversight of certain State-funded operations that otherwise might be discontinued, at great inconvenience to the riding public. Adequate staff must be provided at a cost to be determined at the time of the incident.
2. Other functions reasonably required in day-to-day operation of the State-owned bus services.
3. Implement on-going compliance with all local, State, and Federal requirements.
4. Provide net cost of fuel. Payments may be adjusted to reconcile fuel variations. Connecticut tax exemption needs to be approved by CTDOT for the operator to be reimbursed for the Tax by DRS.